



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Service Authorization and Crisis Policy

BDS Service Coordination Meeting

4.12.23

Readiness Training Schedule

Scheduled Readiness Trainings	
Trainings	Months
Service Authorization (Service Coordination Meeting)	April
Service Planning (Service Coordination Meeting)	April
Medicaid (NASDDDS)	April
Rules (Service Coordination Meeting)	May
Provider Rule	May
Crisis Policy/Sentinel Events (Service Coordination Meeting)	May
Claims Submission	June

Training schedule is subject to change.

Readiness Training Schedule

BDS is committed to providing support to service coordinators in preparation for 7/1.

BDS Provider Readiness Meetings

- **BDS Monthly Connection with Service Coordination and Intake Departments**

- Every 2nd and 4th Wednesday of the month from 2-3:30pm.

https://teams.microsoft.com/l/meetup-join/19%3ameeting_YmVmNDM1MDMtNDhhMS00MDE4LWEwM2MtMTJiNDdlZWUzZjQ4%40thread.v2/0?context=%7b%22Tid%22%3a%22992deae9-1c4c-42c8-a310-5088af55ba74%22%2c%22Oid%22%3a%22c3986336-a59e-4f47-aa37-cd2e72c8db70%22%7d

- **BDS Bi-Weekly Provider Readiness Open Office Hours**

- Every other Tuesday starting March 28th from 11-12pm.

<https://nh-dhhs.zoom.us/j/85809901209?pwd=bnEyM0FrdzZXZlZWVXOWF4b0tPanRpQT09>
Meeting ID: 858 0990 1209 Passcode: 201101

- **BDS Monthly Provider Meeting**

- Every 4th Wednesday of the month from 10-11:30am

https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZWZjYTBjMjUtMzgzYi00MDYxLWEyYWYtZDFkYmU1NTk3YTty%40thread.v2/0?context=%7b%22Tid%22%3a%22992deae9-1c4c-42c8-a310-5088af55ba74%22%2c%22Oid%22%3a%227adcb656-a0c6-49b6-992c-55d9d43565e7%22%7d

Agenda

1. BDS Updates
2. Service Authorization Bridge Process
3. Billable Units
 1. Billable Days
 2. Out of Service Days
4. Room and Board Overview
5. Crisis Policy
6. Question and Answer

BDS Updates



BDS Updates

BDS Waiver Amendment Public Comment Sessions- April 19th

- In-Person- Brown Auditorium New Hampshire Department of Health and Human Services
- Virtual- <https://www.dhhs.nh.gov/news-and-media/bds-waiver-amendment-public-comments-notice>
 - Developmental Disability Waiver Amendment- 5:00 PM-6:00 PM
 - Acquired Brain Disorder Waiver Amendment- 6:00 PM-7:00 PM
 - In Home Supports Waiver Amendment- 7:00PM – 8:00P PM

Service Coordination Function List

<https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/scfunctionlist.pdf>

BDS Provider Readiness FAQs

<https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/bds-provider-readiness-faqs-april.pdf>

BDS Service Coordinator Supervisor Meetings

- BDS will be offering weekly training sessions to service coordinator supervisors on their roles and responsibilities effective 7/1 in the coming weeks.

