BDS Provider & Case Manager Bi-monthly Webinar

September 13, 2023

1

- A Path Forward – Cathy Robinson

- Provider Experience Survey

- Case Management Survey

- Service Delivery

- Short-Term & Long-Term Budget Requests

- Meeting Guidance

- Reminder: DFR Follow-Ups

- Reminder: Provider Attestations

- Did You Know?

- Reminder: EVV Expectations

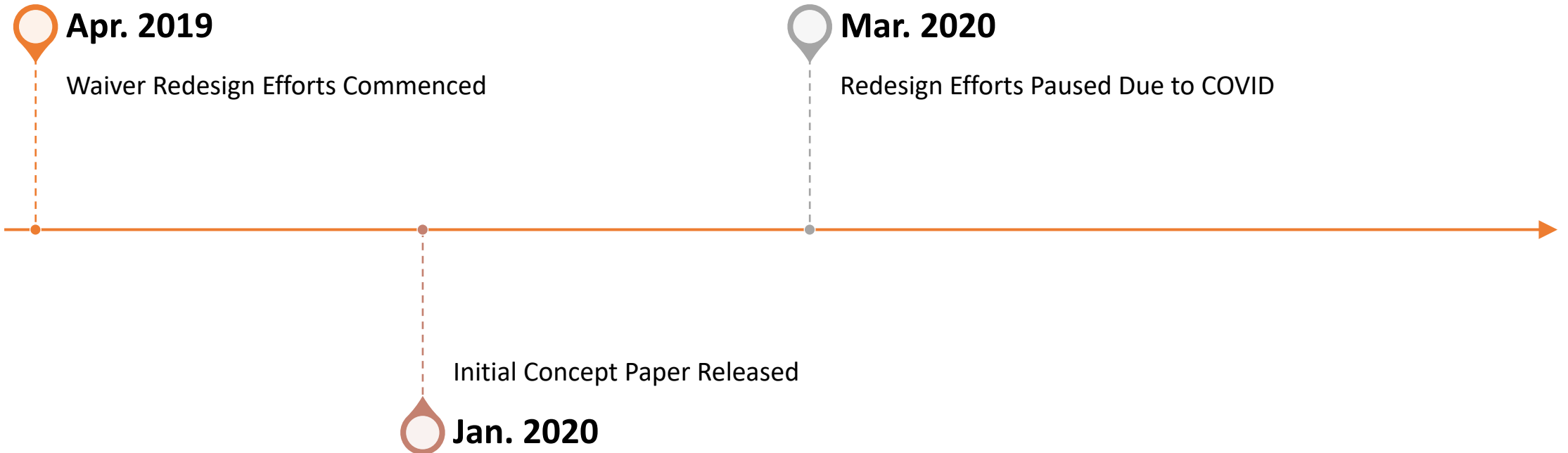- Provider Webinar Topic Invitation
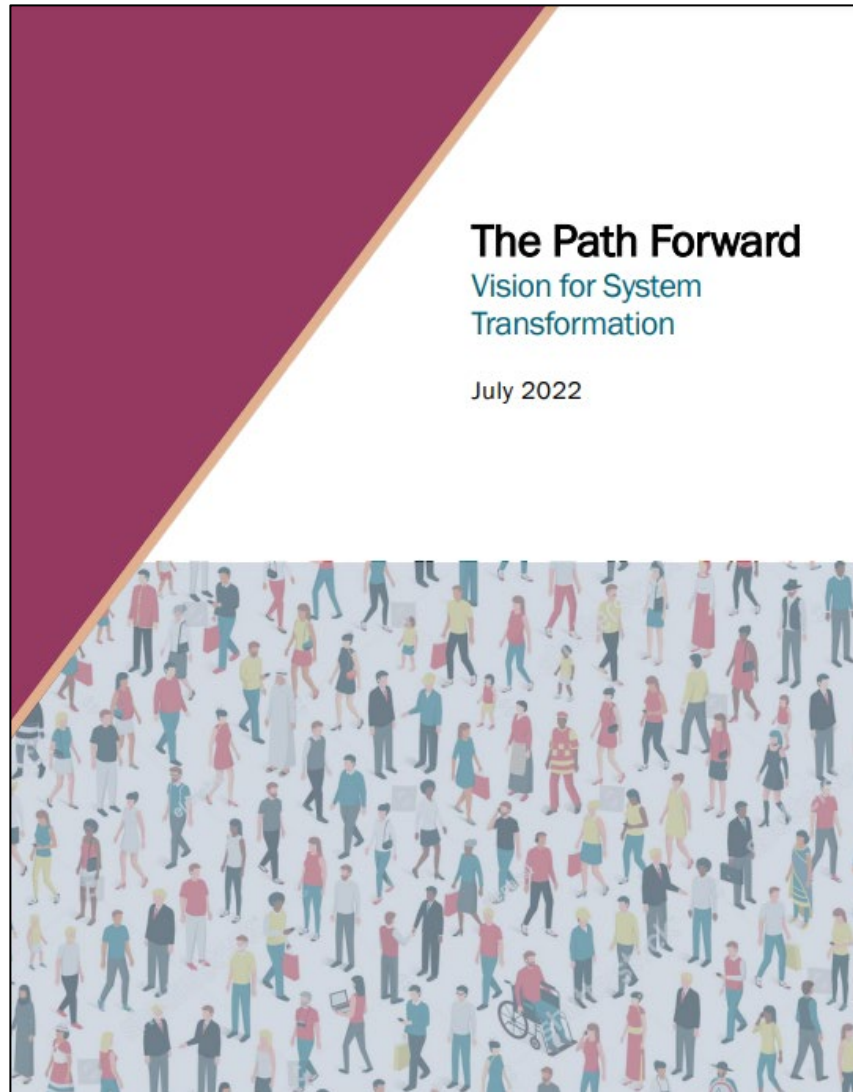
A Path Forward

