



**CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES**

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**Department for Medicaid Services (DMS)
Home and Community Based Services Advisory Panel (HCBS-AP)
May 9, 2019 – 1:00PM to 3:00PM
Meeting Summary**

Meeting: Advisory Panel Meeting – Meeting #2
Date: 5/9/19
Location: James F. Thompson Room, CHFS

AGENDA TOPICS AND KEY DISCUSSION POINTS

- I. Review HCBS-AP Meeting minutes from 3/7/19.
 - a. The Meet and Greet component of the upcoming town hall meetings was implemented based on suggestions from the 3/7/19 meeting.
- II. Subpanel Chair Introduction and Subpanel Activity Updates
 - a. The Subpanel Chairs were introduced.
 - b. The Case Management (CM) Advisory Subpanel Chair provided an update on the most recent CM Subpanel meeting. Topics discussed include: 1) the initial engagement process map, 2) creating SMART goals, 3) person-centered service planning 4) training needs for case managers that will include real-life scenarios, 5) plans for the CM Help Desk, and 6) ongoing monitoring. A question was asked regarding the use of the title of CM versus Participant Directed Case Manager (PDCM) and Support Brokers, requesting that DMS use one title to make it less confusing for individuals and families coming into a waiver as well as others. Alisha Clark, DMS Case Management Workstream Lead, reported that DMS is working to standardize background requirements to make it easier for providers to work with multiple waivers and referred panelists to proposed waiver amendments in Appendix D: Person-Centered Service Planning and Delivery.
 - c. The Centralized Quality Management (CQM) Advisory Subpanel Chair provided an update on the CQM Subpanel meeting. Topics discussed included: 1)

feedback received on the incident reporting process, forms, and instructional guide will be incorporated into the training, 2) The webinar was well attended and exceeded the attendee limit. The recording will be posted online; and 3) CQM is working on provider certifications and re-certifications.

- d. April Lowery, DMS Participant Directed Services (PDS) Workstream Lead, provided the PDS Advisory Subpanel update on behalf of the PDS Advisory Subpanel Chair. She provided updates about panel discussions on: 1) Characteristics of “high quality” Financial Management Agencies, 2) The need for improved support from the Cabinet for FMAs including help resolving complex billing issues, additional training and guidelines, and improved monitoring; and 3) Need for user-friendly data systems and potential use of the Medicaid Waiver Management Application (MWMA) to manage PDS processes such as timesheets and expenditure reporting. The panel will be discussing training support, participant education at the point when the individual is considering PDS and tools needed to support the activities. There were specific questions about various processes, including the MAP-10 form and the length of time involved with acquiring MD signature and getting access to medical records. DMS (Pam Smith, Division of Community Alternatives Director) reminded the HCBS-AP that DMS is engaged in a comprehensive process improvement strategy to address efficiencies.
- e. The Rate Study Workgroup Representative provided an update on the Rate Study group’s progress. The provider surveys have been submitted and included large and small providers, all waivers, PDS, various data about costs—direct and indirect, costs reimbursed by Medicaid or not reimbursed—and a variety of labor costs. He also reviewed the timeline of the study over the next 18 months. Panel members asked for additional information regarding whether the study will include: geographic considerations, tax base information, academic preparedness—level of education required for certain providers—profit margins, organizational change impacts. Members also requested that the provider survey results be shared. A summary of the Rate Study Workgroup’s activities will be shared with the HCBS-AP.

III. 1915(c) Waiver Public Comment Summary

- a. Lori Gresham, DMS Project Manager for 1915(c) HCBS waiver redesign, reported that the public comment period ended on April 15, 2019. She provided an overview of the number, types, and the top five categories of comments. She also provided an overview of the key takeaways from the public comments: 1) confusion regarding Legally Responsible Individuals (LRI), 2) confusion regarding definitions and limits for services, and 3) lack of information regarding the implementation timeline.
- b. Gresham reviewed the plan for releasing an official response to public comments in June 2019: 1) there will be a summary of the public comments provided, including any changes made as a result, and 2) workstreams are planning for trainings to make sure that the results and any changes are understood.

- c. Clarification was provided based on questions from panelists regarding: 1) how public comments are being addressed by category, 2) concern that the number of comments was low compared to the number of people who receive waiver services. Gresham reported that the response was better than in previous requests for public comments. Smith added that through existing mechanisms such as the public comment email inbox, DMS also receives and responds to questions outside the formal period.
- IV. Discussion on Key Waiver Amendment Comments and Potential Revisions
 - a. Smith provided an overview of public comments including: 1) confusion over the term “extraordinary care”, 2) proposed policy for hiring Legally Responsible Individuals (LRI) and PDS employees, and 3) concerns related to LRIs, including issues specific to minor children versus adult children. Several attendees shared personal experiences in serving as LRIs. Questions and concerns expressed from panelists included concern over topics such as LRIs reinforcing bad behaviors and the potential of exploiting participants.
 - b. In progress: Education to ensure individuals are aware of the services available to them, including a one-pager with the waiver services and who to contact; clarification guidelines for PDCMs and FMAs, and electronic visit verification to be implemented next year. DMS is also looking at options for training that will be available for providers without computer access, and methods for validating the effectiveness of training.
- V. The next meeting will be in two months. Notices will be sent out approximately one month in advance.
- VI. The panelists were asked to review the agenda questions not covered in the meeting and to forward their responses by May 16, 2019 to chfs.hcbsworkgroup@ky.gov. Panelists were also requested to submit scenarios to incorporate in CM help desk training.