Systems Work Advisory Committee

April 13, 2023

Agenda

- BDS Readiness Updates

- Workgroup Updates

- Focus Groups

BDS Readiness Updates

BDS Updates

BDS Waiver Amendment Public Comment Sessions- April 19th

- In-Person- Brown Auditorium New Hampshire Department of Health and Human Services -
- Virtual- https://www.dhhs.nh.gov/news-and-media/bds-waiver-amendment-public-comments-notice
  - Developmental Disability Waiver Amendment- 5:00 PM-6:00 PM
  - Acquired Brain Disorder Waiver Amendment- 6:00 PM-7:00 PM
  - In Home Supports Waiver Amendment- 7:00PM – 8:00 PM

Service Coordination Function List
https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/scfunctionlist.pdf

BDS Provider Readiness FAQs

https://www.dhhs.nh.gov/sites/g/files/ehbemt476/files/documents2/bds-provider-readiness-faqs-april.pdf
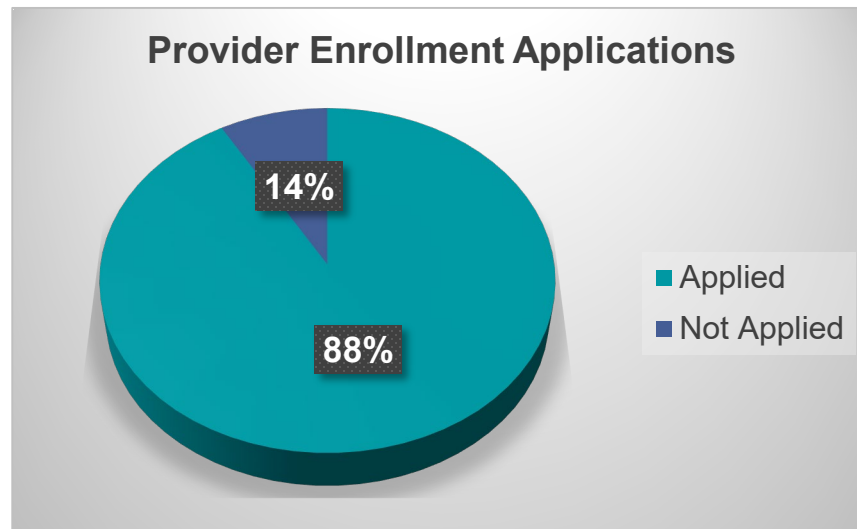
BDS Service Coordinator Supervisor Meetings

- BDS will be offering weekly training sessions to service coordinator supervisors on their roles and responsibilities effective 7/1 in the coming weeks.

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Readiness Updates

BDS has received applications from 79 of 90 unique known providers.

- We are currently conducting site visits for providers who have applied to enroll.

- We are contacting providers with incomplete applications.

- We are continuing outreach to known providers who have not applied to enroll.

Provider Enrollment Applications
- 14% / 88%
- Applied
- Not Applied

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Readiness Training Schedule

Scheduled Readiness Trainings	
Trainings	**Months**
Service Authorization (Service Coordination Meeting)	April
Service Planning (Service Coordination Meeting)	April
Medicaid (NASDDDS)	April
Rules (Service Coordination Meeting)	May
Provider Rule	May
Crisis Policy/Sentinel Events (Service Coordination Meeting)	May
Claims Submission	June

Training schedule is subject to change.

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Readiness Training Schedule

BDS is committed to providing support to service coordinators in preparation for 7/1.