Cathy Robinson, M.S. Ed

Associate Director

Division of Disability and Rehabilitative Services

Reminder of the Path – Where We Started

Apr. 2019

Waiver Redesign Efforts Commenced

Mar. 2020

Redesign Efforts Paused Due to COVID

Initial Concept Paper Released

Jan. 2020

Path Forward and Division Approach to Waiver Redesign

The Path Forward
Vision for System Transformation

July 2022

Released in 2022
Shares with the broader community the plan for waiver redesign using a progressive practice improvement approach to making meaningful changes to IDD waivers in Indiana (CIH and FSW)

Highlights:
System Consolidation Project (IT Systems)
      Choice List
      Modernize IT System
      Enhance Team Coordination
Consideration of New Waiver Services
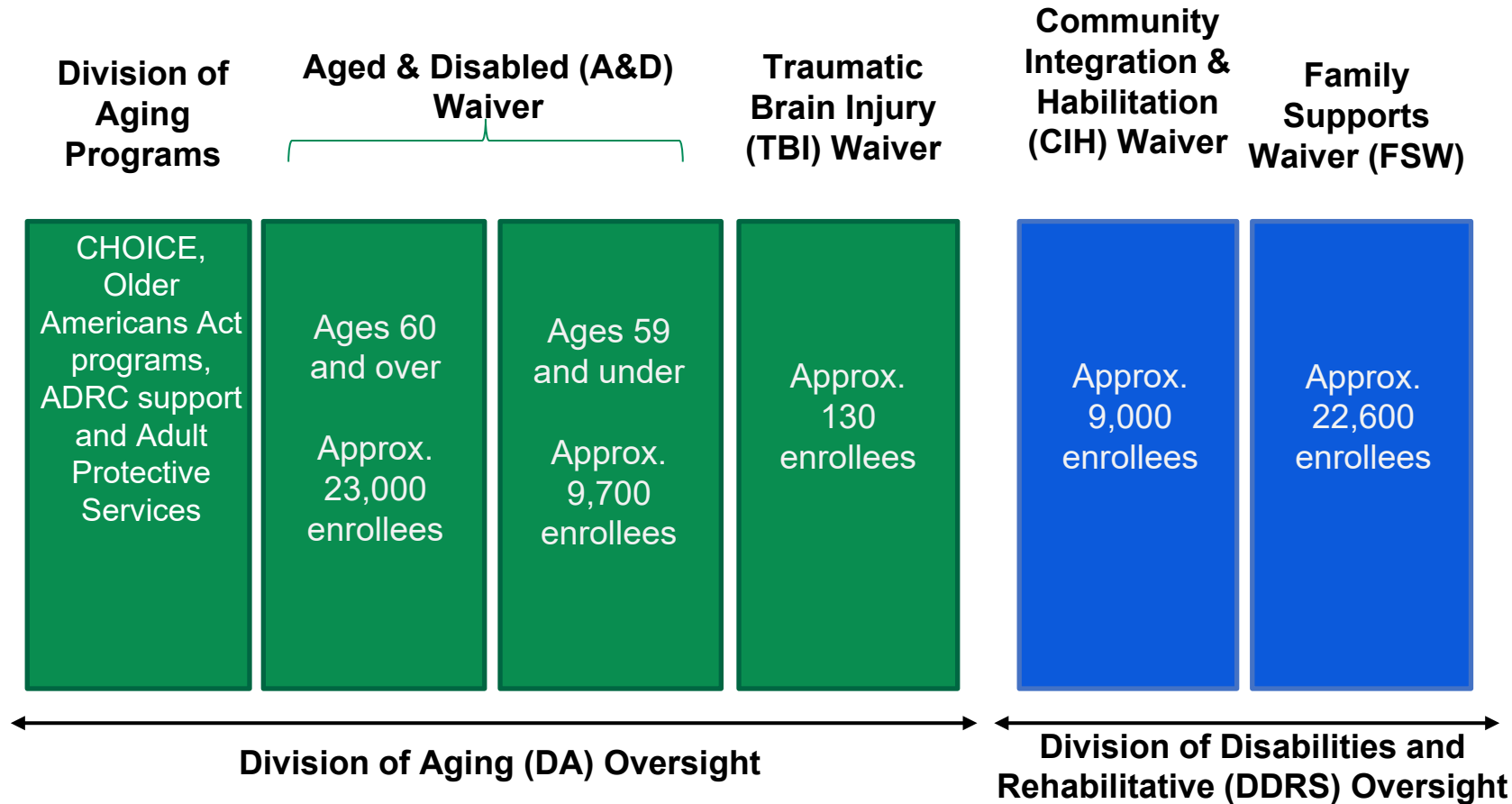   Self Direction
      Pilot Projects
Self Direction
      Planning Stage
Restructured Case Management

