Department of Health & Human Services

Bureau of Developmental Services Current State Analysis

Internal Process Improvement

July 2016, with updates from 7/26/16
Sharyn Goddard, Lean Team
A current state assessment of operational process will be performed with team members of the Bureau of Developmental Services and Area Agencies.

The primary focus of the lean assessment will be to map procedures from **Intake** through **MMIS Billing**. Significant efforts are currently required and performed by BDS and Area Agency staff as they accomplish tasks directly related to providing services to NH Citizens with Developmental Disabilities and/or Acquired Brain Disorders.
# Team Members

## Sponsors

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## Core Team

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Overview

The Bureau of Developmental Services (BDS) maintains, implements and coordinates a comprehensive service delivery system for developmentally disabled persons per NH RSA 171-A Services for the Developmentally Disabled (see Appendix for the list of pertaining NH Statutes & Rules).

**Developmental Disability & Acquired Brain Disorder Services:**

- **Area Agencies (AA)** provide services through a system of 10 non-profit 501 (c)(3), regional organizations.

  Area Agencies act as the lead to plan, provide, coordinate and oversee services, and exercises local control through independent Boards of Directors

  Area Agencies provide services directly and/or through a subcontract agency

- **BDS** contracts annually with Area Agencies

  BDS has a public/private partnership with local, non-profit Agencies

- **Community Support Network, Inc.** serves as a central business and service organization for the 10 Area Agencies

  CSNI accomplishes its services and activities through its staff members, board committees, and project directed work groups which consist of: Executive, Legislative, Managed Care, Centralized Training, Quality Improvement, and Supports Intensity Scale (SIS).
Intake occurs in the Area Agency.

Individuals are screened to standards (SIS) & NH Code of Administrative Rules for Medicaid.

And/Or for Non Medicaid Services

Rules:
RSA 171-A
HeM 503
HeM 522
HeM 510

Fair Hearing occurs at this point of the process.

Medicaid Services (Maintenance Budget)

- NH BDS Developmental Services (0053.R05.00)
- NH BDS Acquired Brain Disorder Services (4177.R04.00)
- NH BDS In Home Supports for Children w/DD (0397.R03.00)
- NH choices for Independence (0060.R06.00) PASRR

Non Medicaid Services

DHHS & MMIS Eligibility Required

If Area Agencies could read New Heights they would know the individuals Medicaid Eligibility status.

SISO Online measures the individual's support needs in personal, work-related, and social activities in order to identify and describe the types and intensity of the supports an individual requires.

SISO Online

AAIDD web-based tool
Services for the Developmentally Disabled

Individuals with Service Agreements, who currently receive services through Area Agency’s

Maintenance Budget

1.) Individual in school < 21 and Eligible for Services, Funding Required 90 Days Prior to Graduation

2.) Newly Eligible after Completion of Service Agreement, Funded within 90 Days

3.) Life Change Requiring New Service, Funded with 90 Days

'Best Effort' and Interim Services must be provided if time frame exceeds 60 Days

Individuals - Funding Method

Area Agencies and BDS manually track individuals to services from within two separate self-contained systems, sorted by region. NH Leads - BTS. Disconnected from automated eligibility and billing systems.

Walt List

Individual SIS screened for category of service and falls into one of three categories:
- Will be 21 years old in the contract year
- Newly Eligible for Services
- Life Change Event
37 intake screens in total. “Many regions use very few of the screens, some use more – there is no requirement that they enter all the data.” Christine Philipson

Data collected statewide includes what you above, then:

- Address
- ICD code
- Billing release information
Medicaid Eligibility of (4) Waivers

New Heights
- Financial Eligibility for Medicaid
- Special Circumstance Waiver - over 21 look back 5 years

MMIS
- Waiver(s) Eligibility
- No Eligibility Alerts issued from MMIS or New Heights
- Yearly New Heights Redetermination - at times cases are closed due to the New Heights System, individual must reapply.
- Automatically Disable for MMIS Billing if Redetermination is not completed by RD End Date

eStudio Sentential Events
- Sentinel Event Reporting, Review and Documented by DHHS within preceding 30 days
- A sentinel event is an unexpected occurrence involving the death or serious physical or psychological injury, or risk thereof, signaling the need for immediate investigation and response, or other serious event.

