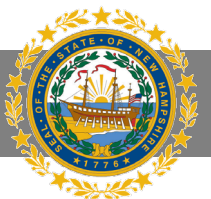


**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**STRATEGIC VISION & OPERATIONAL EFFICIENCIES (SVOE)
YEAR 2 Q1 INITIATIVE UPDATES**

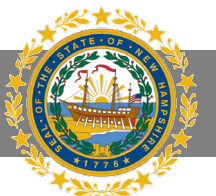
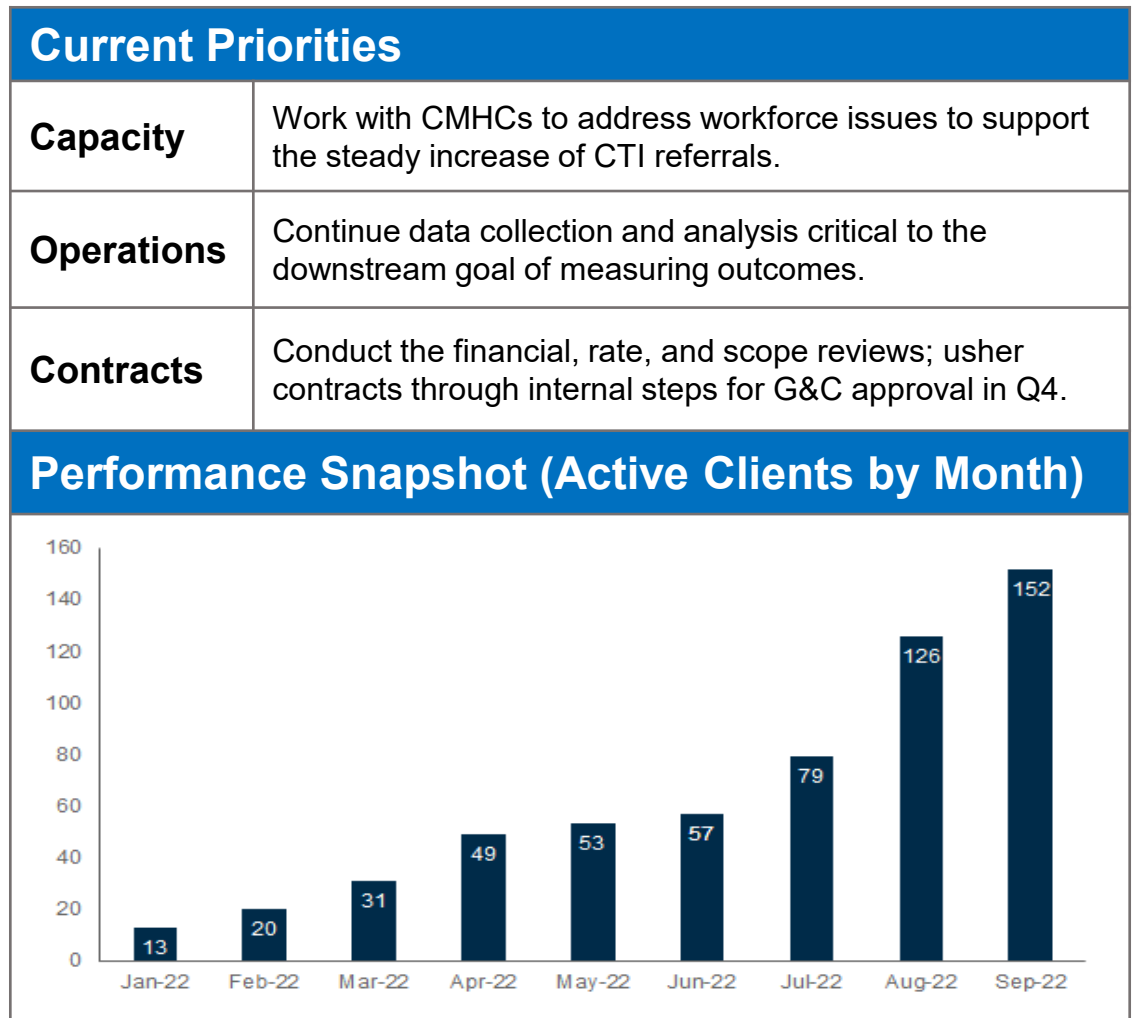
October 2022

