

**State of New Hampshire
Department of Health and Human Services
Provider Selection Subcommittee**

Meeting Purpose/Goals: The goal of the Provider Selection Subcommittee is to ensure that families and individuals are able to choose their own providers for services

DATE: August 19, 2020
TIME: 1:00 pm -3:00 pm
CONFERENCE LINE: Zoom



Committee Members: Chad Alden, Ellen Barry, Marissa Berg, Jerry Donovan, Michelle Donovan, Pam Dushan, Rob Gillis, Kristen Henderson, Victoria Hinton, Bob Leda, Mark Mills, Kerry Pfrimmer, Ann Potoczak, Kim Shottes, Mary St. Jacques, Carolyn Virtue

DHHS STAFF: Sandy Hunt, Jessica Gorton, Darlene Ferguson, Karen McLaughlin, Jessica Kennedy

| Minutes | | | | |
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| <i>Ground Rules: Please be present and actively engaged; please hibernate technology.</i> | | | | |
| <i>Time</i> | <i>Topic</i> | <i>Category</i> | <i>Leader(s)</i> | <i>Key Takeaways & Action Items</i> |
| 1:00-1:05 | Welcome, Agenda Review & Introductions | Information | Sandy Hunt | |
| 1:05-2:00 | Discussion on Time Frames Specific to Provider Selection (Capacity) | Information | All | <ul style="list-style-type: none"> • Feedback received was incorporated into the revised timeline. • Future discussion on ITS and choosing the provider was recommended regarding consideration of the ability of individuals to choose a provider that can provide for their specific needs with small group of ITS providers. Small group discussion requested. • “Guide function” <ul style="list-style-type: none"> ○ It was noted by a committee member that in the CMS definition of CM, CM should be directing the choice and education of choices. ○ Guide function is meant to be separate from CM, a position trained on the process to support families. ○ Is there an assurance that an area agency won’t steer an individual toward certain programs? ○ DAADS functions are an extension of the state. The OHDCS was built out in NH with 10 area agencies that contract with the state to provide waiver services in compliance with CMS. ○ DAADS rate subcommittee has been working on unbundling and outlining clear and distinct definitions of DAADS and CM functions. ○ When things fall apart, where does responsibility fall? |

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| 2:00 - 2:50 | <p>Provider Selection Process Template</p> <p>Process for No Willing and Able Providers</p> <p>Provider Directory - Servicelink</p> | Information | All | <p><u>Provider Selection Process Template</u></p> <ul style="list-style-type: none"> • Pathways provided a document that outlines past present and future processes. • Outlined a crisis process for when there are cases that there is not time for individuals to choose - “time limited transitional cm”. Only willing and qualified provider waiver will provide oversight and accountability. Could be helpful with ITS. • Eliminating conflict in crisis, they have a small pool of providers working together but there will likely still be instances where there will have to temporarily be conflict to meet all needs. <p><u>Provider Directory - Servicelink</u></p> <ul style="list-style-type: none"> • Anyone providing a waiver service must be a Medicaid enrolled provider. • There will be trainings provided starting this fall. <ul style="list-style-type: none"> ○ Trainings will cover criteria, process, handbook and ongoing support. • Does ServiceLink verify providers are enrolled Medicaid providers? • As we determine what the clear role of the agencies will be, that will determine what the rates will be. <ul style="list-style-type: none"> ○ Some codes will need to be redefined for consistency • How do we get the information out to everyone? <ul style="list-style-type: none"> ○ AAs share with all providers they contract with ○ BDS’ most updated list is from this group ○ CSNI has a list that can be provided (Marissa will share) ○ Does ServiceLink have a way to bulk email providers? • Will Medicaid limits have to be followed when independent contractors become Medicaid enrolled providers? <ul style="list-style-type: none"> ○ Some budget limits are negotiable in certain situations with a case review by BDS. Waiver caps are non-negotiable. • Will out of state providers have the Medicaid requirement? <ul style="list-style-type: none"> ○ For those providing services out of state, We want to make sure they’re still meeting the requirements. They still will have to enroll in NH *Include in future discussion. • Medicaid enrollment process can be started https://www.nhmmis.nh.gov/portals/wps/portal/ProviderEnrollment |
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| | | | | <ul style="list-style-type: none"> In order to become Medicaid enrolled, providers that aren't licensed will need to be. Concern around smaller and individual providers becoming licensed. <ul style="list-style-type: none"> New licensure requirements will add to the challenge and take a considerable amount of time. Smaller companies - If you provide case management for one person, becoming licensed is a big lift. A possible option would be to become an employee of a licensed provider. New vendors have been coming into the state. They want to know the process of becoming a provider. It was requested to have something on the state DHHS website to direct new vendors to. <ul style="list-style-type: none"> Medicaid enrollment requirement will make the process more consistent Develop best practices from area agencies? Subcommittee formed to draft a process or some bullets on the steps - determine services, become a Medicaid provider, what are other vetting processes? Draft guide for "How to become a provider agency" including Medicaid requirements, enrollment process, what services you want to provide, Licensure Certification process, aa vetting processes, etc. Ellen will help and will reach out to some vendors. Rob will send his info to Ellen. Added to timeline, 1/1/21. | | |
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| | Action Item review and updates | | | | | |
| 2:50 - 3:00 | Closing <ul style="list-style-type: none"> Next meeting Action Items & Next Steps | Discussion | Sandy Hunt | Next meeting - 6 weeks | | |
| <i>Date</i> | <i>Action Item</i> | | | <i>Assigned to</i> | <i>Due Date</i> | <i>Comments</i> |
| 6/30 | Create provider selection process template for service coordinators to assist families in provider selection process | | | Sandy | | Update 8/19 - Pathways has sphere headed. Volunteers from the group are asked to help. |

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| 6/30 | Sandy meet with Thom re: ServiceLink filter and capital funding request. Need a plan B in case ServiceLink cannot add the filter | Sandy & Thom | | Update 8/19 - In Process, more info. next meeting |
| 8/19 | Feedback on Mark's document - send to Jessica | All | | |
| 8/19 | Revise timeline | Sandy | | |
| 8/19 | Draft process to becoming a provider agency | Lead - Ellen | 1/1/21 | Volunteers needed to help with subcommittee. Rob will help. |
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