Bi-Monthly Provider Call
September 7, 2017

A provider call was held on September 7, 2017. Presenters on the call included Julie Foster Hagan, OCDD Deputy Assistant Secretary; Paul Rhorer, Waiver Manager; and Daniel Buco with Statistical Resources, Inc. (SRI). Providers were reminded to submit questions two weeks before the bi-monthly provider call to OCDD-HCBS@LA.GOV. Provider calls are conducted every other month (January, March, May, July, September, and November) on the first Thursday of the month from 9:00am-11:00am. Questions not received two weeks in advance will be answered on the following provider call. Answers to provider questions, links to websites discussed, and other documents are posted at the link below by clicking on the word "here" in the Monthly Provider Calls and Upcoming Provider Events section of the webpage.

Provider Bi-Monthly Meetings Web link: http://dhh.louisiana.gov/index.cfm/page/1921

Program Office Update – Julie Foster Hagan

Ms. Hagan provided updates on several OCDD activities and initiatives including: request for services registry screening, tiered waiver, ROW pilot, and ICF-DD Programmatic Unit.

- Request for Services Registry (RFSR) – OCDD has screened close to 9000 individuals and attempted to contact 99% of individuals on the RFSR to conduct the Screening for Urgency of Need (SUN). The intent is to help identify support needs and urgency of need, and who is at highest risk of institutionalization. The screeners are also providing information to individuals on supports that are not waiver services and referring them to the appropriate offices to be linked to non-waiver services, where needed. The OCDD Central Office is now conducting the remaining screenings for individuals on the RFSR, with the goal to have everyone that can be located screened by the end of this calendar year. The RFSR screening results will be used to inform budget requests for funding of waiver opportunities from the legislature.

- Tiered Waiver – In the past, OCDD was provided feedback that a four waiver system was complicated, and stakeholders recommended a consolidated waiver for IDD services. While OCDD does have a long range plan to move to a consolidated waiver, there are several barriers to implementing a consolidated waiver at this time. First, all settings must be in compliance with the CMS Settings Rule before we can request a new waiver. Additionally, we must revamp our resource allocation model. Therefore, we are proposing to move to a tiered waiver process until we can consolidate the four waivers into one waiver. The target for implementation of the four waiver "tiered system" is January 2018; and the target for implementation of the consolidated I/DD waiver is 2020.

OCDD is in the process of posting changes in order to get the required public input to all four waiver applications and program rules to implement the tiered waiver process. We will post the draft documents for public comment in September 2017. Individuals can send in comments and OCDD will respond in writing. Once approved by CMS, OCDD will initiate an education campaign which includes the support coordination agencies and the LGEs.

To summarize, the changes proposed in the tiered waivers process will primarily impact how we offer an OCDD waiver slot.
- o Children's Choice Waiver will age out at 21 commensurate with EPSDT services. Individuals up to the age of 21 will only receive a Children's Choice waiver offer. However, an individual between 18 and 21 can move into the Supports Waiver if their primary support needs are for supported employment services.
- o The Supports Waiver (SW), Residential Options Waiver (ROW), and New Opportunities Waiver (NOW) will be adult waivers. The SW will be for individuals 18 and older. The ROW and NOW will be for individuals 21 and older.
- o When waiver opportunities are available, individuals will receive an OCDD IDD waiver offer, be linked to a support coordination agency, and go through a person centered planning process to determine the most appropriate waiver. Waiver offers are no longer made "first come, first served", but will be based on urgency of need (SUN tool) and the earliest RFSR date. If an individual's needs change, a new SUN screening can be requested to determine the current urgency of need. The RFSR date remains the same.
- o The reserved capacity in the waivers will be eliminated and only priority groups will be identified. The reserved capacity is no longer needed due to offering opportunities based on urgency of need.
- o The Children's Choice Waiver, SW, and NOW registries will be combined into one RFSR.

These changes will not impact any person who is currently receiving waiver services, in that they will remain in their current waiver. This will impact people who receive new waiver opportunities.

An additional change being made in the ROW program is that support coordination services will be reimbursed on a "per member per month" basis versus the 15 minute increments currently utilized.