- 1. SVOE:** Through Quarter 1, Year 2 of the SVOE contract, all four workstreams remain on-track with each initiative entering various phases of implementation.
- 2. Shorter-term Initiative Progress:** (1) Critical Time Intervention (CTI) remains focused on refining operations and driving client adoption of the program and has increased focus on data collection and analysis. (2) The authority issued under the approved IMD Waiver amendment has now been in effect since July 1st and has enabled the team to shift focus to reporting automation and other implementation-related priorities; the team has also successfully submitted the demonstration extension to CMS, receiving notice of completeness on September 30th.
- 3. Longer-term Initiative Progress:** (3) The Developmental Disabilities (DD) Waiver Redesign initiative continues to focus on stakeholder engagement while shifting into execution of key milestones this fiscal year; rate development, billing system changes, and participant assessment testing are examples of the various efforts underway and scheduled for completion by the end of Year 2. (4) The MES Modernization initiative is working towards the System Integrator procurement and will continue advanced planning and requirements development for additional modules.



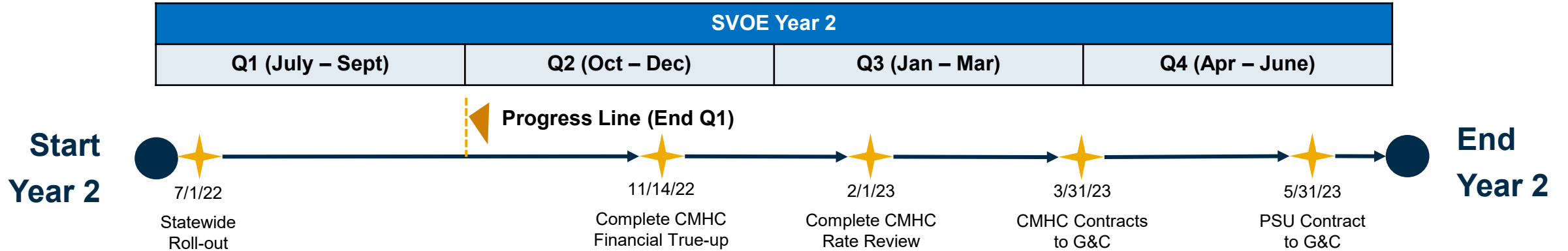
Initiative Update – Overview (CTI)

Status	Indicator
Achieved Q1 milestone; on-track for Q2 milestones.	●
Highlights	
<ol style="list-style-type: none"> CTI launched statewide with 9 of 10 CMHCs staffed with CTI teams, building on the January pilot launch with 4 CMHCs. 150+ active clients as of the end of September 2022 (Q1), with referrals coming in from all state DRFs and NHH. Year 2 milestones (see timeline) focused on preparing the re-contracting process with CMHCs for FY24-25. 	



Initiative Update – Timeline (CTI)

The timeline below reflects progress of the initiative through Q1 as well as remaining goals for Year 2.



Q1 Progress

- ✓ *CTI launched statewide*
- ✓ *Clients served = 150+*
- ✓ *First CTI program graduate*

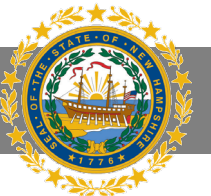


Year-end Goals

- Maintain focus on operations and data collection*
- Work with CMHCs to expand workforce capacity*
- Complete FY24-25 contracting process*

Key	
	= Major Milestone

Complete list of initiative milestones included in the appendix.



Status Overview

Demonstration Extension:

1. The demonstration extension application was submitted to CMS on 9/30/22, accomplishing the State's target milestone for submission.
2. CMS issued a notice of completeness on 10/14/22 and began the subsequent 30-day federal public comment period on 10/17/22; CMS may ask the State to respond to specific points of feedback received during this period.
3. Once federal public comment period and any subsequent responses are complete, the State will negotiate the approval Special Terms and Conditions (STCs) with CMS.