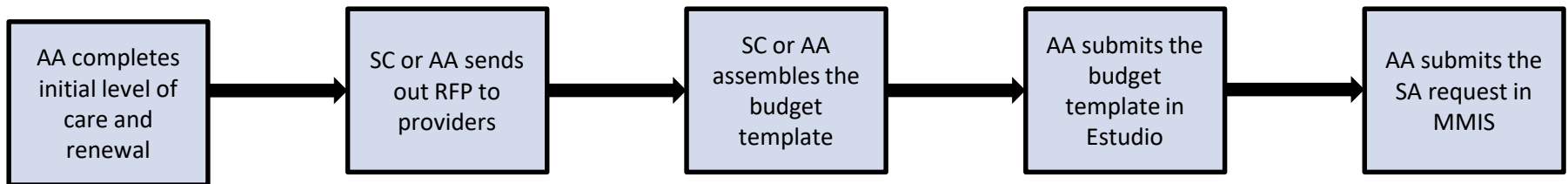
Service Authorization Bridge Process



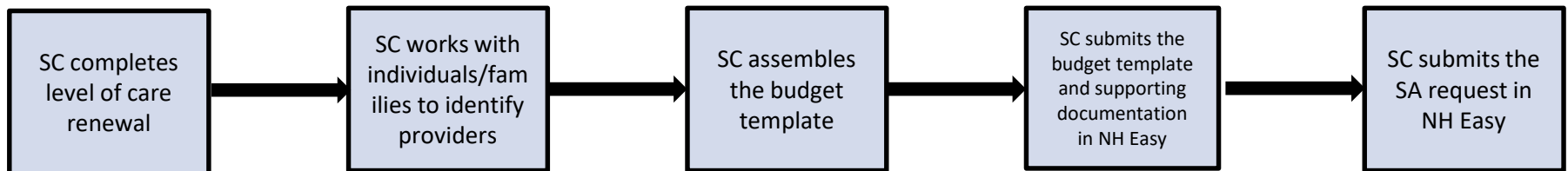
Readiness Process Map

Moving forward, service coordinators will be responsible for making sure that completed budget templates and service authorization requests are submitted to BDS.

Right Now– AA Submits



After 7/1– SC Submits



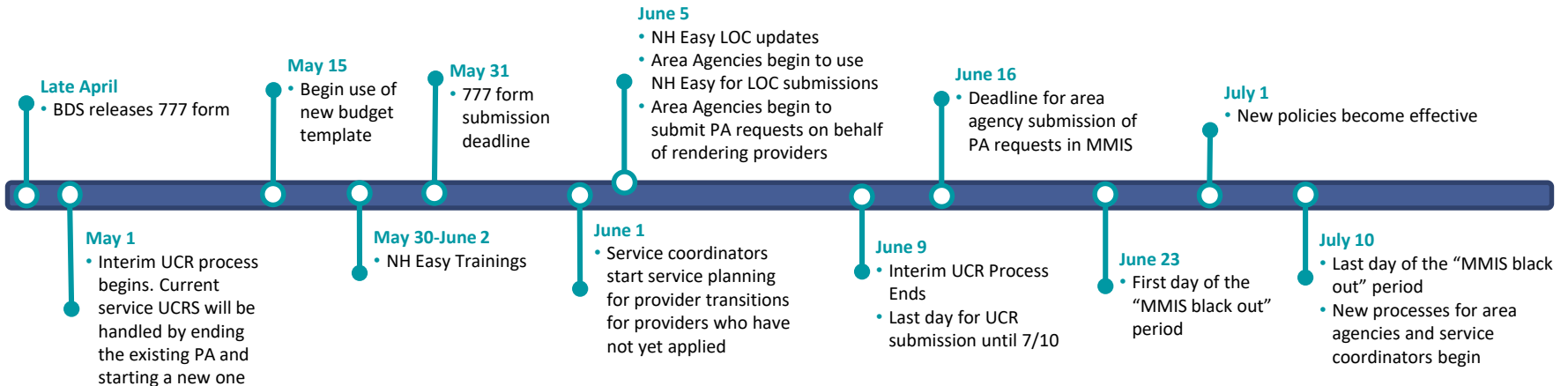
Process Summary

As BDS updates the developmental disabilities service system, the expectations of area agencies and service coordinators will change.

- Until June of 2023, status quo will continue for level of care, individual service agreement (ISA), budget template, and prior service authorization submission.
- In May:
 - Unit change requests (UCRs) process will change, effective May 1.
 - The budget template will be updated to utilize for all services effective July 1.
 - PDMS services will be unconsolidated and submitted by each service upon renewal or addition of new services to existing prior service authorizations, effective May 1.
- In June: Level of care (LOC) submissions will change.
 - Area agencies will begin to add rendering providers to SAs when possible.
- In July:
 - ISA upload and prior service authorization will change.
- December (Target):
 - ISA submission will change, and budget templates will sunset.

Key Dates for July Changes – Subject to Change

Key dates are summarized below. This work will be supported by ongoing data collection between area agencies, BDS, and providers.



Timelines are subject to change throughout implementation.

Last Updated: 4/4/2023

UCR Changes Overview

Summary:

- BDS is implementing an interim UCR process from May 1st to June 9th to help us prepare for implementation of direct bill.
- To give BDS adequate time to process UCRs and convert data, area agencies must submit UCRs for this fiscal year by June 9th.
- Beginning on July 10th, all PA changes will be processed in NH Easy.

Interim Process Overview:

To Change a Current Service...

