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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF LONG TERM SUPPORTS AND SERVICES

BUREAU OF ELDERLY AND ADULT SERVICES

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November 1, 2023

His Excellency, Governor Christopher T. Sununu
State House
107 North Main Street
Concord, New Hampshire 03301

The Honorable Mark Pearson, Chairman
Health and Human Services Oversight Committee of the General Court
State House
107 North Main Street
Concord, New Hampshire 03301

Susan Ruka, Chairwoman
New Hampshire State Commission on Aging
117 Pleasant Street, Dolloff Building, 4th Floor
Concord, New Hampshire 03301

Re: Annual Report for System of Care for Health Aging

BACKGROUND

In accordance with the requirements of [State House Bill 2, Chapter 79:568](#) of 2023, the Department of Health and Human Services (Department) is providing its first annual report to the Governor, the Joint Legislative Oversight Committee on Health and Human Services, and the New Hampshire State Commission on Aging:

151-E: 27, IV: Beginning November 1, 2023, and annually thereafter, the department shall report to the governor, the state commission on aging established in RSA 19-P:1 and the joint legislative committee on health and human services established in RSA 126-A: 13. The report shall provide detailed information regarding the status of the implementation of this subdivision.

In June of 2023, included as part of the approved biennium budget for SFY24 and SFY25, is an investment in a System of Care for Healthy Aging. This investment provides the required and necessary resources to create and expand capacity, take steps to expedite and improve access to Home and Community Based Services, provide adequate infrastructure funding for staffing, oversight, and information technology, and to use data to inform system and service delivery, including future investments. The system of care aims to establish and implement a comprehensive and coordinated system of care that promotes healthy aging and enables older adults and adults with disabilities to have a meaningful choice in care options, including the ability to receive the care they need in their homes and communities. The system of care shall have the following characteristics:

- 1) A comprehensive array of long-term services and supports including, but not limited to, personal care, homemaker services, transportation, meal delivery or preparation, emergency response systems, adult day care, and family caregiver support to enable older adults and adults with disabilities to remain independent and in the setting of their choice.
- 2) An absence of significant gaps in services and barriers to services.
- 3) Sufficient administrative capacity to ensure quality service delivery.
- 4) Services that are consumer-driven, community-based, and culturally and linguistically competent.
- 5) Transparent, with information made available and known to consumers, providers, and payers.
- 6) A funding system that supports a full range of service options.
- 7) A performance measurement system for accountability, monitoring and reporting of system quality, access and cost.

To support the work to develop the System of Care for Healthy Aging, the Department has formed a cross department team to lead the work to implement the system of care. The Bureau of Elderly and Adult Services (BEAS) continues to work with federal, state, and local agencies, service providers, the private, volunteer, and business sectors, and constituent groups to collectively plan and coordinate a person-centered system of care. BEAS has held meetings to inform and engage stakeholders and internal Department teams as part of our work to develop this initial plan. The Department presented the initial plan development and updates at:

- The Long Term Care Policy Summit on August 21, 2023;
- Alliance for Healthy Aging Advocacy Sub-Committee Meetings held in August 7, 2023 and September 11, 2023; and
- The Home Care Alliance Membership meeting on October 13, 2023.

A critical component to the System of Care is enhancing and expanding the role and functions of New Hampshire's network of Aging and Disability Resource Centers (ADRC) will be expanded and enhanced through this work to include, but not be limited to:

- Expanding capacity to include person-centered counseling services,
- Establishing performance measures for each ADRC office.

As outlined below, the Department will begin to increase this capacity by providing additional resources for increased staffing within the ADRCs. The Department will also be resoliciting the contracts with increased expectations towards the development of a System of Care for Healthy Aging.

Below are status updates of current work the Department has engaged in towards the goals outlined in HB2.

Activities to date

July - December 2023:

Goal	Activities	Completion Date
Begin work on the plan for full establishment of the system of care.	<ul style="list-style-type: none">• Established weekly meetings to discuss Medicaid policy, changes to statutes, administrative rules and operations that may need to be adjusted to implement the System of	Ongoing

	<p>Care.</p> <ul style="list-style-type: none"> Established regular meetings with the Rate Setting Unit to begin the process of completing a rate study on the Choices for Independence (CFI) Waiver rate study. BEAS continues to work with federal, state, and local agencies, service providers, the private, volunteer, and business sectors, and constituent groups to collectively plan and coordinate a person-centered system of care. 	
Operationalize the change in definition of Personal Care Services Provider, allowing an eligible CFI consumer’s legal guardian, representative, or person granted power of attorney by the eligible consumer.	<ul style="list-style-type: none"> Ensure CFI Waiver comports with statute. Amend He-E 801. 	<p>Complete</p> <p>In process</p>
Establish two classified positions to support the person-centered counseling program.	Both positions have been established.	Posted and beginning interview process.
Establish a position within the Bureau of Family Assistance, New HEIGHTS unit to be dedicated to System of Care business system enhancements, training, and change management.	Draft Supplemental Job Description (SJD) is with Division of Personnel for approval.	Post by December 1, 2023
Financial eligibility changes.	<ul style="list-style-type: none"> Resource limits for married individuals reverting to the standard in place prior to the passage of the federal Affordable Care Act. Establishment of a resource disregard of \$6,000, which would have an effective resource limit of \$7,500. Implement procedural changes to the extent permissible under federal law, for the timeframes established in RSA 167:4, I (b) for assignment or transfer of assets to an individual for less than fair market value within 36 months or for up to 60 months if deemed necessary by the Department based on case specific information or extenuating circumstances. Entered into a contract amendment with Deloitte approved by the Governor and Council in August. The 	<p>In process</p> <p>Medicaid Policy Change Request (PCR) has been created</p> <p>Business Systems changes are being developed</p> <p>Target for implementation, January 1, 2024</p> <p>In process</p> <p>Financial eligibility changes are being</p>

