System of Care for Healthy Aging

December 2023 Update

Agenda

- Introductions

- Overview of System of Care for Healthy Aging

- Goals & Objectives

- System of Care Status Updates

- Questions, Discussions and Next Steps

NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Overview of System of Care for Healthy Aging

HB2 79:567 The state of New Hampshire is ranked as having one of the fastest growing number of older adults in the country. As the number of older adults increases, the need for long-term care will increase. Pursuant to the federal Older Americans Act, New Hampshire is required to promote the development and implementation of comprehensive, coordinated, statewide system of long-term services and supports that is responsive to the needs and preferences of older individuals and their family caregivers. The federal Americans with Disabilities Act prohibits unnecessary institutionalization of individuals with disabilities. RSA 151-E was established to provide Medicaid eligible elderly and chronically ill adults with a continuum of long-term care options. Despite these federal and state mandates, historically there has been a lack of investment in our state's system and programs for older adults and adults with disabilities. Rebalancing New Hampshire's systems to expand more home and community-based options will reduce the cost of providing services and allow our state to serve more people.

NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Goals & Objectives

I. Build upon existing infrastructure to establish a comprehensive and coordinated system of care to ensure that older adults and adults with disabilities have access to and timely delivery of supports and services and to ensure that they have a meaningful range of options

II. Reduce the cost of providing long-term care by expanding the availability of less costly home and community-based services

III. Require the department of health and human services to expand and improve access to home and community-based services for older adults and adults with disabilities in alignment with New Hampshire's state plan on aging, the federal Older Americans Act, Americans with Disabilities Act, and Medicaid law

IV. The system of care referenced in this subdivision is meant to streamline access to long-term care supports and services and not intended to expand eligibility for any current Medicaid programs, including long-term care Medicaid or any home and community-based Medicaid waiver programs

Project Management

- Project #461 – HB2 System of Care for Healthy Aging was approved and the project portfolio was provisioned in late September

- Two project managers are assigned to co-manage the project

- Project kickoff meeting was held on 10/9/23 with the core project team & project sponsors

- Project managers developed a project charter & smartsheet project plan

- Weekly project management check-ins for business lead & project managers established

- Monthly project update meetings established for full project team & sponsors

NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

- RFA for Planning & Reporting Consultation
    - RFA release pending Presumptive Eligibility decisions
    - Submit new 1115 demonstration or amend current?
    - Add to RFA or covered in A&M scope?

- Develop Plan for System of Care Implementation and Reporting Requirements
    - Will be done in consultation with contracted vendor

- Required Reporting
    - 2023 report was submitted on November 1, 2023
    - Annual report due November 1 through 2027

Establishment and Maintenance of a System of Care	69%
− RFA for Planning & Reporting Consultation	88%
Planning kick-off meeting	100%
Develop RFA	90%
RFA Posted	0%
Develop Plan for System of Care Implementation and Reporting Requirements	0%
− Required Reporting	78%
+ 2023	100%
+ 2024	0%
+ 2025	0%
+ 2026	0%
+ 2027	0%

NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Modify Policies and Practices

- Financial Eligibility
    - Education Sessions scheduled for January
    - Develop guidance & training materials (NHCarePath Consumer Guide Books, BFA fact sheet)

- Personal Care Services
    - Expanded who can be considered a provider of Personal Care Services
    - Amend He-E 801
    - Update policies & procedures

- Bureau Name Change
    - Request is being submitted to change BEAS to Bureau of Adult and Aging Services. If approved, process will begin in January

Modify policies and practices	47%
− Financial Eligibility	75%
36-month Lookback	75%
Resource Disregard	75%
Spousal Impoverishment	75%
Provide Training	
− Personal Care Services	41%
Amend RSA 161-I:2, XII	100%
Amend RSA 161-I:3-a	100%
+ Amend Definition	0%
+ Plan Implementation	0%

NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Rates

- CFI Rate Study
    - Team has been meeting weekly since 10/11/23
    - Rate study will compare rates to approved rate methodology, compare rates to surrounding states, and compare rates to costs through the Bureau of Labor and Statistics
    - CFI Provider Rate Study Questionnaire sent to providers on 12/8/23 to solicit provider information on costs to validate cost assumptions
    - Rate Study Report due 7/1/24
    - Use rate study to inform SFY 26/27 budget

- Aging and Disability Resource Center Financial Review
    - Improved methodology for distribution of funding
    - Explore process and approval for Federal Financial Participation (FFP) on the SOC General Funds

Rates	8%
CFI Rate Study	25%
Data Report	0%
ADRC Financial Review	0%
Adjust Rates	0%

NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Person-Centered Counseling Program and Aging and Disability Resource Centers

