HOME & COMMUNITY-BASED SERVICES

WYOMING DEPARTMENT OF HEALTH
DIVISION OF HEALTHCARE FINANCING

Provider Incentive Program for Participant Achievement (PIPPA)

Developed by
Division of Healthcare Financing
Home and Community-Based Services Section

Project Purpose

The Wyoming Department of Health (WDH) has developed the Provider Incentive Program for Participant Achievement (PIPPA) for financial incentives to providers and case managers to assist in serving individuals with complex needs transitioning from Wyoming State Hospital (WSH) into their communities of choice.

Providers and case managers can apply to be considered to take part in this project if they meet the criteria for participation, including no corrective action plan 24 months from the date of application. The criteria also include the satisfactory completion of an application; in addition, WDH will consider additional provider performance metrics as this program is targeted to high performing providers that show a capacity to serve complex populations. Selected providers and case managers will become part of an enhanced network available to individuals transitioning out of WSH. Individuals transitioning from WSH into HCBS services, and their legally authorized representatives, as applicable, may select any case manager or provider qualified to deliver services. However, this enhanced network of providers and case managers will be prepared to deliver a higher level of support specialized to individuals transitioning from WSH.

Participating providers and case managers will complete and document monthly service milestones and receive payment each month upon achieving those milestones. The milestones are established to help providers and case managers deliver robust supports for individuals during this important transition period. At the close of the transition period, providers and case managers step down to receiving standard Waiver funding for their continued support for individuals utilizing HCBS.

Qualifications

Qualifications for both providers and case managers include a pre-screening of recent performance.

	PIPPA Pre-Screening for Providers
	Provider has completed a full certification renewal (i.e. successfully completed over one (1) year of service provision in Wyoming)
	Provider is in good standing (no open corrective or adverse action)
	Most recent certification renewal resulted in a three-year recertification period
	Provider has consistently reported critical and non-critical incidents as defined by the Division. Upon investigation, the provider has demonstrated appropriate response to incidents or has acted promptly to comply with Division technical assistance.
	No corrective action 24 months from the date of application

	Past corrective action addressed timely and appropriately

	PIPPA Pre-Screening for Case Managers
	Case manager has completed a full certification renewal (i.e. successfully completed over one (1) year of service provision in Wyoming)
	Case manager is in good standing (no open corrective or adverse action)
	Most recent certification renewal resulted in a three-year recertification period
	Case manager has consistently reported critical and non-critical incidents as defined by the Division. Upon investigation, the case manager has demonstrated appropriate response to incidents or has acted promptly to comply with Division technical assistance
	No corrective action 24 months from the date of application
	Past corrective action addressed timely and appropriately
	Consistent with Division to successfully resolve Quality Improvement Review (QIR) findings
	Completed UW Case Management Training during UW evaluation and support period
	Consistently demonstrated ability to write robust and supportive Positive Behavior Support Plan (PBSP)

WSH Discharge and HCBS Admissions Support

As with any client entering Waiver services, the prospective provider and client should have the opportunity to get to know each other prior to admission. This process is even more important in transitions from the WSH setting to a Waiver provider. While the HCBS Section is able to facilitate initial contact, prospective providers and case managers should be prepared to take the lead in conversations with WSH. The following coordination should occur prior to acceptance into services:

- Early and ongoing contact between Waiver case manager, WSH case manager, WSH treatment team, and prospective Waiver provider regarding what has worked for the client while at WSH and lessons learned as well as other support topics.
- Contact between prospective Waiver provider, client, and legally authorized representative, if one exists, to determine if the fit is appropriate. This contact should be ongoing through move from WSH to Waiver services, and can include but is not limited to the following:

    - Video conferencing
    - Provider visiting WSH
    - Client and legally authorized representative, if one exists, visiting Waiver provider (as WSH staffing permits)
- Identification of behavioral health needs and specifying in the plan of care the type of support needed from behavioral health professionals.
    - Coordination with WSH on this topic, and ensuring that the treatment team is in touch with any prescribing providers.
    - Early scheduling of any initial medication management appointments; coordination on this topic with the WSH case manager
    - Identification of counseling, therapy, or other type of support needed and a plan for ensuring all appropriate supports to attend appointments

The following support is available after admission into Waiver services:

- Meetings between the plan of care team and WSH treatment team at 30, 60, and 90 days post-WSH discharge
    - Consultation regarding successes and challenges, with support for revising the PBSP if needed
    - Consultation between prescribing community provider and WSH treatment professionals for support with medication monitoring

Provider Milestone Description

For the purposes of this program, three participant milestones were selected to qualify for incentive payments: successful use of the Positive Behavior Supports Plan (PBSP); meaningful engagement in the community; and employment exploration. The goal of each milestone is not to bring about a specific behavior, but rather to have the provider support the individual in exploring and participating in activities that create a meaningful, holistic life. Goals are outlined below in further detail.

