STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF LONG-TERM SUPPORTS AND SERVICES
BUREAU OF DEVELOPMENTAL SERVICES

BDS Systems Work Timelines
Updated Fall 2021
Executive Summary

This draft document includes timeline estimates from Fall 2021 to Summer 2023 of major BDS implementation projects related to services for individuals with developmental disabilities.

Scope of Document
This document includes information about projects related to:
• Recommendations from the A&M 1A Report (Tiered Waiver, Transparent Rates, IT Modernization, Intensive Treatment Services);
• Meeting CMS expectations for resolving case management conflicts of interest and implementing provider direct billing in accordance with the Bureau’s Corrective Action Plan;
• Engaging with stakeholders.

Inputs
• To develop these timeline estimates, BDS consolidated inputs from two sources: 1) the timeline and milestones developed by the Conflict-of-Interest Corrective Action Plan (COI/CAP) Work Group and 2) a workplan developed by A&M and BDS to support the implementation of the 1A recommendations.

How to Read
• This is a high-level document meant to provide an overview of the action items and dependencies across the primary categories of work to be completed. This is not a project plan meant to track tasks.
• This is a “living”, document. The content here will be updated as new information develops and input is received.
• Slide Contents:
  • Slide 3 explains how the Conflict-of-Interest Corrective Action Plan timeline and milestones were incorporated into this document.
  • Slide 4 provides a high-level summary of the major items across all categories of works.
  • Slides 5-11 show summaries of the major items within each category of work.
  • Slide 12 documents the work completed as of Fall 2021.
• Color coding is used in this document to indicate which implementation category a task belongs to, and to indicate if the task was brainstormed by the Conflict-Of-Interest CAP work group. A summary is included below.

KEY

- Quality and Capacity
- Reimbursement Rates
- Waiver Structure
- Stakeholder Engagement
- Policy Updates
- IT Modernization
- Intensive Treatment Services
- COI/CAP Input (Outline)
Introduction to Implementation Categories

The Conflict of Interest/Corrective Action Plan Work Groups have aligned with the overall Bureau of Developmental Services (BDS) System Work. BDS has used inputs from the COI/CAP Timelines to finalize expected activities.

To organize the work, BDS has grouped activities into 7 categories:

- **Quality and Capacity** which includes activity related to enrolling providers with Medicaid and improving quality and monitoring.
- **Reimbursement Rates** which includes activities related to developing a transparent and predictable rate schedule.
- **Stakeholder Engagement** which includes activities related to soliciting, actively listening to and reviewing feedback from the stakeholder community.
- **Intensive Treatment Services (ITS)** which will focus on building ITS capacity within the state.
- **IT Modernization** which includes activities related to improving and updating BDS' IT infrastructure.
- **Waiver Structure** which includes activities related to applying for and implementing a two-tiered Developmental Disabilities Waiver.
- **Policy Updates** which includes activities related to updating regulations and guidance to align with the new quality, rates, and waiver structures.

If a task relates directly to an item developed by the COI/CAP group, the border is noted in purple.
Today

Timeline Overview

**Medicaid Enrollment:**
- BDS will define services, service offerings by waiver, and provider qualifications
- Stakeholders will contribute ideas in many forums

**Collect Provider/Area Agency Cost Data / DAADS**
- BDS will develop a cost template and new governance audit
- HCBS Providers will submit cost-of-care information

**Define Future-State Waiver Offerings:**
- BDS will define services, service offerings by waiver, and provider qualifications
- Stakeholders will contribute ideas in many forums

**Conduct Assessment Sample**
- AAIDD will complete a 400-person sample using the SIS
- Stakeholders will review results shared by BDS

**Develop New Rates – Including DAADS and FMS**
- The rate vendor will develop a new rate matrix for services that includes service tiers. BDS will develop cost allocation plan for Designated Area Agency Delivery System (DAADS) and Fiscal Management Services (FMS).
- Stakeholders will review the proposed rate methodology

**Draft & Submit Waivers**
- BDS will draft and submit waiver application
- Stakeholders will review components and provide feedback

**Revise and Update Related Policies**
- BDS will define amendments for rules, policies, and statutes impacted by the Waiver changes
- Stakeholders will review and provide feedback

**Service Coordination Orientation**
- BDS will provide Service Coordinator Training
- Stakeholders will provide feedback on training

**Quality & Monitoring:**
- BDS will develop new monitoring processes
- BDS Designated Entities will perform quality and monitoring activities

**Direct Bill**
- BDS will implement IT system, New Heights and MMIS go live
- HCBS Providers will begin to bill MMIS directly

**IT Modernization**
- BDS will work with Deloitte to develop new IT systems to support the policy and operational changes

---

Note: The Conflict of Interest (COI)/Corrective Action Plan (CAP) Work Groups have been restructured to align with the overall Bureau of Developmental Services (BDS) System Work. BDS has used inputs from the COI/CAP Revised Timelines to finalize expected activities.