Wait List
- This holds up eligibility and subsequent MMIS payments
- Eligibility is held and submitted when the person turns 18 (APDT), eligibility is placed on hold until then.
- DCYF population turning 21 with DD or ABD may be unaccounted in BDS until they turn 21

No data captured in NH Leads is transferred to New Heights, MMIS or BTS

District Office enters the intake application for the individual into NH Heights and individual waits for Medicaid Waiver Services determination
BTS Menu

- Work with Records in Service Soread
- Transaction Analysis
- Work with Group
- Worth with Other Data
- Reports
- Tools (Jim Connell Developer)

Area Agency enters the Approved Individual into the BTS system and individual waits for BDS Liaison & Prior Authorization

Wait List Oversight
- BDS Allocates WL Funds to Regions
- BDS over sees the global planning for Wait List Funds
- WL Funds are Annualized for future projections
- BDS Liaisons review and suggest reallocation within AA
- Projected WL Funds initiate Legislature Budget
- Legislature Funds the WL Budget
- From that budget, AA - BDS Contract Created Yearly

Wait List Categories Listed in BTS:
- WL DD
- WL DD/New
- WL DD/Enhan
- WL ABD
- WL ABD/New
- WL ABD/Enhan
- WL Transition Funds

'Bunk' (Unknown Funds) Wait List funds coded in BTS without a name assigned to it
Prior Authorization of Waiver Service (PAWS - In NH Leads)

New Services
- Area Agency
- BDS Liaison

AA & Liaison review Service Agreement and Budget

BDS Approved in BTS

Update BTS Reject

Waiver Service
- AA must US Mail PA Request to MMIS

Non Waiver Service

Area Agency
- MMIS

Prior Authorization Unit
- Medicaid Eligible

Special Circumstance Eligible

Void MMIS Notifies AA

New Heights Issue?

MMIS notifies AA

PA Review Request for Service

Approved by PA & BDS

Rejected

AA Address Change
- Address Change AA must US Mail to BDS

Address Change AA must US Mail to BDS

MMIS Notification & Billing Through NH Leads

MMIS Filled by AA through NH Leads System, using the provided Procedure Codes

MMIS Notifies AA by US Mail Document Includes Billing Procedure Codes

Non Waiver Service Updated in MMIS

Mail Delays, AA would rather print from MMIS

Mail Issues - No longer eligible in New Heights - Redetermination error

BDS Approved in BTS

AA can not view PA in MMIS

The billing department at the Area Agency receives the time sheet, then they enter the time sheets into the NH Leads billing system.

Once the time sheets are entered, the billing system (at the point of a button) "validates" the data by confirming that there is a valid authorization with available costs defined, and that other key information is in the system (CBOIS code, address, amount of bill, etc. etc.). Then an 827 FAX is generated, which is the electronic filing document that is uploaded to MMIS.

MMIS generates an 835 FAX that contains status responses and payment information after processing the claims. Our billing staff downloads the file from MMIS, then upload and " imports" the file into our billing system. Then click a button and all the marquee order claims are applied to our system, typically paid or denied, and from there billing staffs processes any pending issues.

Meet agencies submit claims weekly.

AA Unit creates a Excel Spreadsheet of provided services & charges, sent to BDS Monthly

BDS Liaison and PA Unit review and manually compare the Excel Spreadsheet with what they see in

The outcome of the spreadsheet analysis reveals what is charged back to Medicaid estimates toward Legislative Budget Planning

Names & Address appear in Lawson

Lawson Master Accountancy of Medicaid Payments to AA

AA enters all billing and services into Excel Spreadsheet weekly/monthly and sends to BDS for reconciliation with MMIS.
NOTE: From Christine Philipson, CSNI NH LEADS. We are currently undergoing a system upgrade. At the moment, we are simply bringing the application up to a modern coding platform and dealing with web browser compatibility issues and performance (no real structural changes to the application). Once this is done, we are looking into a Phase II development where we may add features and functionality. We are embarking on gathering specifications now for that phase. So, it is very timely that you ask about adding new fields and integration!
To close the loop for each individual within this process, every record is manually entered into (4) self-contained systems (silos).

Vacant and/or unfunded positions and staff leave time

NH Leads
Budget Tracking System
New Heights
MMIS & Various Control Spreadsheets

Waiting for U.S Post Office to deliver

1. Mailed Submission of Prior Authorizations to MMIS
2. Subsequent return mail of Service Codes required to bill MMIS
3. Individual Change of Address

