

## CHOICES FOR INDEPENDENCE FOCUS GROUP

This BEAS Focus Group is designed to support the goal of improved communication, collaboration and outcomes of those we serve.

### Focus Group Meeting Minutes December 21, 2009

Present: Ann Dancy, Dan Hebert, Rebecca Hutchinson, Susan Lombard, Betsy Miller, Sharon Stephens (speaker phone), and Susan Young

Proposed topic for discussion: Continuation of cost control discussion, including distribution of recent BEAS communications

#### Discussion points:

##### A. Transportation

1. Dan presented information from GSIL about whether transportation is, or has been in the past, provided through the PCA (Medicaid State Plan) service.
2. The group reviewed sections of the Other Qualified Agency (OQA) certification rule (He-P 600), and the HCBC-ECI eligibility and service coverage rule (He-E 801).
3. He-P 600 describes services that are within the scope of an OQA to perform. He-E 801 describes eligibility criteria and the services covered for eligible individuals. The definition section of the rule includes a definition of Instrumental Activities of Daily Living (IADLs), which includes shopping, the use of transportation and obtaining and keeping appointments.
4. Although neither rule specifically lists transportation, itself, as a covered service, the language in the rules could be interpreted to suggest that it is covered.
5. Dan and Rebecca each had examples of personal care services being an integral part of an individual's grocery shopping and medical appointments.
  - o A person may prefer to shop directly so that s/he can compare cost and quality of grocery items.
  - o A person may need assistance keeping track of what is being explained during an appointment, or remembering it afterward.
  - o Even if the PCSP does not take the participant grocery shopping, s/he would be needed afterwards to put the items away.
6. Rebecca said that PCSPs had thought that they would be able to access the Medicaid reimbursement for mileage for medical appointments, but the Medicaid Transportation Unit no longer allows this practice. Lutheran SS now pays an amount to PCSPs for mileage in addition to the hourly wage.
7. The suggestion was made that, instead of strictly forbidding transportation, BEAS could encourage an overall reduction in the number of units allowed and the purposes of the service coverage to ensure appropriateness.
8. Sharon reported that Gateways has actively sought drivers, including through advertisements, without success. It seemed that when the prospective driver learned that s/he would be expected to assist the person into/out of the car and throughout the trip, the driver became unwilling to become involved.
9. There was general agreement that the lack of a service that combines transportation and assistance is a significant barrier to community access.
10. We then discussed the need to consider developing such a service, through partnerships with Seniors Count, CAP and the transportation unit within DHHS. We agreed that this would be a long term plan that we should explore, but not a solution to the current budget shortfall.

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### B. Communication concerning how participants' needs are met

1. Providers reported that the current automated system through which they receive notice that a participant has selected them to provide services, and service authorizations, only provides information about how many units of service they are authorized to deliver. The notices do not contain information about the person's needs or what other providers are involved.
2. Providers suggested that receiving more complete information and being involved in service planning would improve their understanding of the individual's needs and help them to support managing those services. This would also help to reduce any duplication that becomes apparent over time.
3. Susan will obtain more information about this process and bring it to the next meeting.

### C. Interim Rule

1. Susan informed the group that an interim rule was being submitted that day. He-E 801, the rule governing eligibility and service coverage for the CFI program, was being amended to more clearly define the allowable purposes of Homemaker and Personal Care (PCSP) services provided through the waiver program.
2. Copies of the Core Service Definitions from CMS were distributed. The amendment to the Homemaker section will make the range of service consistent with the Core Definition. The amendment to the Personal Care section is consistent but less reflective the Core Definition.
3. Susan stated that the rule includes the statement that PCSP services may not be authorized for the purpose of transportation, which is more restrictive than the group had discussed. The interim rule can not be changed at this point, but Susan said that she could request a conditional approval from the JLCAR (rules committee), to adjust this statement.
4. This rule is scheduled to go before the JLCAR on January 15.

### Next Steps:

- Although we planned to reconvene on January 18, this is a holiday. The next meeting date proposed is January 25, at 1:00 in Room 288.
- Susan will draft a memo to advise providers about the projected budget shortfall and circulate it to the group before it is distributed.
- The group will develop a plan to review service plans to identify and catalog the needs being met through the various services in the comprehensive care plans.
- Susan will bring more information about the authorization process for review and discussion.