



DEPARTMENT OF HEALTH
AND HOSPITALS

**Office for Citizens with
Developmental Disabilities
System Transformation
Large Stakeholder Meeting
June 24, 2014**

Kathy H. Kliebert
Secretary



DEPARTMENT OF HEALTH
AND HOSPITALS

**Office for Citizens with
Developmental Disabilities**

Mark A. Thomas

OCDD Assistant Secretary

Kathy H. Kliebert
Secretary

Today's Agenda

Updates on

- System Transformation (ST) and Managed Long Term Supports and Services (MLTSS)- Mark A. Thomas
- Request for Service Registry (RFSR) – Mark A. Thomas
- Single Point of Entry Process (SPOE/No Wrong Door (NWD)- Herman Bignar
- Balancing Incentive Program (BIP)-Amy Bamburg



System Transformation (ST) and Managed Long Term Supports and Services (MLTSS)

Mark A. Thomas



OCDD System Transformation

ST Meetings over the past 18 months

- 5 Public Stakeholder meetings
- 6 LGE Directors meeting
- 10 Core Advisory meetings
- 18 ST Workgroup Chairs and Co-Chairs meetings
- 32 OCDD ST and Community Services meeting



OCDD System Transformation

Transformational Outcomes

1. Serve more people in home and community-based services (HCBS)
2. Achieve cost-effectiveness in HCBS
3. Reduce institutional reliance
4. Provide access to appropriate services based upon need
5. Increase use of appropriate natural and community supports

MLTSS and System Transformation

OCDD is incorporating all System Transformation feedback into the MLTSS design and procurement process.

Please continue to visit Making Medicaid Better to get official updates

<http://new.dhh.louisiana.gov/index.cfm/page/1684/n/379>

Comments are being received via longtermcare@la.gov



Request for Services Registry

Mark A. Thomas



RFSR Data Assessment



RFSR Data Assessment

- 13,191 Total open records on RFSR as of 12/31/2013
- 11,660 of the 13,191 are Medicaid Eligible
- Percentage Medicaid Eligible 88.39%

RFSR Data Assessment (continued)

- Removed from RFSR count:
 - 49 deceased
 - 71 residing in Pinecrest
 - 20 with Cooperative Endeavour Agreement (CEA)
 - 4 receiving the NOW

- **13,047 valid open records on RFSR**
 - 4,826 (37%) receive some type of service
 - 8,221 (63%) receive no paid services



RFSR Data Assessment (continued)

- **4,826 receive some type of service**

- **OCDD**

- 1,089 receive Supports Waiver

- 4 receive Children's Choice waiver

- 6 receive ROW)

RFSR Data Assessment (continued)

- OAAS
 - 124 receive CCW
 - 47 receive ADH
- 1,894 receive Medicaid LTSS (State Plan)
- 688 receive State General Fund (SGF)
- 974 receive Private Long Term Care Facilities (ICF or NH)

RFSR Validation



RFSR Validation

- **974 individuals residing in private nursing homes or intermediate care facilities for the developmentally disabled**
 - Face to face visits completed, currently analyzing results
 - Support provided by some of the Long-Term and Community Living Ombudsmen across the state
 - **Preliminary Results (Incomplete at this time)**

General validation almost complete, SRI re-sending validation letters to individuals who new addresses were found

RFSR Operational Instructions Manual



RFSR Operational Instructions Manual

- **RFSR Operational Instructional Manual revised, circulation completed**
 - Use multiple data sets to identify contact information outside of OCDD
 - Match RFSR list with death registry
 - Individuals can be added to the RFSR as soon as they meet eligibility criteria (birth to end of life)
 - Validation forms modified to improve communication and understanding of the validation process for individuals and their families



RFSR Operational Instructions Manual (continued)

- Individuals who participated in face to face validation who chose to be “active” or “inactive” will receive validation letters and be notified of a waiver offer
- Remove individuals in designated pools who have priority (automatic) entrance into a comprehensive waiver
- Individuals must meet OCDD eligibility criteria and have an active statement of approval to remain on the RFSR
- Individuals living out of state who do not meet “forced move” criteria will be removed from the registry

- **Next Steps: Implementation and rule-making**

Single Point of Entry (SPOE) / No Wrong Door (NWD)

Herman Bignar



SPOE/NWD Online Portal

DHH and OCDD are working to integrate data systems for participants and families to:

- Update participants demographic info
- Check Request For Services Registry status
- Complete level one screening



SPOE/NWD

Based on quality assurance/quality review the following revisions have been completed:

- More task/topic oriented site
- Converted word documents to PDF files
- Made external links and pages open in new windows
- Informed external partners to provide a link to OCDD website
- Follow ADA best practices

Website Improvement

The screenshot shows a web browser window displaying the website for the Office for Citizens with Developmental Disabilities. The browser's address bar shows the URL: <http://new.dhh.louisiana.gov/index.cfm/subhome/11/n/329>. The website header includes the text "DEPARTMENT OF HEALTH & HOSPITALS" and "STATE OF LOUISIANA", along with the name "Kathy Kleibert, Secretary". The main content area features a large blue banner with the text "Office for Citizens with DEVELOPMENTAL DISABILITIES" and a "RETURN TO THE MAIN DHH SITE" link. A left sidebar contains a navigation menu with items: ABOUT US, LOCATE SERVICES, SERVICES & PROGRAMS, EARLYSTEPS, CRITICAL INCIDENT (OTIS), RESOURCES, and PUBLICATIONS. Below the menu is a search bar and a language selection dropdown. The main content area includes a paragraph describing the office's commitment to quality services, a "Highlighted Video" section with a video player, and a "Single Point of Entry" box with contact information: "1.866.783.5553". A "Get More Information" section lists phone, toll-free, and email contact details, along with a "REQUEST MORE INFO" button. The bottom of the browser window shows the Windows taskbar with various application icons and the system clock displaying 1:25 PM on 6/10/2014.



Website Improvement

Web pages that were not properly linked:

- Waiver, Flexible Family Fund, Complaints and Fraud (added to About Us), Community Support Teams (deleted), Resource Centers (totally redesigned)

Newly created web pages:

- Supports Waiver, Residential Options, Employment First Initiative, National Core Indicators, Support Coordination

Addition of pictures:

- About Us, Locate Services, Employment First Initiative, National Core Indicators

Website Improvement

Web pages removed/moved or combined with others

- Resource Allocation, Resource Allocation Expected Practices, Request for Services Registry, Children's Choice Waiver Documents and Forms, OCDD Publications - totally redesigned, Report on Metropolitan Transportation, EarlySteps - all pages were updated, State and Regional Advisory Committee, Medicaid Freedom of Choice - spelled out information, removal of a deceased staff member and updated staff/office contact information

Consistency

- Hyperlinks at the end of sentences with color, font size, headers and sub-headers, no capitalization

Determination for System Entry

- Circulation of the Operational Instruction for eligibility was completed in May 2014
- Next steps

BIP

Balancing Incentive Program (BIP)

Amy Bamburg



BIP

Balancing Incentive Program (BIP) increases the Federal Matching Assistance Percentage to participating states through September 2015 in exchange for states making certain structural reforms to increase access to Medicaid community based long-term services and supports (LTSS). Louisiana qualifies for a 2% EFMAP.

Awarded to DHH in January 2013.

Operated by Medicaid in partnership with OCDD, OAAS, OBH.

Required Structural Reforms include:

- Implementing a “no wrong door” eligibility and enrollment system applying to all disability groups;
- Developing or adopting core standardized assessment instruments that capture a uniform set of information for all persons with disabilities served by Medicaid; and
- Ensuring case management activities are conflict free.



OCDD Changes for BIP

- Improvements to SPOE
- Implementation of a Level 1 screening questionnaire applied across all disability SPOE/NWD sites
- Revamp of the critical incident reporting system

BIP

- Medicaid coordinates all BIP activities
- For more information on BIP see,
www.balancingincentiveprogram.org



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**Stay Informed about
System Transformation**

Kathy H. Kliebert
Secretary

Stay Informed about System Transformation

- Information about System Transformation can be found on the OCDD Website
<http://new.dhh.louisiana.gov/index.cfm/subhome/11/n/8>
- Inquiries can be emailed to OCDD System Transformation at
OCDDsystemtransformation@LA.GOV
- If you would like to be contacted directly with updates or to identify yourself to participate in our focus groups and other stakeholder processes please email us at
OCDDsystemtransformation@LA.GOV





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**Office for Citizens with
Developmental Disabilities**
Next Large Stakeholder Meeting
Wednesday, September 10 , 2014
10 A.M. - Noon

Kathy H. Kliebert
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