

Balancing Incentive Program
Stakeholder Committee Meeting
June 26, 2014 2:30-4:00
NH DHHS Brown Building Auditorium
Pleasant Street, Concord NH 03301

Present:

Janet Hunt, Janet Salsbry, Kristy Hayden, Jenn Seher, Sandra Metivier, Eileen Mullen, John Harrington, Allen Moses, Rich Crocker, Pam Jolivette, Carol Currier, Mickie Grimes, Bernie Seifert, Kelly Laflamme, Nancy Colica, MaryAnn Cooney, Debbie Krider, Connie Young, Gail Deary, Don Hunter, Kelley Capuchino, Steve Crump, Wendi Aultman, Sue Fox, Susan Lovas Orr, Linda Bimbo, Abbott Willard, Marguerite Corvini, Scott Trudo, Melissa Mandrell

Review of Federal and State Vision of a No Wrong Door Process

Focused on all populations and all payers. Our Federal partners are:

- Centers for Medicare and Medicaid Services (CMS)
- Administration for Community Living (ACL)
- The Veterans Administration (VA)

No Wrong Door refers to a process that is followed when a person begins an application to determine if he or she is eligible for community-based long term services and supports. Partners are those entities that play a role in determining eligibility for Medicaid community based long term services and supports.

In order to accept the funding, we have the following requirements:

- Ensure that individuals accessing the system experience the same process and receive the same information about LTSS options wherever they enter.
- A statewide system that includes participating agencies, an informative website, and a statewide phone number.
- An eligibility coordinator to assist the applicant through the application process.

Client Services Center Intersect with BIP NWD

Commissioner Toumpas began an exploration in 2008 to look at a “no wrong door” for DHHS services from customer perspective. Goal was to create a single point of entry so that no matter where a person came, or where they touched the system, they’d be able to get the information they needed. BIP is a perfect complement to this vision in collaboration with the Division of Client Services.

- Single Point of Entry of Client Information (data follows client). First call resolution is the goal.
- Provide initial screening to identify potential eligibility for DHHS programs
- Standardized and consistent communication
- Questions, concerns, and issues are addressed in an effective and timely manner
- Follow up with client to ensure services are being provided. (value added)
- Timeframe: there is a lot of intersecting requirements. Want to make sure as we move forward with the Client Service Center, that the BIP is fully integrated. Timeline is driven by BIP, and to begin operation of Client Service Center on January 2015. CSC provides service – above and beyond answering questions.

NH's NWD Plan

In collaboration with regional NWD partners, develop a NH No Wrong Door process for all populations and all payers, which is:

- Streamlined and standardized
- Person centered
- Financially sustainable
- High quality that supports individuals to achieve their goals for community living.

We are being asked to identify bottlenecks and improve the system, then model to other states. CMS is asking the states to:

- Develop standardized information and processes
- Assure that MOUs are signed between partner agencies
- Bring key participants to the table to review current practices and inform new processes
- Train partners
- Establish clear lines of communication
- Trouble shoot
- Provide information access, outreach, and education

Operationalizing NH's No Wrong Door System Design Process

- Common consumer experience – no matter who they speak with they get the same response ... the same treatment.
 - Level One Screening tool.
 - Core Standardized Assessment. The person doing the assessment is looking at all the areas to determine all the client's needs.
- Eligibility Coordinator (EC): Works with applicant to coordinate the eligibility and enrollment process. People who are already doing this, will continue doing it. EC will be able to help people who are stuck.

- Work to build relationships with NWD partners, which form the core of the process, and coordinate with all community LTSS entities, as well as any potential referral source.
- Full service access point for information, eligibility, Options Counselling, and enrollment. So everyone can receive the assistance they need to navigate each step of the process.

Outreach and Education

Inform and educate the residents about how to access services and support for long term care. We may use all types of media: radio, TV, billboards, etc.

- Assist in statewide branding of the No Wrong Door system and “access to Long Term Supports (LTSS)”
- Provide uniform consistent messaging across platforms
- Serve as a memorable and impactful component of messaging around LTSS
- Link areas of LTSS
- Represent trusted resources for information and referrals related to LTSS.
- Results of Logo Testing - Process of branding. Hoping that this new logo will be recognized easily. Workgroup was established to make sure that what we have really works for New Hampshire.
- Working on a press release.
- Logo will be recognized so people will know that’s where they can get assistance and information on long-term supports and services in the state of NH.
- Issued RFP for implementation

Informational Materials

- NH Services and Supports Website. A short tour was given to the website. (www.nhservicesandsupports.org)
- Brochure. Samples of the brochures and promotional magnets were distributed.

What’s Next?

- Level One Screening training and statewide rollout
- Eligibility Coordinator rollout
- On-going Regional Learning Collaborative meetings
- On-going System Design Updates
- Opportunities for Stakeholder input
- Community Mental Health Center First Aid train-the-trainer sessions
- September 26 Statewide conference
- Next Stakeholder meeting: poll will be sent out to the group to find a good time.

Questions & Comments

- Eligibility Coordinators – are these new positions? Will be trained to receive knowledge across all areas?
- Are we working with OMHRA to ensure cultural competence and to ensure full access to this audience?
- NH Care Path – is that the name that will be used with the general public?
- Who will we have the agreements with (MOU's)?
- Who will be overseeing all the MOU's, and where will the NH Care Path website be housed?
- Likes the tagline “connections to better living.” “Feels like it takes away the stigma of reaching out for help.”
- Would Benefits specialists be expected to be able to provide information on all services? They are already so busy; this is a lot to ask.
- Can we see the Level One Screen Guide now?