- End date a PA service line, send the information in on the NEW UCR worksheet through eStudio to Prior Auth Unit Folder- UCRs folder.
- Generate a new PA by entering a new PA request into MMIS for each service type change(s); and, attach the amended Individual Service Agreement (ISA), budget approval from the liaison, and updated Functional Screen (FS) to the PA.
- The end date for the new PA will equal the current end date of the PA that is being changed.

To Add a New Service...

- Generate a new PA by entering a new PA request into MMIS for each service type change(s)
- Attach the amended Individual Service Agreement (ISA), budget approval from the liaison, and updated Functional Screen (FS) to the PA.
- The end date for the new PA will equal the current end date of the PA that is being changed.

To Change a Current Service & Add a New Service...

- End date a PA service line, send the information in on the NEW UCR worksheet through eStudio to Prior Auth Unit Folder- UCRs folder.
- Generate a new PA by entering a new PA request into MMIS for each service type change(s)
- Attach the amended Individual Service Agreement (ISA), budget approval from the liaison, and Functional Screen (FS) to the PA.
- If two or more requests are submitted at the same time, only one amended ISA and updated FS will need to be submitted.
- The end date for the new PA will equal the current end date of the PA that is being changed.

Key dates:

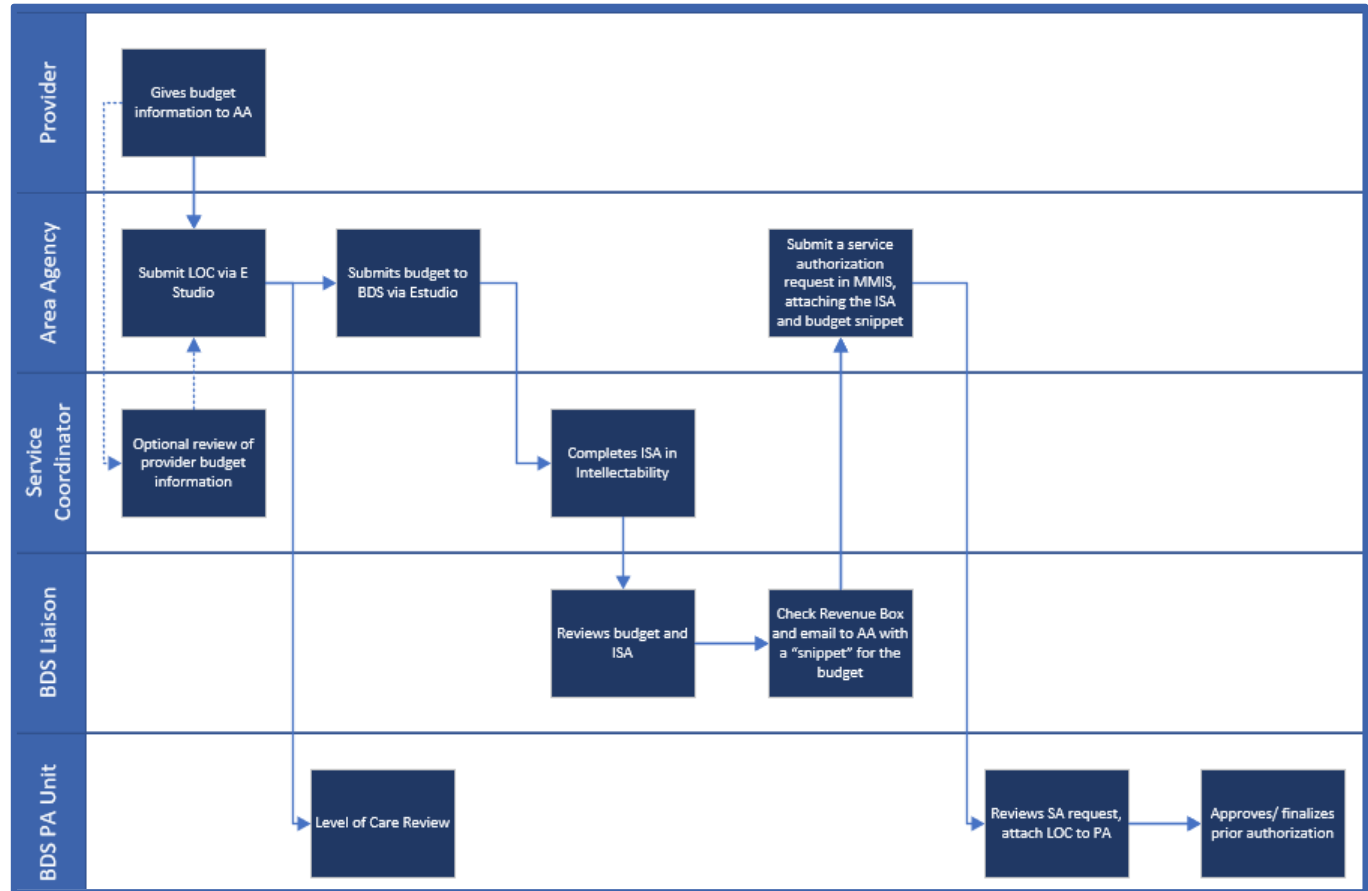
- April 30th: End of current UCR process
- May 1st to June 9th : Interim UCR process
- June 9th: Last day to submit a UCR
- July 10th: New process in NH Easy begins

