



STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF LONG TERM SUPPORTS AND SERVICES

BUREAU OF DEVELOPMENTAL SERVICES

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October 12, 2017

Dear Interested Party:

I wanted to give you an update regarding the State of New Hampshire and the Corrective Action Plan (CAP) that the Center for Medicaid and Medicare (CMS) has put in place for New Hampshire. I last updated you in April 2017.

New Hampshire provides the majority of its services to individuals with developmental disabilities and acquired brain disorders through three different 1915 (c) Home and Community Based (HCBS) Waivers through CMS. During the waiver renewals earlier this year, New Hampshire was found to be out of compliance in two areas of the service delivery system, requiring a Corrective Action Plan (CAP):

1. Conflict of Interest in Case Management to be in compliance with the Home and Community-Based Services (HCBS) regulations requiring the separation of case management and direct service delivery; and
2. New Hampshire's Organized Health Care Delivery System, relating to the payment process to providers.

New Hampshire has set a compliance date of January 1, 2019. There are many steps that we must take for compliance. If you are interested in learning more about the CAP, please go to our website at www.dhhs.nh.gov/dcbcs/bds/hcbs-waiver.

The CAP is not a defined process as to what compliance will look like, but a road map to assist us all to get there. The goal of all involved is that there will not be any disruption to those served. The Bureau of Developmental Services (BDS) is currently working with agencies, stakeholders, providers, and communities to map out the current system. This is essential as we need to fully understand the functions of the area agencies and the implications, cost, and practicality of changes to how services and functions may operate.

We are in the process of conducting an electronic survey and regional forums to receive feedback from families and individuals who currently receive services. BDS is working with New Hampshire Family Voices (NHfV) to host the forums and conduct the survey. If you have questions or would like information about either, please contact Jenn Pineo at 271-4525 or jsp@nhfv.org.

As you know, any change involving the service delivery system requires a thoughtful, well planned, and rich stakeholder engaged process.

I look forward to continuing to work with all of you in this very important process and we will keep you informed as we move toward resolving CMS's concerns. Thank you.

Sincerely,



Christine L. Santaniello
Director

Division of Long Term Supports and Services