- ROW Pilot – Individuals in an ICF-DD have a rate based on an ICAP. OCDD can offer individuals on the NOW registry a ROW offer due to the ICAP rate being the same for both ROW and ICF-DD. OCDD hopes to move fifty (50) individuals from an ICF-DD to a ROW. We can then determine if the budget is "cost neutral" in hopes of offering more ROW opportunities. There are a total of 825 individuals on the RFSR who live in an ICF-DD. Currently, we have made over 400 offers and only ten (10) individuals are transitioning. Once all offers have been made, if we do not have fifty individuals transitioning, we will look at other alternatives to get individuals to move (i.e., shared living in the ROW). We expect all offers to have been made by the end of October.

- ICF-DD Programmatic Unit – The new unit is being developed with Mr. Herman Bignar as the supervisor and Mr. Mike Kelly as the lead. OCDD is using current staff to manage the unit. We have given a presentation to ICF-DDs on the programmatic unit, and are in the process of issuing a survey for participants. Our objectives over the remainder of this fiscal year include:
  - Developing a handbook and defining roles and responsibilities
  - Completing a satisfaction survey from a random sample in October/November
  - Developing training modules in core areas such as "engaging in meaningful activities" and "person-centered planning". The training will be offered to ICF-DDs free of charge. Plan to roll first trainings out the last quarter of this calendar year.
  - Technical assistance to providers such as "gap in services", "root cause analysis", etc. OCDD needs providers to partner with OCDD to determine what technical assistance is needed. The technical assistance will be rolled out next year, January – June.
  - Implementation of the new Statewide Incident Management System (SIMS) to replace OTIS. New system will allow providers to aggregate incident data. Projected implementation date is February 2018, with a phased in process.

Skilled Nursing – Paul Rhorer

Mr. Rhorer updated providers on skilled nursing issues with private providers. We are experiencing issues with a PCA agency not providing timely relief to a Skilled Nursing (SN) agency. This results in the SN being denied reimbursement due to exceeding their plan of care. Late arrival of a PCA agency worker is not justification for extending the skilled nursing for an individual. PCA providers are asked to ensure their direct care worker (DSW) provides shift relief to the Skilled Nursing provider on time.

Another concern addressed is that some PCA agencies are allowing a DSW to clock out of HCBS services to administer medications. This is not allowed. DSW's that are administering medications must be trained to give the medications.

In the November provider broadcast, we will discuss the Medical Consent Law. Please forward any questions concerns regarding this topic to OCDD-HCBS@LA.GOV.

LaSRS and Electronic Visit Verification – Daniel Buco

Several enhancements have been made to LaSRS. They include:
- Providers can see the number of units delivered, released by SRI, and paid by Molina on the PA in LaSRS. This allows a provider to track more accurately the amount of services delivered and billed.
- LDH/Program Integrity will add reports that check for individuals who working in the Medicaid programs and are on the Louisiana Adverse Actions report, DSW registry with a finding, and the OIG Exclusions report. The reports will notify providers if they have a potentially excluded individual working for their agency. The reports will be run on a weekly basis. Providers are expected to review the reports and follow-up on any potentially excluded individuals working for their agency.

- SRI is speeding up the manual data entry by allowing providers to "tab" to the next field of data entry instead of having to use the mouse.
- The system is now reporting overlaps with nursing homes, in-patient hospital stays, and ICF-DD admissions as a result of duplicate payments found by the Legislative Auditor. A DSW is not allowed to provide services while a participant is admitted to a hospital for an in-patient stay, a nursing home, or an ICF-DD. The initial overlap report flagged some erroneous claims, but the report has been corrected. If you have a claim flagged as an overlap, you need to request the override as previously instructed for 508 denials.

There are approximately 113 agencies now using LaSRS for in-home services. A total of 250 agencies are using LaSRS for some of their services. All providers will be required to use LaSRS for services previously entered into LAST. The "go-live" dates for transitioning from LAST to LaSRS are:

REGION	LaSRS® "Go-Live" DATE
3	9/11/2017
5	9/18/2017
6	9/25/2017
9	10/2/2017
8	10/16/2017
1 and 10	10/30/2017
2	11/20/2017
4	12/11/2017
7	12/18/2017

Providers will receive emails on how to sign up for a LaSRS training class. Providers will have access to a training server. Once individuals are trained, providers will be able to move participants into the live system. At that point, providers can use the electronic clock-in / clock-out feature in LaSRS which reduces the amount of data entry required. If you need to sign up for training, contact SRI at lasrs@statres.com or call 225-767-0501.

NEXT CALL is November 2, 2017 at 9am. This will be a live broadcast, not a conference call.

NEED AGENDA ITEMS for November broadcast by October 20, 2017

Send agenda items to OCDD-HCBS@LA.GOV