BDS Provider Readiness Meetings

- **BDS Monthly Connection with Service Coordination and Intake Departments**

    - Every 2nd and 4th Wednesday of the month from 2-3:30pm.

        https://teams.microsoft.com/l/meetup-join/19%3ameeting_YmVmNDM1MDMtNDhhMS00MDE4LWEwM2MtMTJiNDdlZWUzZjQ4%40thread.v2/0?context=%7b%22Tid%22%3a%22992deae9-1c4c-42c8-a310-5088af55ba74%22%2c%22Oid%22%3a%22c3986336-a59e-4f47-aa37-cd2e72c8db70%22%7d

- **BDS Bi-Weekly Provider Readiness Open Office Hours**

    - Every other Tuesday starting March 28th from 11-12pm.

        https://nh-dhhs.zoom.us/j/85809901209?pwd=bnEyM0FrdzZXZWVXOWF4b0tPanRpQT09
        Meeting ID: 858 0990 1209 Passcode: 201101

- **BDS Monthly Provider Meeting**

    - Every 4th Wednesday of the month from 10-11:30am

        https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZWZjYTBjMjUtMzg2Yi00MDYxLWEyYWYtZDFkYmU1NTk3YTYy%40thread.v2/0?context=%7b%22Tid%22%3a%22992deae9-1c4c-42c8-a310-5088af55ba74%22%2c%22Oid%22%3a%227adcb656-a0c6-49b6-992c-55d9d43565e7%22%7d