These processes depend on the U.S Post Office

Vacant and/or unfunded positions and staff leave time

Area Agency’s are not able to view New Heights eligibility status

Need for Future System Development & Synergy
Appendix A - Definitions

AA  Area Agency
AAIDD  American Association on Intellectual and Developmental Disabilities
ABD  Acquired Brain Disorders
BDS  Bureau of Development Service
BTS  Budget Tracking System
CSNI  Community Support Network, Inc.
DD  Developmental Disabilities
DUCK  Distinct Unique Client Key
He-M  NH Code of Administrative Rules
HRST  Health Risk Screening Tool
.IHS  In Home Support
MMIS  Medicaid Management System
NCI  National Core Indicators, Quality of Life Survey
NHICC  NH Inter Agency Coordinating Council
NHRSA  NH Revised Statues Annotated
ODESA  HRST, Data Transfer Method
On The Waiver  HeM, AA, Medicaid, PA Eligible, able to Bill Medicaid
PA  Prior Authorization
SIS  Supports Intensity Scale, Standard Screening Tool
WL  Wait List
ZUNK  Wait List Funds in BTS without an individuals name
Appendix C – NH Statutes and Rules

**NH RSA 171-A** SERVICES FOR THE DEVELOPMENTALLY DISABLED

He-M 202 - RIGHTS PROTECTION PROCEDURES FOR DEVELOPMENTAL SERVICES

He-M 310 - RIGHTS OF PERSONS RECEIVING DEVELOPMENTAL SERVICES OR ACQUIRED BRAIN DISORDER SERVICES IN THE COMMUNITY

He-M 502 - RECORDS STANDARDS FOR INDIVIDUALS SERVED DEVELOPMENTAL SERVICES

He-M 503 - ELIGIBILITY AND THE PROCESS OF PROVIDING SERVICES

He-M 505 - ESTABLISHMENT AND OPERATION OF AREA AGENCIES

He-M 507 - COMMUNITY PARTICIPATION SERVICES

He-M 517 - MEDICAID-COVERED HOME AND COMMUNITY-BASED CARE SERVICES FOR PERSONS WITH DEVELOPMENTAL DISABILITIES

He-M 518 - EMPLOYMENT SERVICES

He-M 521 - CERTIFICATION OF RESIDENTIAL OR COMBINED RESIDENTIAL AND DAY SERVICES PROVIDED IN THE FAMILY HOME

He-M 522 - ELIGIBILITY DETERMINATION AND SERVICE PLANNING FOR INDIVIDUALS WITH AN ACQUIRED BRAIN DISORDER

He-M 524 - IN-HOME SUPPORTS

He-M 525 - PARTICIPANT DIRECTED AND MANAGED SERVICES

He-M 1001 - CERTIFICATION STANDARDS FOR COMMUNITY RESIDENCES

He-M 1201 - ADMINISTRATION OF MEDICATIONS

He-M 1301 - MEDICAL ASSISTANCE SERVICES PROVIDED BY EDUCATION AGENCIES

CLIENT LEGAL SERVICES MAY PROVIDE ADMINISTRATIVE WAIVER ON ANY OF THE ABOVE RULES
NH BDS Developmental Services (0053.R05.00)
Provides day services, residential hab/personal care, respite, service coordination, supported employment, assistive technology support, community support, crisis response, environmental and vehicle mods, participant directed and managed services, specialty services for individuals w/autism, DD and ID from 0 - no max age

NH BDS Acquired Brain Disorder Services (4177.R04.00)
Provides day services, respite, service coordination, supported employment, assistive technology support, community support, crisis response, environmental and vehicle mod, participant directed and managed services, residential hab/personal care, specialty services for individuals w/brain injury ages 22 - no max age

NH In Home Supports for Children w/DD (0397.R03.00)
Provides enhanced personal care, consultations, environmental and vehicle mods, family support/service coordination, respite care for individuals w/autism, ID, DD ages 0-21

NH Choices for Independence (0060.R06.00)
Provides adult medical day, home health aide, homemaker, personal care, respite, adult family care, adult in-home services, community transition, consolidated services, environmental accessibility, home-delivered meals, non-medical transportation, PERS, residential care facility, skilled nursing, specialized medical equipment, supportive housing services for aged individuals 65 yrs. -no max age, physical and other disabilities ages 18-64 yrs.
Appendix E – Individual Data Flow

Unknown condition of NH Leads:
- Encryption of BTS data transfer
- Backup of Individual Data
- Security of Individual Data
- Firewalls
1. Agency Qualifications

2. Factors determining Area Agency allocation of budget funds
   i. Population of the Geographical Region
   ii. Individuals working while receiving services
   iii. HeM 525 Participant Directed and Managed Services
        Individual/Family Control
Appendix G

June 2016 Service Authorizations for DD, ABD, and IHS Waivers Services
Data from NH Leads

Area Agencies
1) Northern Human Services
2) Pathways of the River Valley
3) Lakes Region Community Services
4) Community Bridges
5) Monadnock Developmental Services
6) Gateways Community Services
7) Moore Center Services
8) One Sky Community Services
9) Community Partners
10) Community Crossroads