Successful Use of the PBSP: While the goal of the PBSP is to get a participant's interfering behaviors to decrease, the goal of this milestone is to use the PBSP to inform techniques and strategies of engagement between provider and participant. For a milestone payment in this category, the HCBS Section expects to see the provider document spending time doing things like:

- Utilizing techniques and tools identified in the PBSP for interactions with the participant
- Conducting ongoing formal and informal assessment and review of the PBSP with the participant's team
- Analyzing what went well and areas for improvement in provider response to the participant's use of behaviors
- Determining provider staff training needs based on analysis of provider staff response to behaviors
- Including the participant in the above conversations

Meaningful Engagement in the Community: Everyone has different ideas about what both "community" and "engagement" mean and look like. The goal of this milestone is to identify with the individual what those terms mean, and define what support for that community engagement looks like to them. For a milestone payment in this category, the HCBS Section expects to see provider documentation demonstrating things like:

- Discovering what interests, passions, and other enjoyable activities are for the individual
- Assisting the individual in connecting these interests to events or activities within the broader community
- Helping the individual in creating opportunities to explore interests within community resources
- Assisting the individual in thinking through and planning activities that are important to them

Employment Exploration: Often in supporting individuals with disabilities in employment-type services, the expected outcome is for the individual to obtain and maintain a job. While that outcome is certainly important and an overall goal, successful support in this category is broader than a typical follow-along activity. For a milestone payment in this category, the HCBS Section expects to see the provider document spending time doing things like:

- Engaging with the individual regarding their dreams and aspirations related to employment.
- Identifying the individual's special interests and skills
- Exploring activities to grow and develop those interests and skills
- Engaging with the individual on how interests and skills could be developed to support the identified dreams and aspirations
- Helping the individual research and engage in community activities related to these interests and skills
- Helping the individual research volunteer opportunities
- Helping the individual understand the connection between daily responsibilities, such as being on time, dressing appropriately for the occasion, and managing one's emotions, with job success.
- Breaking employment goals into smaller steps and identifying what each step might include for the individual

Provider Fee Schedule

Please note that all payments except the one-time payment per provider are per client served per month, per specific milestone.

Month	**PROVIDER** Milestone	Payment Breakdowns	Max Payment Breakdown	Total Potential Payment for Milestone
0		Acceptance into pilot with required certifications	$10,000	$10,000

	Provider pilot entry requirements	Acceptance into pilot <u>without</u> required certification, and Upon completion of required certifications (payment total broken into 2 payments)	$5,000 $5,000	One-time Payment
	Provider client payment	Readiness Assessment, part 1: Training & Support Plan	$2,500	$10,000
		Readiness Assessment, part 2: Home & Environment	$2,500	
		Acceptance of participant into services	$5,000	
1	Provider monthly milestone	Successful use of PBSP	$5,000	$10,000
		Meaningful engagement in the community	$3,000	
		Employment Exploration	$2,000	
2	Provider monthly milestone	Successful use of PBSP	$5,000	$10,000
		Meaningful engagement in the community	$3,000	
		Employment Exploration	$2,000	
3	Provider monthly milestone	Successful use of PBSP	$5,000	$10,000
		Meaningful engagement in the community	$3,000	
		Employment Exploration	$2,000	
4	Provider monthly milestone	Successful use of PBSP	$5,000	$10,000
		Meaningful engagement in the community	$3,000	
		Employment Exploration	$2,000	
5	Provider monthly milestone	Successful use of PBSP	$5,000	$10,000
		Meaningful engagement in the community	$3,000	

		Employment Exploration	$2,000	
6	Provider monthly milestone	Successful use of PBSP	$5,000	$30,000
		Meaningful engagement in the community	$3,000	
		Employment Exploration	$2,000	
	Facilitation of step-down plan		$20,000	
Potential Total Per Individual Served				$90,000

Case Manager Fee Schedule

Please note that all payments except the one-time payment per case manager are per client served per month, per specific milestone.

Month	**CASE MANAGER** Milestone	Payment Breakdowns	Max Payment Breakdown	Total Potential Payment for Milestone
0	CM pilot entry requirements	Acceptance into pilot <u>with</u> required certifications	$10,000	$10,000 One-time Payment
		Acceptance into pilot <u>without</u> required certification, and Upon completion of required certifications (payment total broken into 2 payments)	$5,000 $5,000	
	Provider client payment	Acceptance of participant into services	$6,000	21,000
		Readiness Assessment	$5,000	
		Completion of Plan of Care	$10,000	
1	CM monthly milestone	Weekly contact with participant	$5,000	$5,000
2	CM monthly milestone	Weekly contact with participant	$5,000	$5,000

3	CM monthly milestone	Weekly contact with participant	$5,000	$8,000
		Quarterly Participant Team Meeting	$3,000	
4	CM monthly milestone	Weekly contact with participant	$5,000	$5,000
5	CM monthly milestone	Weekly contact with participant	$5,000	$5,000
6	CM monthly milestone	Weekly contact with participant	$5,000	$15,000
	Facilitation of step-down plan		$10,000	
Potential Total Per Individual Served				$64,000