



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

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**Department for Medicaid Services (DMS) Participant-Directed Services (PDS) Advisory  
Subpanel**

**January 22, 2019, 1:00pm-3:00pm**

**Meeting Summary**

**Meeting:** Participant-Directed Services (PDS) Advisory Subpanel – Meeting #1

**Date:** January 22, 2019

**Location:** James Thompson Conference Room, CHR Building, 275 East Main Street, Frankfort  
KY 40601

**AGENDA TOPICS AND KEY DISCUSSION POINTS**

**I. Introductions and Objectives**

- a. DMS discussed agenda and objectives
- b. Cabinet staff, Navigant, and all panelists shared introductions

**II. Subpanel Overview**

- a. DMS reviewed the subpanel charter and responsibilities for panelists
- b. DMS discussed the responsibilities of the chairperson and opened the floor for volunteer nominees
- c. Nominees briefly shared why they would like to become the chairperson
- d. Panelists anonymously voted and selected a chairperson

**III. PDS Redesign Overview**

- a. DMS provided a recap of Navigant's home and community-based services assessment report

- b. DMS introduced the focus areas of the PDS redesign, including the stakeholder input that informed the focus areas and goals for each focus area. Focus areas include:
  - i. Updated criteria on employment of legally responsible individuals (e.g., relatives, guardians)
  - ii. Updated criminal background check policy for PDS workers
  - iii. Development of a self-assessment tool to identify level and type of assistance participants need
  - iv. Development of standardized performance standards for financial management agencies (FMA) to reinforce uniform service delivery

#### **IV. Discussion: Improving PDS Education During Options Counseling**

- a. DMS and Navigant facilitated a discussion to learn more about the types of assistance, support, and/or guidance that can be incorporated into the options counseling process
- b. Panelists highlighted the following areas where PDS education can improve:
  - i. Desire for more education on the full realm of responsibilities (specifically as an employer) for participation in PDS, including the responsibility to monitor employees' TB tests or how to dismiss workers
  - ii. Improve delivery of information on first steps and next steps in the process for enrolling in PDS
  - iii. Improve counseling on program knowledge about the PDS program and who it is appropriate for
  - iv. Information overload on the front-end, and many may not read the lengthy packets they are given
  - v. Complex terminology and acronyms are not digestible/understandable for participants and parents
  - vi. Improve options counseling on differences between the waivers and which would be appropriate for specific individuals' diagnoses, age, etc.
- c. Panelists highlighted the following areas that would be helpful in the future:
  - i. Clear expectations with supporting materials, such as check-off lists
  - ii. Thorough training, perhaps online training modules
  - iii. More general information/overview of what PDS is and who it is intended to serve
  - iv. Clear and direct up-front explanation of what being an employer would entail, including explaining that the responsibility lies with the participant/representative and the case management agencies are there for support as needed
  - v. A chart that compares traditional waiver services to PDS waiver services

- vi. Becoming familiar with the service options very early on, during initial options counseling
- vii. Chart or flowchart which indicates very clearly which waiver is appropriate based on individuals' diagnoses, age, etc.
- viii. Clear guidance for restoring waiver eligibility and knowing who is responsible for maintaining and restoring eligibility; knowing the right person or role
- ix. While implementing new changes, ensure robust training for the employees who will implement the program

**V. Discussion: Financial Management Agency Support and Monitoring**

- a. DMS and Navigant begin discussion regarding current financial management agency (FMA) experiences and how operations can be standardized across the Commonwealth
- b. DMS clarified that the FMAs are the fiscal intermediaries who administer the financial aspects of PDS, including processing employees' timesheets, distributing paychecks to employees, and managing participants' budgets. FMAs include Area Development Districts (ADDs) and Community Mental Health Centers (CMHCs).
- c. Panelists highlighted the following areas for improvement (note that some comments are regarding case managers, although the discussion was focused on the financial management aspect):
  - i. Inconsistency in staff training and service delivery across FMAs and across individual case managers; request for statewide standards
  - ii. So much is dependent on one's case manager; trajectory is informed by the providers you have
  - iii. Standardize how case managers present options to interested participants, and ensure that there are clear, straightforward answers to questions rather than varied answers per case manager
  - iv. Timesheet requirements are inflexible, cannot include typos or certain words/phrases
  - v. Electronic methods of processing timesheets and/or sending documents would be useful and efficient
- d. The FMA discussion may be re-visited in future meetings

**VI. Next Steps**

- a. The next subpanel meeting date will be on March 26, 2019. Panelists will review the draft self-assessment tool and discuss implementation of the tool