April – May Process Map

In March, BDS began to require all initial and renewals to go to BDS, with the goal that area agencies complete all SA renewal requests 45 days in advance. PDMS budgets will no longer be allowed to include bundled services. PDMS requests must include the budget face sheet with specific services identified that align with the service agreement.

LOC and ISAs/budgets can be submitted at the same time.

As of May 15th, the new budget template will be in effect.

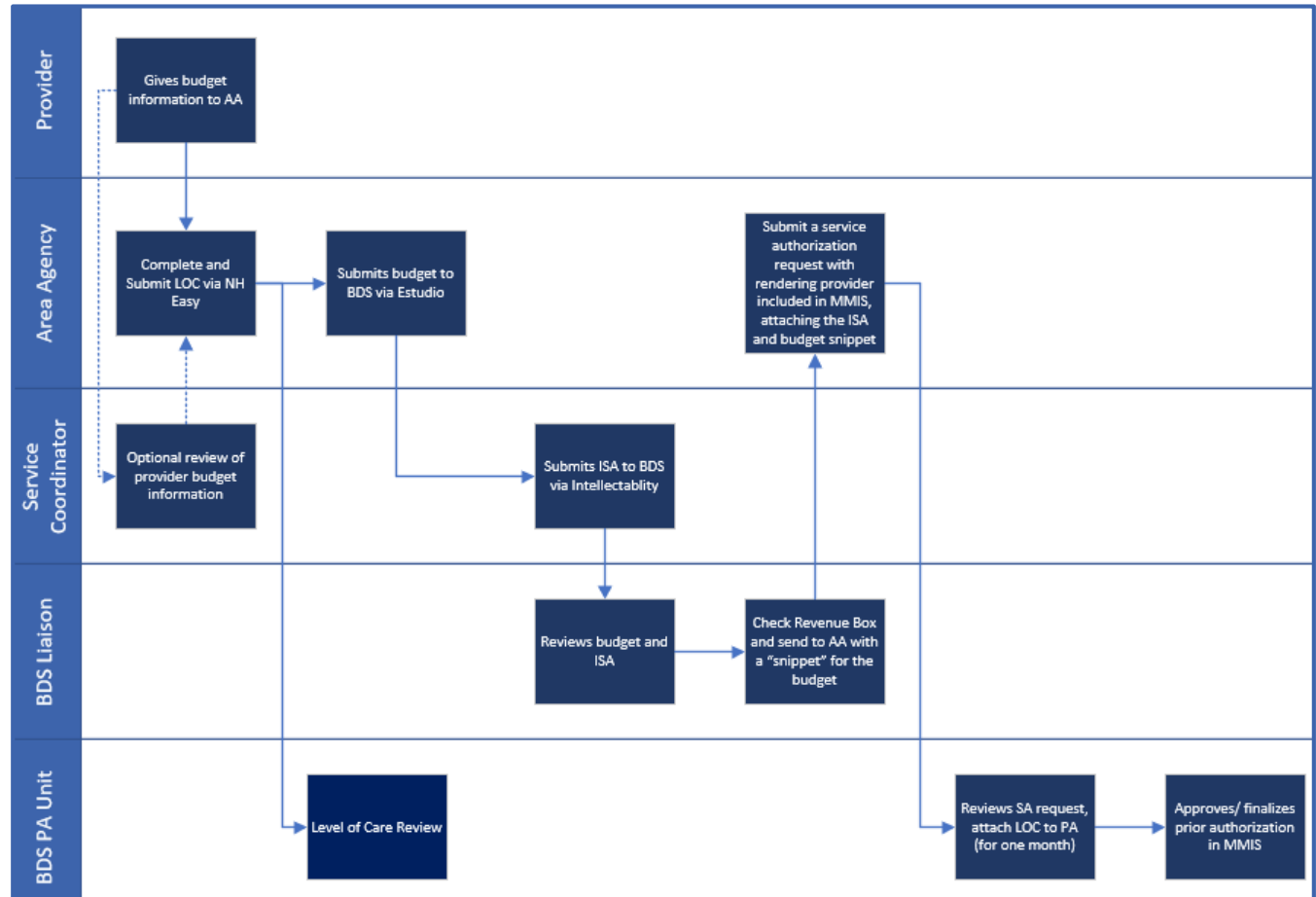


June Process Map

In June, the process will continue, but area agencies will need to include rendering provider by service on prior service authorization requests *when possible*. NH Easy will be updated, allowing the area agencies to submit level of care requests as of June 5th.

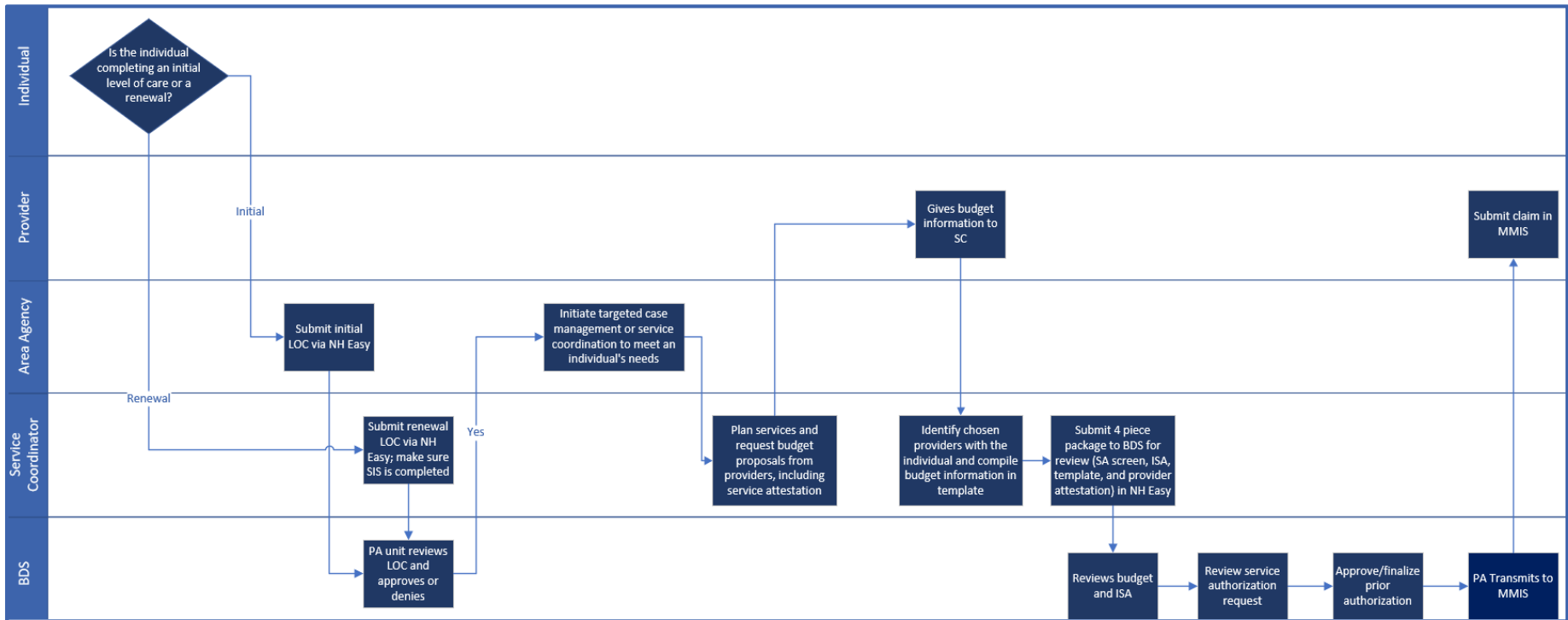
Area agencies should aim to complete work related to requests for services in August. All pending and approved requests will carry over during the conversion process.

All UCRs for the current fiscal year must be submitted by June 9th.



July Process Map

In July, the new bridge process will begin. Area agencies will continue to complete LOC requests using NH Easy. Service coordinators will begin to complete prior service authorization requests in NH Easy. Providers will begin billing in the MMIS system after July 10th.