Implementation:

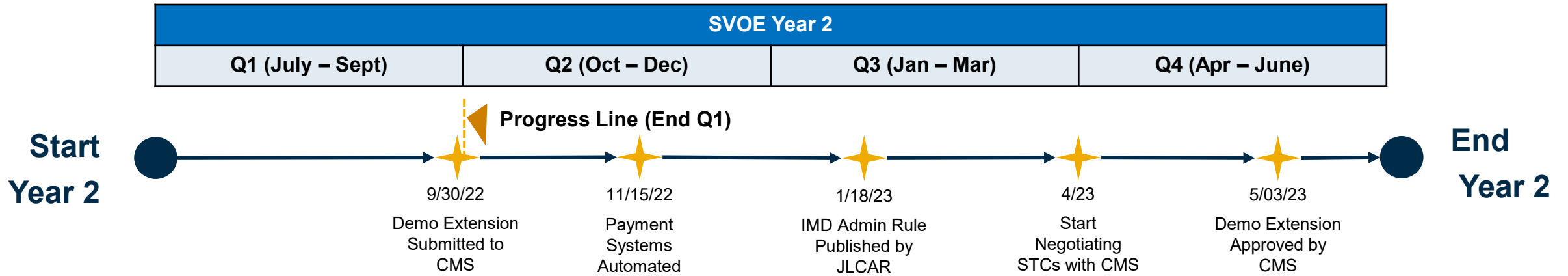
1. The New Hampshire Hospital Admission, Discharge, and Transfer Feed (ADT) has been updated; work to troubleshoot and complete field updates to the MMIS must still be completed for the data feed to be automated.
2. The team drafted policies and procedures outlining a Utilization Review process for Fee For Service beneficiaries receiving inpatient psychiatric services; review of this documentation will continue through Q2.
3. The team is also working to draft process documentation outlining how the Division of Behavioral Health (DBH) and Medicaid will determine which facilities should be characterized and monitored as IMDs; drafting and review will continue through Q2.

Status



Initiative Update – Timeline (IMD)

The timeline below reflects progress of the initiative through Q1 as well as remaining goals for Year 2.



Q1 Progress

- ✓ *Demonstration Extension Submitted to CMS*
- ✓ *Drafted FFS Utilization Review (UR) Policy*
- ✓ *Submitted draft IMD administrative rule language to the Administrative Rules Unit*

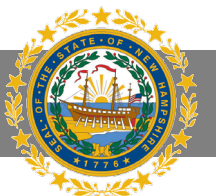


Year-end Goals

- Complete automation of NHH's ADT feed to MMIS*
- Finalize FFS UR Materials and Implement Process*
- Negotiate Demonstration Extension STCs with CMS*
- Receive CMS Approval of the Demonstration Extension*

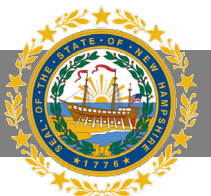

Key	
	= Major Milestone

Complete list of initiative milestones included in the appendix.




Status Overview	
Stakeholder Engagement	<p>The Bureau of Developmental Services (BDS) met with Area Agency directors on 10/5/22, sharing information related to Designated Area Agency Delivery Services (DAADS) billing, data needs, and provider enrollment.</p> <p>BDS hosted 2 family forums in Laconia (10/10/22) and Manchester (10/11) to hear from families and answer questions about BDS systems work.</p> <p>BDS and some A&M staff visited two Area Agencies to learn more about service delivery in their regions.</p>
Quality and Capacity	<p>BDS hosted 2 webinars (9/21/22 and 10/6/22) to educate providers about enrolling as Medicaid providers in support of the direct billing requirement.</p>
Waiver Structure	<p>BDS is working to consolidate feedback from the Waiver Work Group into a revised set of service definitions; will reconvene in November.</p>