*Updates to this document being planned for 2023
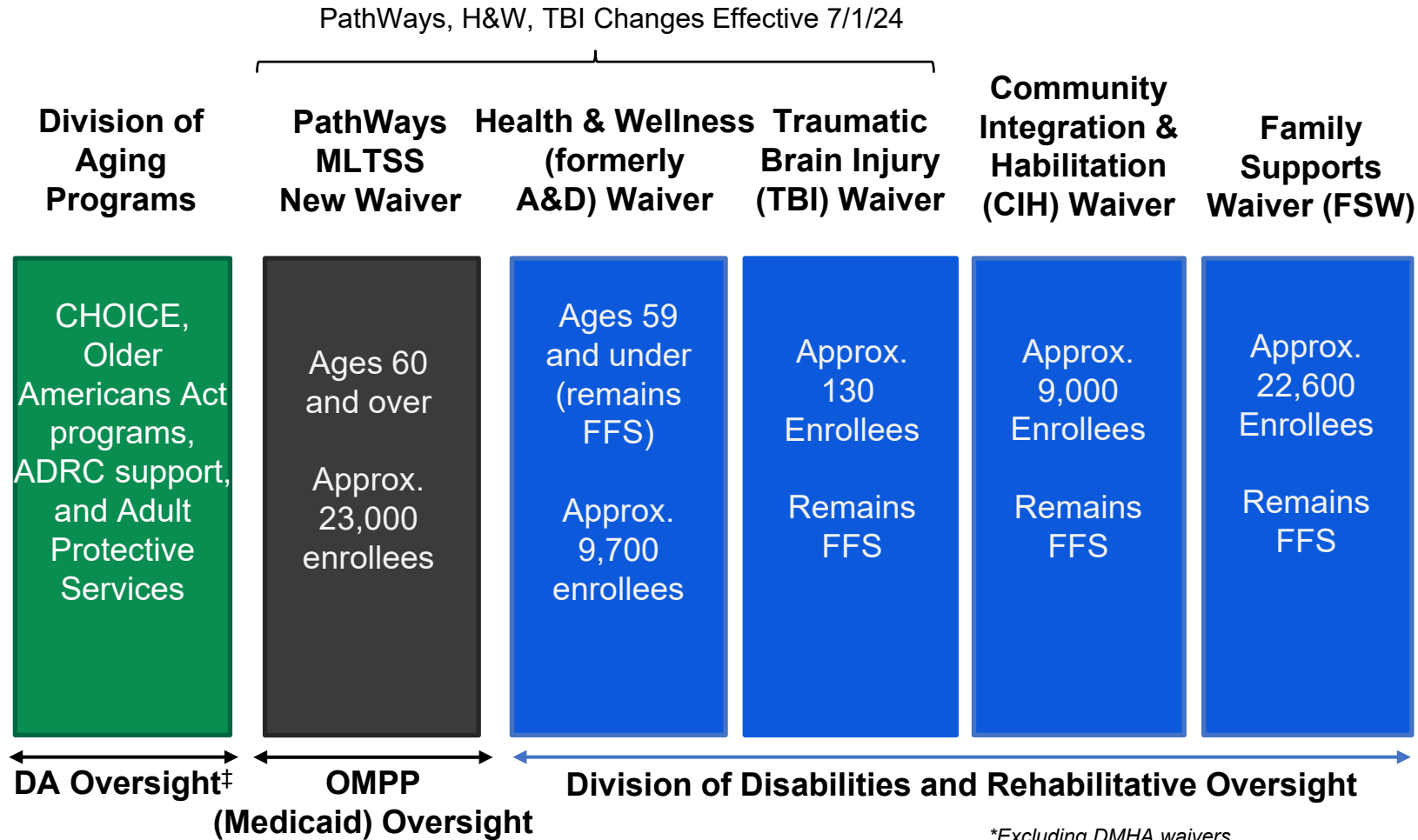
Waiver Transition: Current FSSA HCBS Programs[*]

Division of Aging Programs	Aged & Disabled (A&D) Waiver		Traumatic Brain Injury (TBI) Waiver	Community Integration & Habilitation (CIH) Waiver	Family Supports Waiver (FSW)
CHOICE, Older Americans Act programs, ADRC support and Adult Protective Services	Ages 60 and over Approx. 23,000 enrollees	Ages 59 and under Approx. 9,700 enrollees	Approx. 130 enrollees	Approx. 9,000 enrollees	Approx. 22,600 enrollees

← **Division of Aging (DA) Oversight** → ← **Division of Disabilities and Rehabilitative (DDRS) Oversight** →

KEY – FSSA Overseeing Division:

■ DA   ■ DDRS

Excluding DMHA waivers

Future FSSA HCBS Programs*

PathWays, H&W, TBI Changes Effective 7/1/24

Division of Aging Programs	PathWays MLTSS New Waiver	Health & Wellness (formerly A&D) Waiver	Traumatic Brain Injury (TBI) Waiver	Community Integration & Habilitation (CIH) Waiver	Family Supports Waiver (FSW)
CHOICE, Older Americans Act programs, ADRC support, and Adult Protective Services	Ages 60 and over Approx. 23,000 enrollees	Ages 59 and under (remains FFS) Approx. 9,700 enrollees	Approx. 130 Enrollees Remains FFS	Approx. 9,000 Enrollees Remains FFS	Approx. 22,600 Enrollees Remains FFS

DA Oversight‡ | OMPP (Medicaid) Oversight | Division of Disabilities and Rehabilitative Oversight