- Positions Established
  - Program Specialist III – started 12/1/23
  - Program Specialist IV – currently conducting interviews

- Increase Aging & Disability Resource Center (ADRC) Capacity
  - Engaged AARP, Commission on Aging and Alliance for Healthy Aging for input on RFA
  - Strengthen scope and change expectations relative to screening and assisting with Medicaid eligibility (an extension of BFA and BEAS)
  - Transition from using ServiceLink to ADRC
  - ADRC RFA target early February
  - Develop ADRC Training
  - Incorporate Performance Metrics
  - Consistency of operations in all contracts
  - Live person answering phones as much as possible
  - Performance Audit to evaluate consistency

Person-Centered Counseling Program	34%
Positions Established	71%
Program Specialist III	100%
Program Specialist IV	50%
Increase ADRC Capacity	19%
ADRC (ServiceLink) Amendment	10%
ServiceLink RFA	50%
Develop ADRC Training	0%
Develop Performance Metrics	0%

NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Presumptive Eligibility

- Apply for 1115 Demonstration or amend current 1115 Demonstration
  - Division of Medicaid Services seeking guidance from CMS
  - Identify support for application (RFA or covered in current contract)
  - Consider this to be a sub-project

- Develop an implementation plan and timeline

- Identify rules and policies that need to be updated

- Engage New HEIGHTS to identify system changes

- Identify Contract Amendment and procurements that will be needed

- Training, outreach, education

Presumptive Eligibility	5%
1115 Demonstration	5%
Determine Roles/Responsibilities	50%
Draft Demonstration	0%
Submit to CMS	0%

NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Stakeholder IT System Use Improvements

- Staffing: Business Systems Analyst II for DLTSS

- IT System Enhancements
  - Amended Deloitte contract
  - Financial Eligibility changes set for 1/1/24
  - Kick off meeting scheduled for 12/14
  - Requirements sessions to start in January
  - On-Line Portal

- NH EASY & Medicaid Applications
  - Procurement request has been submitted to evaluate and improve user friendliness

- Public Facing Online Dashboard
  - Target RFA posting in January

Stakeholder IT System Use Improvements	33%
− IT System Enhancements	100%
Requirements Kickoff meeting w/ New HEIGHTS	100%
− NH EASY	0%
Establish BSA II Position	90%
Improve Functionality	0%
− Medicaid Applications	0%
Revise Applications	0%
Develop Performance Metrics	0%
Processing time	0%
− On-Line Portal	0%
Identify Provider Network	0%
Identify Service Availibility	0%
Create Portal	0%
− Public Facing Online Dashboard	0%
Performance Measurement Assessments	0%
Authorized but not Paid Data	0%
Wait Times Data	0%
Transition from Institution to Community Data	0%
Create Dashboard	0%

Existing Initiatives Supporting the System of Care

Staff Capacity – Partner with PIO to develop a part time position for DLTSS within PIO

Rate Increases – HB2 provided a 3% across the board rate increase for CFI services and targeted rate increases in October 2023 and January 2024

HCBS Reinvestment Funds – has enabled the Department to initiate some of the IT enhancements

NWD Governance and Access Grant – Improve family and caregiver access to LTSS and Person Centered Planning

Money Follows the Person – Increase capacity to Home and Community Based Services

Stakeholder Engagement – Systems Assessment and gap analysis listening sessions, key informant interviews and focus groups

State Plan on Aging – Aligns with goals, objectives and strategies of the SPOA over the next four years

State Commission on Aging – Aligns with the four priorities as reported to the Governor and the General Court

Timeline at a Glance

July – December 2023

✓ *Rate Increases*

✓ *Financial Eligibility Changes*

✓ *Hire staff positons*

✓ *Implement 36 month lookback*

✓ *Amend ADRC contracts*

✓ *IT enhancements*

✓ *Expand who can be a provider of personal care*

✓ *Submit First Report*

✓ *RFP Development for Consultants*

January – June 2024

✓ *Implement resource disregard*

✓ *Request for Applications for Aging and Disability Resource Center Services*

✓ *Contract for Consultants to support the plan*

✓ *Update He-E 801 CFI Rule*

✓ *IT enhancements – public facing dashboards, portal*

✓ *Work on Rate Study*

✓ *Begin work on plan for the system of care*

July – December 2024

✓ *Continue work started with the plan*

✓ *Rate Study Report due to the Legislature*

✓ *Annual SOC Legislative Report*

✓ *Budget request*

✓ *Submit Presumptive Eligibility Waiver*

January – June 2025

✓ *Continue the work on the plan*

✓ *Budget*

✓ *Adjust CFI rates, based on funding*

NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Questions or Feedback?