Status



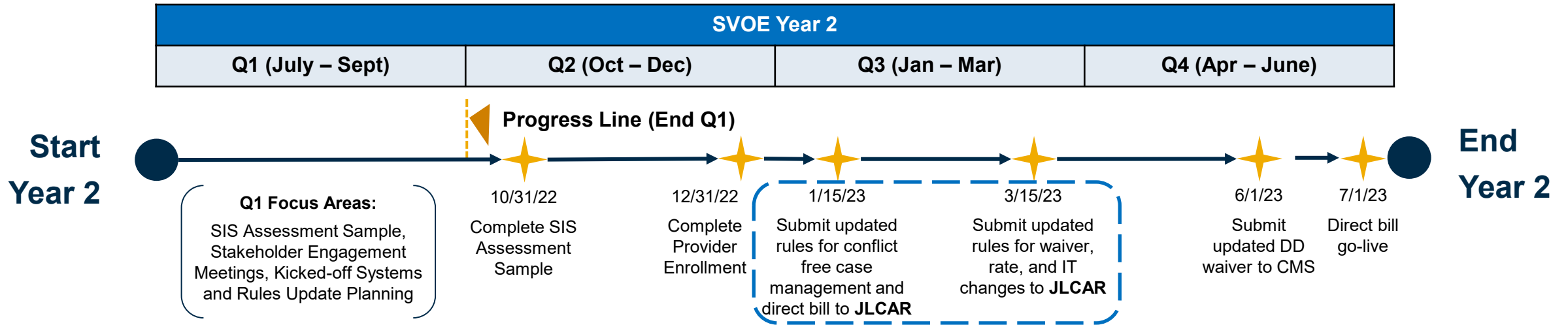
Status Overview	
Reimbursement Rates	BDS is meeting with Area Agencies and service providers to identify ability and interest in establishing additional instate service capacity.
Intensive Treatment Services	BDS is meeting with Area Agencies and service providers to identify ability and interest in establishing additional instate service capacity.
Policy	Draft work related to eligibility and the operations of Area Agencies continues (He-M 503 and He-M 505 respectively).

Status



Initiative Update – Timeline (DD Systems Redesign)

The timeline below reflects progress of the initiative through Q1 as well as remaining goals for Year 2.



Q1 Progress

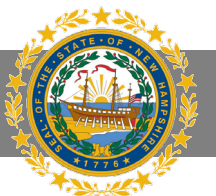
- ✓ Kicked off SIS Assessment Sample (90% scheduled)
- ✓ Stakeholder Engagement and Planning for Direct Bill
- ✓ Began drafting updated rules

Year-end Goals

- Finish planning for necessary system changes
- Finalize rule drafting and submit updated DD waiver to CMS
- Implement the DAADS rate for Direct Bill Go-Live

Key	
	= Major Milestone

Complete list of initiative milestones included in the appendix.
 The timeline above emphasizes milestones and activities related to the Direct Bill implementation.



Status Overview

Electronic Visit Verification

1. **Recent Accomplishments:** Contract approved by CMS on 8/11/22. Vendor accepted the contract with no changes on 9/1/22. Check Point #4 meeting scheduled for 10/21/22 to review adjusted implementation date and additional resources.
2. **Upcoming Focus:** Tentative kick-off for week of 11/14/22 (meet and greet). More formal kick-off to be scheduled upon MMIS Governance Approval.

Systems Integrator (SI)

1. **Recent Accomplishments:** Advanced Planning Document (APD) submitted to CMS on 10/12/22. Requirements nearly complete. FRP external reviews scheduled to begin 11/21/22.
2. **Upcoming Focus:** Start the SI RFP process.