*Excluding DMHA waivers.
‡The Division of Aging will continue to provide support and subject matter expertise to OMPP and DDRS in managing HCBS waivers.
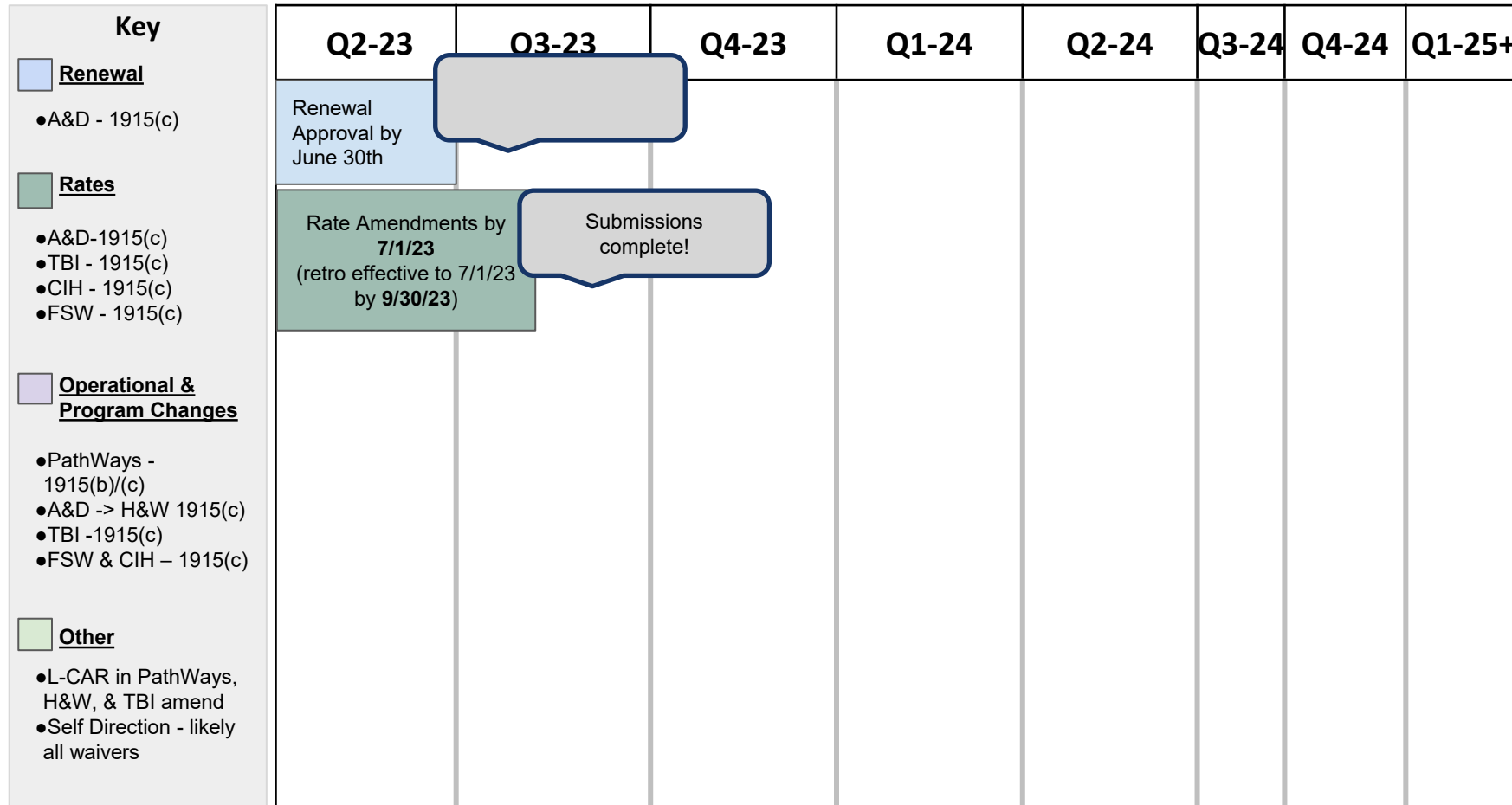
KEY: ■ DA ■ DDRS ■ OMPP

Indiana Waiver Transition Timeline

Key	Q2-23	Q3-23	Q4-23	Q1-24	Q2-24	Q3-24	Q4-24	Q1-25+

Key

■ **Renewal**
- A&D - 1915(c)

■ **Rates**
- A&D-1915(c)
- TBI - 1915(c)
- CIH - 1915(c)
- FSW - 1915(c)

■ **Operational & Program Changes**
- PathWays - 1915(b)/(c)
- A&D -> H&W 1915(c)
- TBI -1915(c)
- FSW & CIH – 1915(c)

