



NEW HAMPSHIRE  
**DHHS**  
DEPARTMENT OF  
**HEALTH & HUMAN SERVICES**

## **Advisory Committee Meeting**

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**7.13.2023**

# Agenda

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- BDS Readiness Updates
  - Provider Enrollment Update
- Training & Resources Update
- Family Engagement Update

# BDS Readiness Updates



# 7/1 Data Conversion Update

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- To come into compliance with the Direct Bill requirements, BDS (in partnership with service providers, area agencies, and other state agencies) have been working to prepare all service authorizations for the data conversion.
- Over the weekend, Deloitte, the NH Medicaid Management Information System (MMIS) and Conduent began the data transfer to update service authorizations, including rendering provider, service units and cost of service calculations.
- During the initial upload, it was identified that a file size limitation prevented all service auths to be uploaded in one batch (n=18,000+ data lines). Due to this, Conduent has been making batch uploads ranging from 5,000 – 7,000 lines per file.
- As of today, all service auths have been successfully uploaded into the system and providers can review and start billing for rendered services.

# 7/1 Data Conversion Update

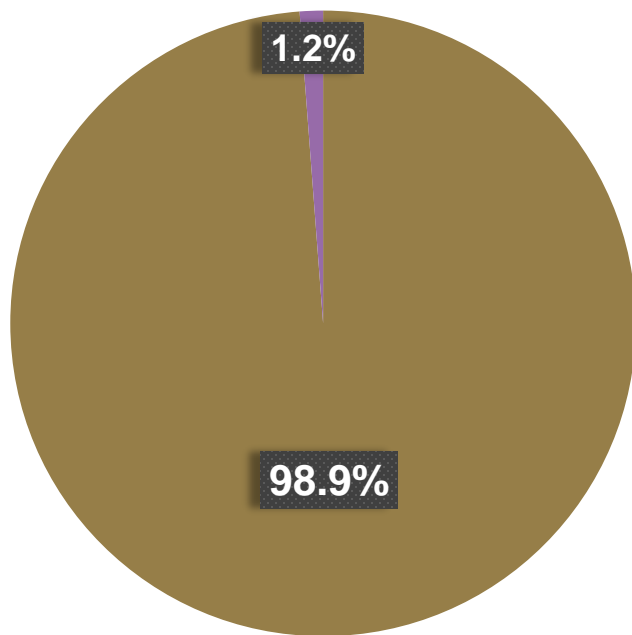
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- BDS will continue to work with Service Coordination agencies to identify any updates needed to service authorizations throughout July.
- BDS has staff available to respond to service coordinator and/or provider questions on a daily basis to support the transition.
- Over the coming weeks, BDS will review service billing trends to make sure service authorizations and billing are occurring as planned.

# Direct Bill Compliance Snapshot

Achieving the 7/1 goal, ~99% of PAs are ready for direct bill compliance.

## Prior Authorizations (%)



■ Converted PAs    ■ Unconverted PAs

- 6 organizations were not ready for conversion by the 7/1 deadline and have partnered with One Sky Community Services (Region 8)

# Direct Bill Compliance Update – Contingency Billing

- Through the final push for provider enrollment and the service authorization conversion, it was identified that some providers currently rendering services would not have their application finalized or had not yet submitted an application.
- To ensure no disruption in services or provider billing, BDS has partnered with One Sky Community Services (R8) to provide contingency billing for these providers until their enrollment is confirmed.
- BDS will work closely with any providers still needing to complete the application process to ensure all enrollment is completed no later than 9/1.

# Training & Resources Update





# Training Updates

- **BDS has completed 7 weeks of provider cohort trainings as of 7/11/23**
  - Approximately 38 unique providers attend weekly across 3 cohorts.
  - Cohort 2 began on 6/27/23 with 21 enrolled service providers participating in the training series.
- **BDS has completed 6 weeks of service coordinator supervisor trainings as of 7/11/23.**
- **BDS will move from bi-weekly meetings with service coordinators to a monthly meeting with service coordinators.**
  - Approximately 160 participants per meeting
- **BDS continues to offer monthly meetings to providers.**
  - Approximately 170 participants per meeting
- **BDS continues to offer bi-weekly provider office hours.**
- **BDS has completed NH Easy Phase 2 training.**
- **BDS will begin meeting with each service coordination entity independently starting 7/11/23 to answer questions and provide technical assistance on NH Easy and data conversion.**

# Guidance and Resources

## Services by Provider List

- BDS has posted a list of providers by the services they enrolled to provide on our website. This resource includes the providers website, and we will update it bi-weekly with newly enrolled providers.
  - <https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/providerlistbyservice.pdf>

## Pass Through Guidance

- BDS has posted updated guidance on pass through services including:
  - Pass Through Memo - <https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/pass-through-memorandum.pdf>
  - Waiver Services Pass Through Responsibilities- <https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/waiver-service-pass-through-responsibilites.pdf>
  - Pass Through Invoice Template - <https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/pass-through-invoice-template.xlsx>

## Department Roles and Responsibilities

- BDS has posted a presentation that overviews roles and responsibilities in DHHS.
  - <https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/deptrolespresentation06282023.pdf>

# Family Engagement



# Family Engagement

**BDS hosted 3 hybrid family information sessions across New Hampshire regarding July 1<sup>st</sup> compliance.**

- Takeaways from the family sessions
  - Concerns regarding access to services in their respective region
  - Thinking outside of the box to increase DSP Workforce
  - Proactive and continued communication with families from BDS
  - Short videos were a good way to access information
  - Desire to understand responsibilities of each role in the service delivery system

**Reminder:** BDS has posted a webinar series, *"Introduction to Direct Bill and Conflict-Free Case Management in New Hampshire's Developmental Disabilities Service System"* to the BDS website.

- <https://www.dhhs.nh.gov/programs-services/disability-care/developmental-services/conflict-interest-corrective-action-plan>

# Questions, Comments, and Concerns