Living Document Last Updated: Fall 2021
Quality and Capacity

Note: The Conflict of Interest (COI)/Corrective Action Plan (CAP) Work Groups have been restructured to align with the overall Bureau of Developmental Services (BDS) System Work. BDS has used inputs from the COI/CAP Revised Timelines to finalize expected activities.

Living Document Last Updated: Fall 2021
The Conflict of Interest (COI)/Corrective Action Plan (CAP) Work Groups have been restructured to align with the overall Bureau of Developmental Services (BDS) System Work. BDS has used inputs from the COI/CAP Revised Timelines to finalize expected activities.

Living Document Last Updated: Fall 2021
Stakeholder Engagement

**Today**

### Steering Committee Meetings
- Held on the Thursday of the Second Full Week of Every Month
- (12/16, 1/13, 2/17, 3/17, 4/14, 5/12, 6/16, and more)

### Rates and Waiver Work Group Meetings
- Held on the Tuesday and Friday of the First Full Week of Every Month
- (12/7, 1/11, 2/8, 2/11, 3/8, 3/11, 4/5, 4/8, 5/5, 5/6, 6/7, 6/10, and more)

### Information Sessions
- Held on the First Thursday of the First Full Week of Every Other Month
- (1/6, 2/10, 3/10, 4/7, 5/5, 6/9, and more)

### Website Updates
- Made monthly (or as needed)

---

**Meeting Dates Subject to Change. To Find Meeting Details Visit:**

[https://www.dhhs.nh.gov/dcbcs/bds/systems.htm](https://www.dhhs.nh.gov/dcbcs/bds/systems.htm)

---

**Note:** The Conflict of Interest (COI)/Corrective Action Plan (CAP) Work Groups have been restructured to align with the overall Bureau of Developmental Services (BDS) System Work. BDS has used inputs from the COI/CAP Revised Timelines to finalize expected activities.

**Living Document Last Updated: Fall 2021**
Note: The Conflict of Interest (COI)/Corrective Action Plan (CAP) Work Groups have been restructured to align with the overall Bureau of Developmental Services (BDS) System Work. BDS has used inputs from the COI/CAP Revised Timelines to finalize expected activities.
The Conflict of Interest (COI)/Corrective Action Plan (CAP) Work Groups have been restructured to align with the overall Bureau of Developmental Services (BDS) System Work. BDS has used inputs from the COI/CAP Revised Timelines to finalize expected activities.

Note: The Conflict of Interest (COI)/Corrective Action Plan (CAP) Work Groups have been restructured to align with the overall Bureau of Developmental Services (BDS) System Work. BDS has used inputs from the COI/CAP Revised Timelines to finalize expected activities.

Living Document Last Updated: Fall 2021
**DD Tiered Waiver Structure**

**Note:** The Conflict of Interest (COI)/Corrective Action Plan (CAP) Work Groups have been restructured to align with the overall Bureau of Developmental Services (BDS) System Work. BDS has used inputs from the COI/CAP Revised Timelines to finalize expected activities.
Policy Updates

Review Current Policy and Needed Amendments
- Review Current Policy (Regulations, State guidance, etc)
- Develop and Submit Proposed Statutory Amendments
- Process Map Future-State
- Develop Draft Rule Modifications
- Develop matrix of operational decisions with rule changes
- Input from Waiver Work

Develop New Policy
- Engage Stakeholders
- Complete Joint Legislative Committee on Administrative Rules (JLCAR) Process

Engage Stakeholders

JLCAR Process

Today

Note: The Conflict of Interest (COI)/Corrective Action Plan (CAP) Work Groups have been restructured to align with the overall Bureau of Developmental Services (BDS) System Work. BDS has used inputs from the COI/CAP Revised Timelines to finalize expected activities.

Living Document Last Updated: Fall 2021
Description of Work Completed To Date

BDS has been working on many aspects of the BDS Systems work since 2019 and much of what has been done to date sets a strong foundation for the continued work. Below is a listing of the activities completed as of Fall 2021.

Rates
- Initial Rate Assessment & Rate Modeling
- In-Home Supports Budget Template Development
- Assessment Tool Review for long-term use
- SIS Assessment Sample will be utilized to inform Rate Methodology Process
- Finalize and Distribute Governance Audit for SFY ’23
- DAADS Functions finalized
- Develop Enrollment Process for Providers

Stakeholder Engagement
- Establish Structure
- Initial Meeting facilitation

IT Modernization
- New Business Process Definition (Case Management and Direct Service)

Waiver Structure
- Policy Background Review

Policy Updates
- RSA-171-A Changes Effective

Note: The Conflict of Interest (COI)/Corrective Action Plan (CAP) Work Groups have been restructured to align with the overall Bureau of Developmental Services (BDS) System Work. BDS has used inputs from the COI/CAP Revised Timelines to finalize expected activities.

Living Document Last Updated: Fall 2021