■ **Other**
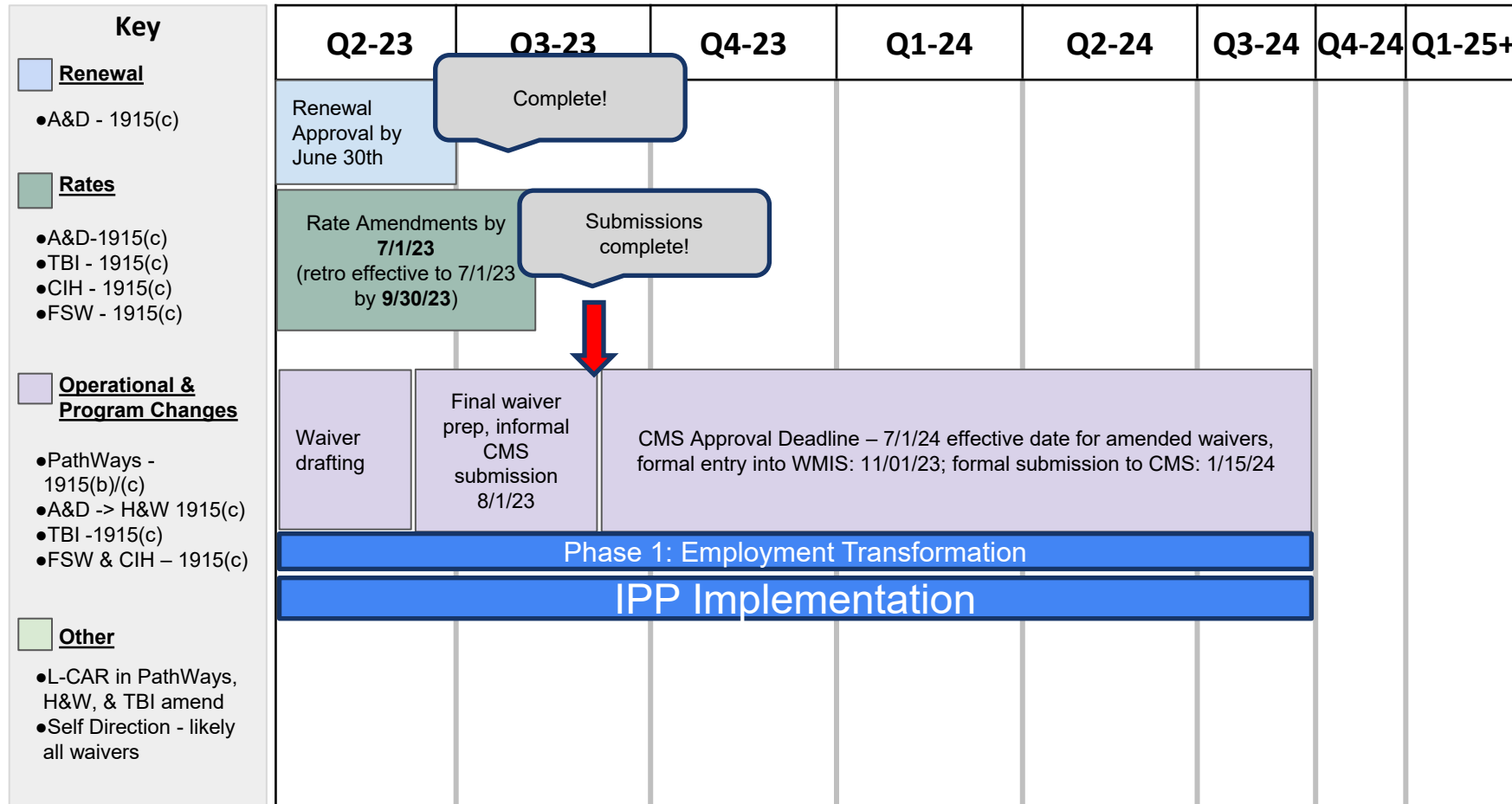- L-CAR in PathWays, H&W, & TBI amend
- Self Direction - likely all waivers

Tentative dates pending State decisions
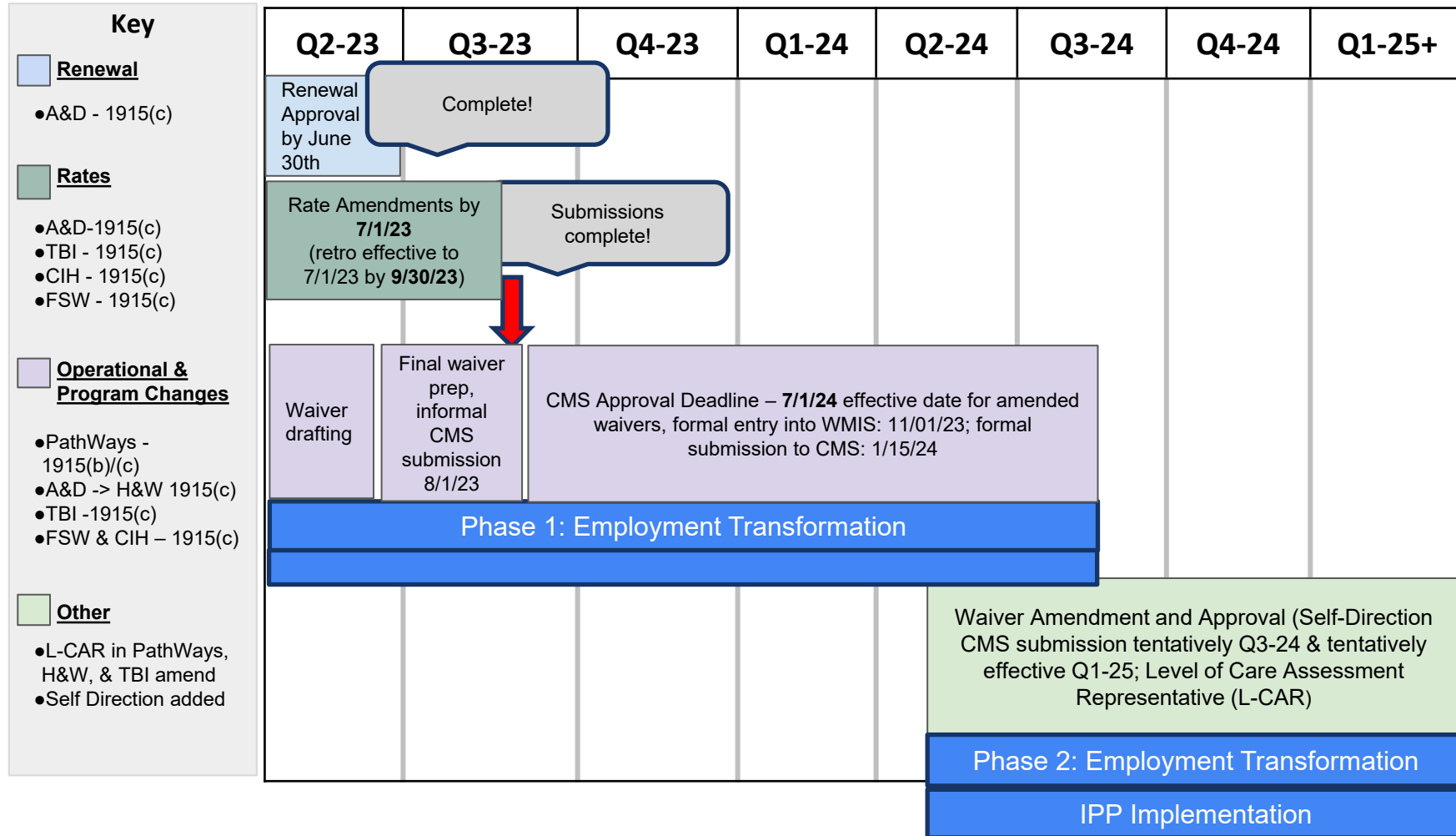
Indiana Waiver Transition Timeline