	<p>amendment requires New HEIGHTS System modifications and additional functionality in accordance with System of Care for Healthy aging requirements.</p> <ul style="list-style-type: none"> • New HEIGHTS Change Request (HCR) has been submitted for changes to financial eligibility. • Update Administrative rules as necessary. 	<p>prioritized with a goal of completion by January 2024</p> <p>Target for rules changes May 2024</p>
IT Enhancements.	<ul style="list-style-type: none"> • Schedule weekly business system requirement meetings. 	In process
Aging and Disability Resource Center (ADRC) (aka ServiceLink).	<ul style="list-style-type: none"> • SFY 2024 Amendment to implement Person Centered Counseling Program and increase operational capacity. • SFY 2025 ADRC competitive solicitation including Person Centered Counseling Program. 	<p>In process and will bring the amendment to Governor and Council for approval in December 2023</p> <p>In Process, working for a posting of the solicitation by February 2024</p>

Additional Activities to be Completed

January - June 2024:

Objective	Activities	Target Completion Date
CFI Rate Study.	<ul style="list-style-type: none"> • Review current Appendix I of the CFI Waiver and apply the methodology described to the reimbursement rates to verify compliance. • Review the current Bureau of Labor Statistics wage statistics and assumptions, to compare to current CFI Rates. • Review Medicare and Medicaid rates for same/similar services in comparable states to the current CFI rates. • Develop the Rate Plan and Study report data including recommended adjustments and fiscal impact for SFY 26\27 biennial budget for CFI program. 	<p>Submit rate study to the Legislature by June 30, 2024</p> <p>In process Target December 31, 2023</p>

	<ul style="list-style-type: none"> • If methodology changes, submit a CFI Waiver Amendment. 	
On a biennial basis, perform financial reviews to determine whether ADRC offices are receiving sufficient funding to maintain operations and make legislative budgets requests if additional funding is warranted.	Financial reviews will be incorporated into the new contracts that will be effective July 1, 2024.	In process Target July 1, 2024
Develop a plan for full establishment and maintenance of a System of Care for Healthy Aging to be reviewed annually and amended or modified as needed.	A Request for Application is being developed for a consultant to assist the Department with development of the plan.	In process Target December 1, 2023 for posting
Identification of significant gaps in the long-term care services and supports array, identification of shortfalls in workforce sufficiency.	A contract was approved on June 28, 2023 by the Governor and Executive Council. Human Services Research Institute will perform a systems assessment and gaps analysis on our LTSS System.	Work is in process. Target completion date June 30, 2024
Ensure Medicaid applications for long-term services are user friendly and processed in a timely manner and develop performance metrics to measure these attributes.	Included in the work with the Deloitte contract for business systems enhancements for applicants, their families and the Department's employees. Work will be completed next calendar year to enhance public facing documents associated with the application process.	Work is in process, contract and scope of work are in place. Target for completion in August 2024

July -June 2025:

Goal	Activities	Target Completion Date
Submit waiver request to the Center for Medicare & Medicaid Services (CMS) for presumptive eligibility process for Medicaid Home and Community Based Waiver Services.	Work has begun as part of the cross-system team.	On or before September 30, 2024
Enhance IT systems: 1) Maintain an online portal for providers. 2) Improve functionality of the NH EASY systems for individuals applying for services and provide trainings for professionals who frequently assist people applying for services and develop associated performance metrics.	Work is in process with Deloitte for business systems enhancements for applicants, their families and the Department's employees.	On or before June 30, 2025

3) Create a public facing dashboard to track HCBS data, including, but not limited to, results of any performance assessments, services authorized but not paid, wait times for receiving services and the number of people transitioning from institutionalized care to the community.		
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The Department is actively participating in the Alliance for Healthy Aging's vision: To create communities in New Hampshire that advance culture, policies and services which support older adults and their families, providing a wide range of choices that advance health, independence and dignity.

In meeting the goals as outlined to Create a System of Care for Healthy Aging, the Department fully recognizes its responsibility and the opportunity this provides to address a broad-based set of challenges and is prepared to undertake the significant and critical work ahead to realize improved outcomes for our state's system and programs for older adults and adults with disabilities while rebalancing New Hampshire's systems to expand more home and community-based options, reducing the cost of providing services and allowing our state to serve more people.

Respectfully submitted,



Wendi J. Aultman
Bureau Chief, Bureau of Elderly and
Adult Services

WJA/jlk

cc: Honorable Members of the Health and Human Services Oversight Committee