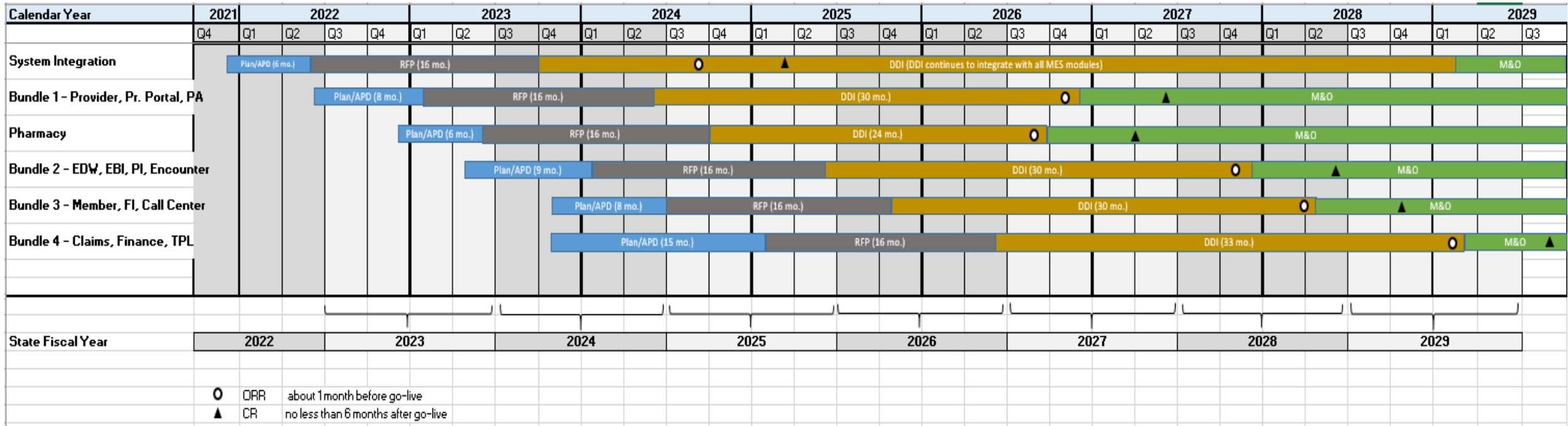
Provider

1. **Recent Accomplishments:** Contract approved by CMS on 8/11/22. Vendor accepted the contract with no changes on 9/1/22. Check Point #4 meeting scheduled for 10/21/22 to review adjusted implementation date and additional resources.
2. **Upcoming Focus:** APD development due 11/10 and will be ready for internal review before submission to CMS. Detailed requirements draft due 12/6/22.

Status



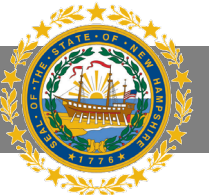
Initiative Update – Timeline (MES)



Program Management, Project Management, Change Management, and Continuous Quality Improvement ➔

Key

Plan/APD: Planning phase and production of APDs	DDI: Development and Integration
RFP: RFP process to procure vendor for each module bundle	M&O: Maintenance and Operations

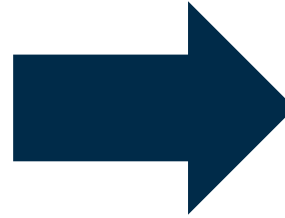


Appendix (Milestone Lists)

Initiative Update – Milestone List (CTI)

Completed Milestones

MILESTONES		
Milestone	Finish	100%
Build CTI dashboard and share monthly w/ CMHCs	09/19/22	✓
Complete final FY23 CTI coach training	09/30/22	✓
Draft and submit PRF for FY24-25 CMHC contracts	10/17/22	✓



Upcoming Milestones

MILESTONES		
Milestone	Finish	100%
Complete Q1 true up (first true up for FY23)	11/14/22	
Hire full-time community engagement manager	11/30/22	
Draft and submit PRF for PSU	12/05/22	
Complete CTI rate review ahead of FY24-25 contracts	02/01/23	
Draft concept paper for CMS re: CTI	02/28/23	
Submit FY24-25 CMHC contracts to G&C	03/31/23	
Submit PSU contract to G&C	04/28/23	
Draft and submit PRF for evaluation contract (TBD)	04/28/23	
Submit evaluation contract to G&C (TBD)	05/31/23	

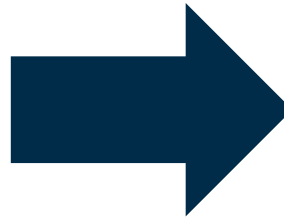
Table does not include most significant development this FY: the statewide launch of CTI. **All 10 CMHCS will have active staff as of the end of October 2022, with 150+ clients.**



Initiative Update – Milestone List (IMD Waiver)

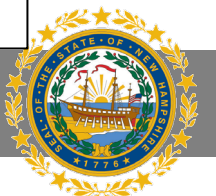
Completed Milestones

MILESTONES		
Milestone	Finish	100%
Submit Demonstration Application / Impleme	09/03/21	✓
MMIS CSR for IMD Reimbursement Submitted	03/31/22	✓
Waiver Approval	06/02/22	✓
MCO Amendment #8 approved, including updated rates and new contractual language requiring MCO contracts to include UR criteria for all IMDs	06/15/22	✓
Testing of Claims-based LOS Reporting System Complete	07/01/22	✓
Hampstead Hospital MCO Contract Finalized	07/29/22	✓
NHH Contract Revisions with MCOs Finalized	07/29/22	✓
All additional DHHS and NHH staff hired and onboarded to support IMD Demonstration	08/12/22	✓
State Public Comment Period for Extension Complete	09/06/22	✓
Demonstration Extension Application Submitted to CMS	09/30/22	✓