	Q2-23	Q3-23	Q4-23	Q1-24	Q2-24	Q3-24	Q4-24	Q1-25+

Key

Renewal
- A&D - 1915(c)

Rates
- A&D-1915(c)
- TBI - 1915(c)
- CIH - 1915(c)
- FSW - 1915(c)

Operational & Program Changes
- PathWays - 1915(b)/(c)
- A&D -> H&W 1915(c)
- TBI -1915(c)
- FSW & CIH – 1915(c)

Other
- L-CAR in PathWays, H&W, & TBI amend
- Self Direction - likely all waivers

Renewal Approval by June 30th

Rate Amendments by **7/1/23** (retro effective to 7/1/23 by **9/30/23**)

Submissions complete!

Tentative dates pending State decisions

Indiana Waiver Transition Timeline

Key

□ **Renewal**
- A&D - 1915(c)

□ **Rates**
- A&D-1915(c)
- TBI - 1915(c)
- CIH - 1915(c)
- FSW - 1915(c)

□ **Operational & Program Changes**
- PathWays - 1915(b)/(c)
- A&D -> H&W 1915(c)
- TBI -1915(c)
- FSW & CIH – 1915(c)

□ **Other**
- L-CAR in PathWays, H&W, & TBI amend
- Self Direction - likely all waivers

Q2-23	Q3-23	Q4-23	Q1-24	Q2-24	Q3-24	Q4-24	Q1-25+

Renewal Approval by June 30th — Complete!

Rate Amendments by 7/1/23 (retro effective to 7/1/23 by 9/30/23) — Submissions complete!

Waiver drafting | **Final waiver prep, informal CMS submission 8/1/23** | **CMS Approval Deadline – 7/1/24 effective date for amended waivers, formal entry into WMIS: 11/01/23; formal submission to CMS: 1/15/24**

Phase 1: Employment Transformation

IPP Implementation

Tentative dates pending State decisions

Indiana Waiver Transition Timeline

Tentative dates pending State decisions

Provider User Experience Survey - Respondents

Type of waiver service provided

Behavior Support Services	Day Habilitation	Music Therapy	Participant Assistance and Care	Recreational Therapy	Remote Supports	Residential Habilitation	Respite	Other
135	129	53	142	48	29	150	127	38

Years as an approved BDS provider		
2 years or less	3-5 years	6 years or more
43	23	221

Provider User Experience Survey - Respondents

Respondents' role within the provider agency.					
Administrative Support Staff	Direct Support Professional	Supervisor/ Manager	Qualified Intellectual Disability Professional (QIDP)	Upper Management/ Executive	Other
23	8	48	9	147	52
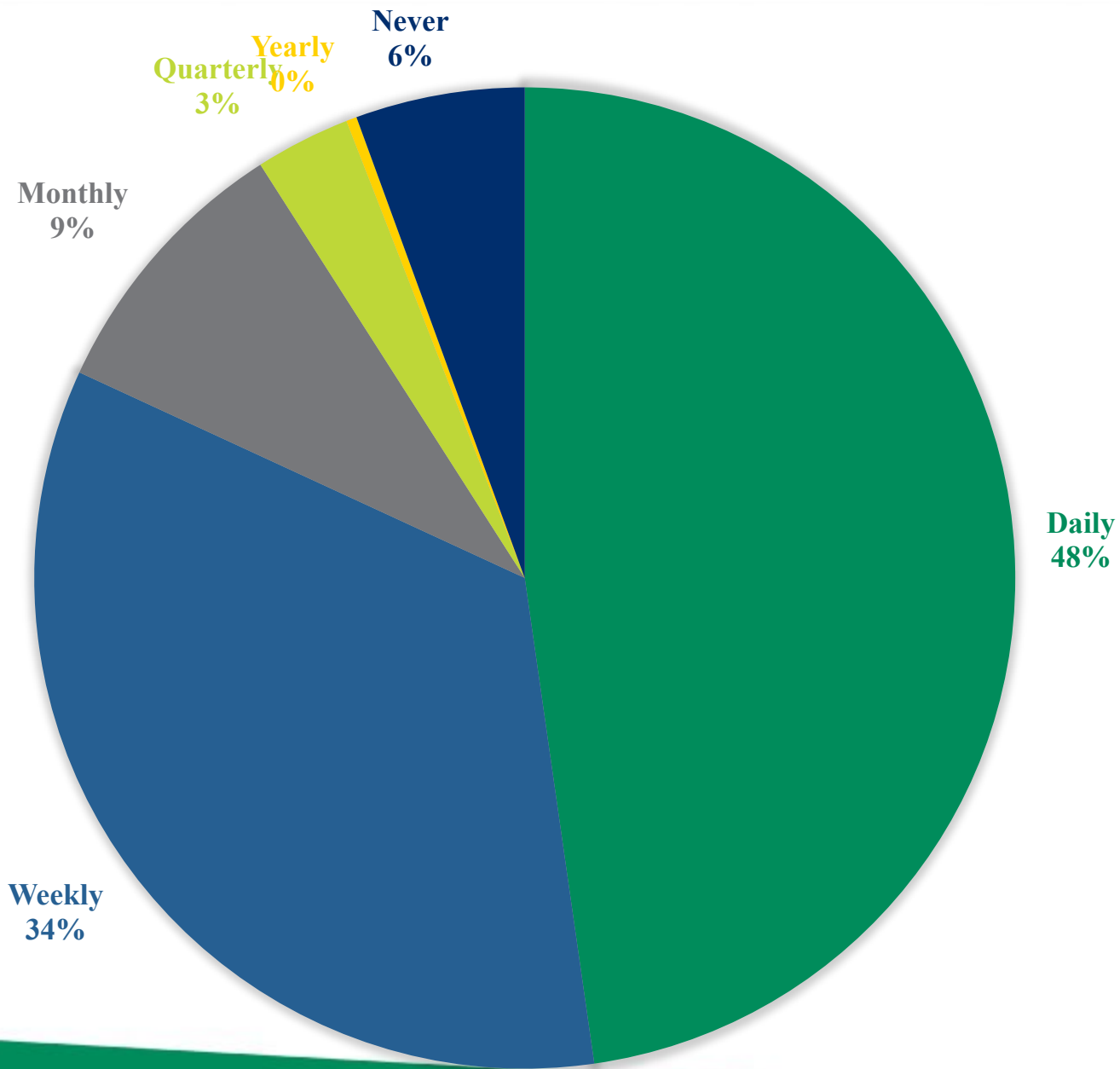
Provider User Experience Survey - Frequency of Accessing BDS Portal