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Workgroup Updates

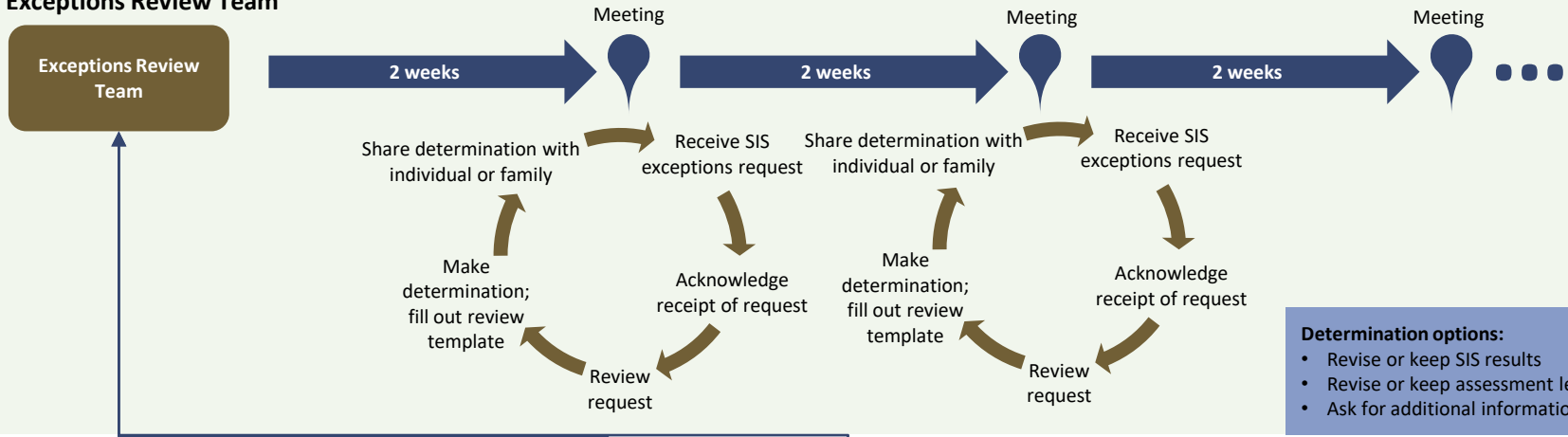- Waiver Workgroup

- Rate Workgroup

Assessment Focus Group

Agenda

- Review process summary graphic

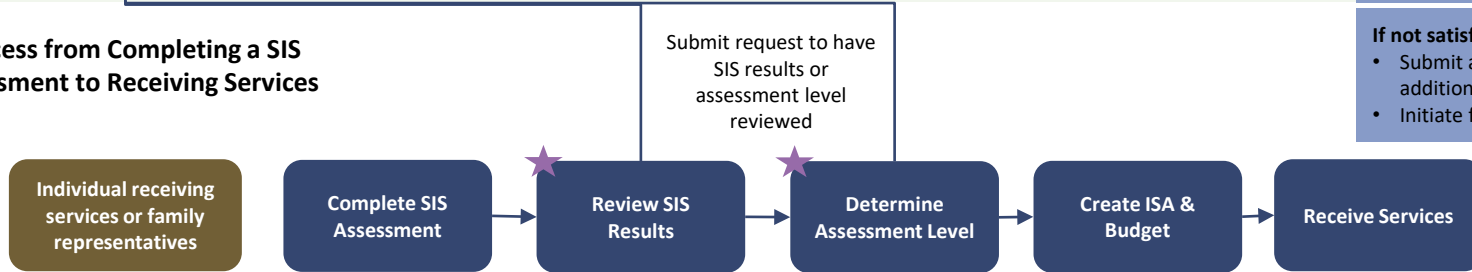- Develop a more detailed Process Map (If Appropriate)

- Additional Discussion

Proposed Exceptions Process Flow

Meeting Cadence & Actions of SIS Exceptions Review Team

Exceptions Review Team

2 weeks → Meeting

Share determination with individual or family → Receive SIS exceptions request → Acknowledge receipt of request → Review request → Make determination; fill out review template

2 weeks → Meeting

Share determination with individual or family → Receive SIS exceptions request → Acknowledge receipt of request → Review request → Make determination; fill out review template

2 weeks → Meeting ...

Determination options:
- Revise or keep SIS results
- Revise or keep assessment level
- Ask for additional information

If not satisfied with determination:
- Submit another exceptions request with additional information
- Initiate formal appeals process with CMS

Process from Completing a SIS Assessment to Receiving Services

Submit request to have SIS results or assessment level reviewed

Individual receiving services or family representatives → Complete SIS Assessment → Review SIS Results → Determine Assessment Level → Create ISA & Budget → Receive Services

★ Steps in process where SIS exceptions can occur

Detailed Workflow – What Steps Should be Included?

Exceptions Review Team

Individual

BDS

Service Coordinator

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SIS Exceptions Process – Discussion (1/3)

Exceptions Review Team	
Question	Proposed Answer
What types of people/groups should be represented in the Exceptions Review Team? (e.g., Administration, Clinical, Medical, Residential, Day)	Diverse team – Nurse perspective, functional perspective (OT/PT), clinical perspective, family representative (perhaps from a family organization), DAADS representative, service provider agency representative (rendering service provider agency), service coordinator, individual, DSP, HCP, individual not part of our current service system, administrative support professional How many people on team? Recommendation is for at least 7 group members (as identified above and an administrative support professional. Set team
What is the suggested cadence for Exceptions Review Team meetings? (e.g., every 2 weeks)	Recommendation: Every two weeks and as needed. To be adjusted based on volume. Coordinate with ISA group on timeline. Information needed after individual's select their services. If an urgent need is identified, indicate what the expected review/response time will be
Will there be one review team per region or one for the state?	Recommendation: 1 team for the state to ensure consistency
What is the process for review team alternates?	Recommendation: There should be alternates. A SOP should be developed for the Review Team to include an alternate process. Other SOP areas to consider: - Annual training and onboarding for exceptions team, families, staff, and individuals - Additional goals for the team (e.g., sharing information trends) - What will annual training and onboarding look like?

SIS Exceptions Process – Discussion (2/3)

Submitting a Query	
Question	Proposed Answer

What information is needed to submit a query? (e.g., written query, additional paperwork)	A statement requesting an exception review and relevant supporting documentation, which could depend on the reason that the exception is being requested.
	
	Additional notes/considerations:
	- Ensure access is considered when defining what the "statement" can be.
	- Examples of supporting documentation could include:
	    Person Centered Planning information, if available (via 171-A eligibility info as well)
	    Statement of reason/basis for exception request
	    Video with reason/basis for exception request
	- Where will the SIS be stored? Will the team have access to it somehow or will the individual need to submit the SIS with the exception request?
	- Consideration: How to ensure submission of exception request and associated documentation is kept confidential and complies with federal privacy requirements.