Future Milestones

MILESTONES		
Milestone	Finish	100%
Draft Monitoring Protocols Submitted to CMS for Comment	10/28/22	
New IMD Administrative Rule Language Outlining SMI Provider Requirements Finalized for Submission to JLCAR	10/28/22	
New FFS IMD UR Process Finalized and Implemented	11/14/22	
All MMIS and NHH System Updates Complete; IMD Reimbursement Automated	11/15/22	
Draft SMI Evaluation Design Submitted to CMS	11/29/22	
G&C approves fiscal transfer item from NHH to Medicaid	12/21/22	
MCO Amendment #9 Contract Approved	12/22/22	
IMD designation process finalized	12/29/22	
Process, Resources, and Timing Finalized for PAAT Updates	01/11/23	
Administrative Rule Outlining SMI Provider Requirements Accepted and Published	01/18/23	
Final SMI Monitoring Protocols Submitted to CMS	01/20/23	
Final SMI Evaluation Design Submitted to CMS	01/26/23	



Initiative Update – Milestone List (DD Systems Redesign)

Completed Milestones

MILESTONES		
Milestone	Finish	100%
Finalize stakeholder engagement plan	07/01/21	✓
Initial rate assessment complete	07/19/21	✓
Identify stakeholder groups	07/23/21	✓
New rate assessment tool selected	08/25/21	✓
Publish BDS Systems webpage	09/15/21	✓
Stakeholder Meeting Kick-off	10/15/21	✓
Rate vendor onboarded	12/15/21	✓
Finalize future state services to be included	01/31/22	✓
Identify rules that require modification	02/28/22	✓
Distribute cost report	08/01/22	✓
Provide Deloitte with new ISA requirements	08/05/22	✓
Finalize provider enrollment business rules	09/01/22	✓
Begin provider tracking and outreach	10/01/22	✓



Future Milestones

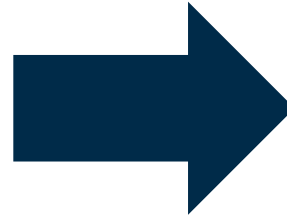
MILESTONES		
Milestone	Finish	100%
Finish SIS sample assessments	10/31/22	
Complete service definitions for DD waiver	11/15/22	
IT Phase 1 upgrades go-live (intake)	12/20/22	
Begin training development for service coord	01/15/23	
Submit Tier 1 to JLCAR (conflict-free case management, direct bill)	01/15/23	
Submit Tier 2 to JLCAR (waiver, rate, IT changes)	03/15/23	
Revise and update policies impacted by conflict-free case management and direct bill (Tier 1)	03/30/23	
Finalize addition of provider of record to existing Prior Authorizations	05/01/23	
Revise and update policies impacted by other Waiver, rate, and IT changes (Tier 2)	05/15/23	
Submit DD waiver to CMS	06/01/23	
Review rules with MCAC	06/30/23	
Provider billing "turned on" in MMIS	07/01/23	
IT Phase 2 upgrades go-live (ISA & PA's)	09/01/23	
Complete service definitions for IFS waiver	03/01/24	
Submit IFS Waiver to CMS	08/01/24	



Initiative Update – Milestones List (MES)

Completed Milestones

MILESTONES		
Milestone	Finish	100%
Project start	06/01/21	✓
SI Project start	09/13/21	✓
RFI Issued	10/27/21	✓
A&M APD Approved by CMS	01/14/22	✓
RFI Blackout period starts	01/14/22	✓
Submit SI APD to CMS	07/25/22	✓
EVV Contract Award	07/29/22	✓
EVV Contract Begins	09/26/22	✓



Future Milestones

MILESTONES	
Milestone	Finish
SI APD Approved by CMS	01/13/23
SI RFP Posted	03/23/23
SI Vendor Selection	05/26/23
SI contract project kickoff	11/10/23
SI Release 1 Go-Live (Base - potentially also E&E)	11/08/24
SI Release 1 Certification Complete	06/11/25
SI Release 3 Go-Live (PBM)	09/30/26
SI Release 2 Go-Live (Provider, Prov. Portal, PA)	12/16/26
SI Release 4 Go-Live (EDW/EBI, Encounter, PI)	12/02/27
SI Release 5 Go-Live (Member, FI, Call Center)	02/04/28
SI Release 6 Go-Live (Claims, Finance, TPL)	03/05/29