- Daily 48%
- Weekly 34%
- Monthly 9%
- Quarterly 3%
- Yearly 0%
- Never 6%

Usefulness of Resource Page – 3.81/5

Helpfulness of Release Notes – 3.86/5

Helpfulness of viewability of PCISP – 4.58/5

Interacting with STBR & LTBR – 3.75/5

Helpfulness of viewability of Monitoring Checklist – 4.31/5

82% of users reported accessing the BDS Portal either weekly or daily showing very frequent interaction with the system.

Provider User Experience Survey – STBRs & LTBRs

Actions respondents take with STBRs and LTBRs in the BDDS Portal			
Initiate STBRs and/or LTBRs	Track submission of requested STBRS and/or LTBRs	Track approval or denial or STBRs and/or LTBRs	Follow up with Case Managers outside of the BDDS Portal system on submitted STBRs and LTBRs to ensure timely submission.
50	55	55	64

Provider User Experience Survey – Provider Profile

Have BDDS system admin users ever requested a Provider Profile Change in the BDDS Portal?	
Yes	No
6	30

Have BDDS system admin users ever requested to add records to Provider Profile in the BDDS Portal?	
Yes	No
4	32

Provider User Experience Survey – Provider Profile

Have system admin users ever requested to deactivate a Provider Profile record in the BDDS Portal?

Yes	No	N/A
4	27	5

Have respondents updated provider agency's contact information within the BDDS Portal?

Yes	No
36	81

Provider User Experience Survey - Provider Choice List & Provider Referrals

Have respondents updated provider agency information on the Provider Choice list within the BDDS Portal?

Yes	No
33	84

Have respondents interacted with Provider Referrals in the BDDS Portal?

Yes	No
150	111

Provider User Experience Survey - Suggestions to...

Streamline STBR & LTBR Process
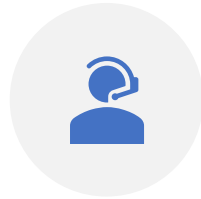
Enhance the functionality of updating provider agency contact information

Improve the Provider Choice List

Improve the functionality of interacting with referrals

Additional trainings on the use of BDS Portal

Additional functionality to enhance efficiency

Enhance the functionality of service authorizations

Case Management Survey

- Navigator
- Advocate
- Partner

31,702 surveys sent out.
8,728 returned for a response rate of 27.5%.
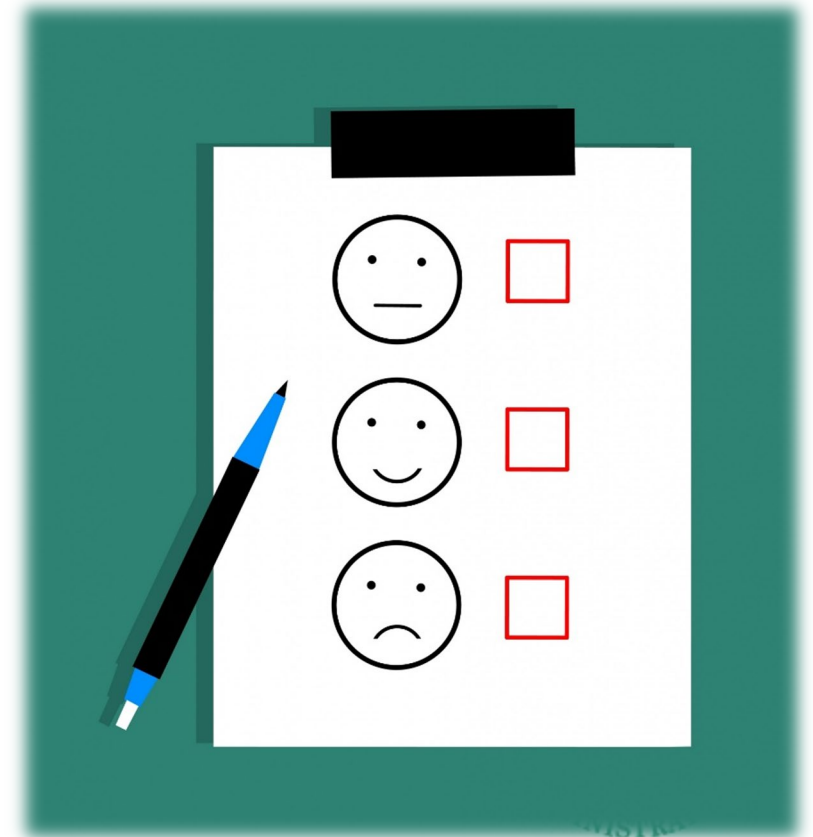
A Friendly Reminder