Billable Units



Billable Units

Moving into Direct Bill, BDS wants to clarify billable residential habilitation days to ensure that all providers understand and are set up to bill residential services 365 days/year.

For some providers this may mean no change but for others this is a change to current operations; depending on your contract with your AA.

To accomplish this, BDS plans to:

- a) Using the existing, total budget amount already approved for a participant, allocate that budget amount across 365 days.**
- b) Continue to allow for billing for services in hospital settings as allowed under the waivers.**
- c) Ensure the total budget funds needed, and approved in a service budget, are available to the billing provider.**

Out of Service Days

To ensure alignment with Federal guidance, BDS is releasing guidance on out of service days based on the Olmstead Letter #3, that states:

"States that choose to make payments to be made for personal assistance retainers must also specify the limits that will be applied to this service. The personal assistance retainer time limit may not exceed the lesser of 30 consecutive days or the number of days for which the State authorizes a payment for "bedhold" in nursing facilities. "

Currently the Skilled Nursing Facility rules identifies 30 out of bed days. To ensure alignment with federal guidance, BDS will:

- a) Starting 7/1/23 only allow 30 out of service days for residential habilitation**
- b) Develop a new billing code to track out of service days**
- c) Continue to allow for billing for services in hospital settings as allowed under the waivers**
- d) Release further guidance outlining what is defined as an allowable/billable out of service day under residential habilitation**
- e) Establish a process to flag when out of service days are approaching the maximum amount and meet with the service coordinator and residential provider to evaluate needs**

Room and Board



Room and Board

In accordance with 42 CFR § 441.310(a)(2), room and board expenses are a non allowable waiver expense.

Room and Board payments are made from individual's income by the individual or guardian directly to the agency or entity providing residential services.

Room and board are not allowable budget items and BDS ensures that Medicaid waiver funds are not used for room and board by requiring:

- That a budget is submitted for each individual clearly delineating non-Medicaid revenues which are used to pay for Room and Board, typically, Social Security income.
- The Room and Board amount is subtracted from the amount total prior to the Medicaid funding amount being expressed.
- If providers find additional room and board funds are needed they should reach out to the service coordinator to coordinate the request BDS

Room and Board

BDS has limited room and board state general funds to support the individual to meet the cost of room and board when receiving 24/7 staffed residential habilitation services. BDS maintains a general fund pool of \$2M for DD Waiver and \$375K for ABD Waiver service participants that is allocated for approved costs on a first come first served basis.

To access these funds, the service provider must first:

- **Submit a request for DHHS Room and Board funds to the participant's service coordinator**
 - **The request must include:**
 - **Copy of the lease or mortgage**
 - **Proof of utility cost**
 - **Food expenses**
 - **Documentation showing removal of program related expenses regarding use of residential space for staff purposes**
 - **Application for housing, SNAP benefits**
 - **Documentation of individual's earned or unearned income**

Crisis Policy



Crisis Policy Background

Why a Policy is Needed

- To come into compliance with direct bill and conflict free case management, better definition of roles and responsibilities between BDS, area agencies, and service coordinators is needed.
- Prior to direct bill, area agencies had direct relationships with providers and were able to offer flexible funding in times of crisis. This structure was out of compliance with federal requirements (42 CFR § 447.10).
- Area agencies previously acted as “the provider of last resort,” but this practice has the potential to limit individual choice and will not continue.
- Due to these changes, the Bureau of Development Services (BDS) has developed a new Crisis Policy to maintain flexibility when responding to crisis situations.

Policy Goals

- Formalize a federally compliant way for service coordinators, providers, and area agencies to quickly request and spend money to manage crisis situations.
- Define roles and responsibilities for the different people involved.
- Set clear guidelines for crisis mitigation and management

Crisis Policy Summary

Upon July 1, 2023, BDS is implementing a new Crisis Policy that:

1. Establishes service coordinators as the crisis mitigation and management leads
2. Establishes a process by which providers may expend funds for immediate crisis management activities in advance of the service coordinator completing required documentation. BDS will maintain final review and decision-making authority.
3. Defines crisis situations
4. Lays out specific steps that service coordinators, providers, and area agencies must complete to mitigate and manage crisis situations.

The Crisis Policy will be released this month

The Crisis Policy training is scheduled for May 24th from 2:00-3:30pm.

Question and Answer





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Next Meeting
April 26 ,2023
2-3:30pm