Will there be a template/form for both the request for exception and the for the Team's review?	No specific form to request an exception. An exception request can be accepted in any form (written, verbal, etc.). The Team admin can capture the requests in a standardized way, respond to confirm receipt and rough timeframe for response. There should be a standardized review template for review team to ensure consistency. Can we incorporate the request into HEIGHTS to reduce individual/family administrative burden?
Is there any form of acknowledgement provided when exception query is submitted?	Yes, The Team admin can capture requests in a standardized way, respond to confirm receipt and provide a rough timeframe for response. Clarify how BDS will communicate SIS exceptions with the PCP team
Is there a maximum # of exceptions someone can ask for in a certain period of time?	No. Three different reasons that someone may request an exception: 1) Routine change, 2) unexpected change and 3) new assessment needed (is the 3rd an exception? If not, define in SOP). Need to be clear on which path to take if someone needs change in supports or if something has happened. Distinguish between need for an exception and need for a new SIS. What are the flags for a new assessment within the 5-year period? Tie to a significant life change. Group will consider outlining what those life changes are. Can an exception be requested for immediate change while a new SIS is in progress? What if it is a temporary need and not expected to be needed long-term? Consider how waiver services will be able to support such a situation. What are we asking for an exception review for...rate for a specific service or overall SIS results? For IT System – Put in a clock for review. Will also provide good data for trending.

SIS Exceptions Process – Discussion (3/3)

Rules	
Question	Proposed Answer
Should there be stipulations around time periods exceptions should be requested (e.g., X# days after receipt of SIS score? X# days after SIS Assessment?)	As a SIS is complete, indicate what information is sent and when regarding the decisions (SIS and service level impact)? [Team will research family reports that are sent by AAIDD and versions that other States have developed] Who can ask for an exception? Reinforce that if individual is already receiving services, do they continue "as-is"
What are the reasons an individual may request a SIS exception? Is an exceptions request needed if a change in supports needs occurs? (or is a new SIS scheduled?)	Issue with the SIS itself (either info. included or the process to gather) Issue with support needs identified relative to services selected by the individual. If SIS assessment is upcoming but increased support needs are identified to begin immediately, PCP team will determine if "crisis" can be used to assist if additional staffing/supervision is requested.
What happens to an individual's current services if they request a review?	The benefit levels should remain the same until a final decision is made.
What documentation is preferred? An SOP?	
What if the exceptions review committee cannot be filled?	

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ISA Focus Group

New Hampshire Planning Process Open Discussion

So far, we've talked about a *document* (the ISA), but now we would like to talk about *the process.* Please share strengths and opportunities related to….

	Learning about the DD System and available Supports	Completing eligibility with an area agency	Developing and documenting a life vision with an individual	Reviewing and documenting the relationships in a person's life	Reviewing and documenting what supports currently exist in a person's life	Based on an individual's goals and circumstances, developing a plan for services	Sharing that service plan with impacted people	Updating the service plan
For Individuals	✔	✔						
For Families	✔	✔						
For Service Coordinators	✔	✔						

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Preliminary Recommendation Log

- Develop a DD System 101 training (potentially a video) that can be shared with families, doctors, and school employees
- Require BDS staff and all service coordinators to complete social role valorization training
- Offer person-centered planning training such as CtLC to teachers
- Provide guidance to families and individuals about how they can use CtLC to put together an "about me" packet to be shared with providers and other staff
- Issue guidance to area agencies that best practice is for service coordinators to attend IEP meetings if invited; develop educational material for families about IEP coordination

- Provide additional information to families about the difference between RSA 171-A eligibility and waiver eligibility

- Provide clear information to families about what timelines are supposed to be followed throughout intake and eligibility

Updated on 12/15

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