All waiver service delivery should follow the service definitions, allowable activities and limitations

All service delivery is subject to audit at any time

Respite

Respite care services means services provided to individuals unable to care for themselves that are furnished on a **short-term** basis because of the absence or need for relief of those persons who normally provide care for the individual.

RHS 10

Residential Habilitation and Support hourly (RHS hourly) services mean individually tailored supports that are specified in the PCISP that assist with the acquisition, retention or improvement in skills related to living in the community.

These supports include adaptive skill development, assistance with activities of daily living, community inclusion, transportation, adult educational supports, and social and leisure skill development that support the individual to live successfully in their own home.

PAC

Participant Assistance and Care (PAC) services are provided to allow individuals with intellectual/developmental disabilities to remain and live successfully in their own homes, function and participate in their communities, and avoid institutionalization.

PAC services support and enable the individual in activities of daily living, self-care and mobility with hands-on assistance, prompting, reminders, support and monitoring needed to ensure the health and safety, of the individual.

Short-Term and Long-Term Budget Requests

Providers/Case Managers wanting to check the status of a pending STBR or LTBR can check the status in the BDS Portal. Please **do not** submit a JIRA ticket to check the status.

Providers should not submit a claim until the STBR has been approved and an authorized SA/NOA has been issued.

STBR
From PCISPs tab, go to Short-Term Budget Requests to review the 'Status.'

LTBR
From Waiver Management tab, go to Long-Term Budget Requests to review the 'Status.'

DFR Follow-Up

We wanted to remind all providers and case managers to be responsive to contacts from the Division of Family Resources (DFR) regarding Medicaid Redeterminations, etc.

It's vital for us to make sure that the individuals we support do not experience any interruptions or disruptions in the supports and resources they receive.

Provider Attestations

A provider system administrator MUST log into the BDS Portal and confirm the Provider Profile information at a minimum of every **90 days**.

The Provider Profile information should always be updated anytime there is a change in the Provider Profile.

For assistance with completing the Provider Attestation, please refer to the BDS Portal User Guide for Providers located in the Resource Section of the BDS Portal under the "User Guides" tab.

Meeting Guidance - Overview

- <u>Quarterly Meetings</u>: case managers must be present and in person for all quarterly meetings

- <u>Semi-Annual Meetings</u>: IST members may attend virtually, except for the case manager and individual, if requested by the individual or individual is in agreement

- <u>Annual Meeting</u>: Should include all members of the IST in person

- <u>Ad-hoc, Pre-transition, & STBR/LTBR Meetings</u>: allow for virtual options

More detailed information is included in the guidance

Incident Reporting
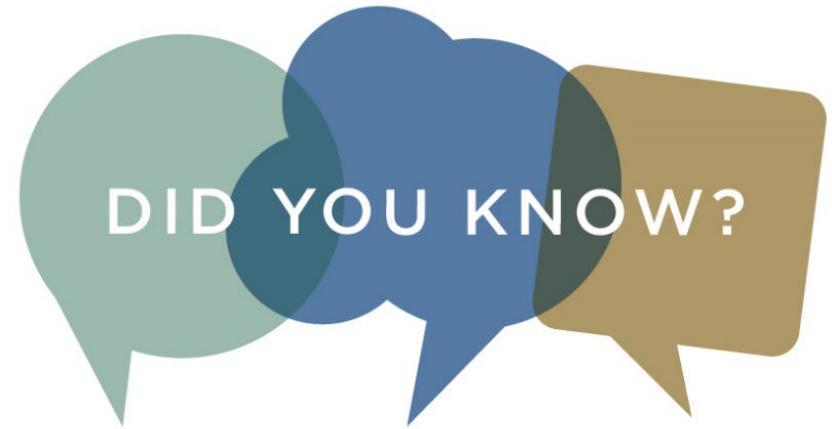
Any law enforcement, including new APS/DCS, involvement requires the filing of an incident report

EVV Compliance Reminder

- Federal law requires personal care service and home health service providers to use an electronic visit verification (EVV) system to document services rendered.

- The Indiana Health Coverage Programs (IHCP) announced in IHCP Bulletin BT202248 that the IHCP would begin denying claims for personal care services that are not EVV compliant beginning with dates of services on or after Jan. 1, 2023.

- The IHCP postponed this final enforcement date for personal care services. However, personal care services providers that are found to be out of compliance with the EVV requirement have begun seeing select claims recouped beginning with services provided in January 2023.

EVV Compliance Resources for Additional Support

- Electronic Visit Verification Training

- Virginia Hudson at inxixevv@gainwelltechnologies.com

- FSSA at evv@fssa.in.gov

Future Provider Webinar Topic Ideas?

The BDS Provider Webinar primarily offers an opportunity for BDS to share current news, updates, and to offer brief training opportunities. We want to hear your ideas about additional webinar topics that would be helpful to you.

Share your topic ideas at:
BDSProviderServices@fssa.in.gov