

MEETING INFORMATION

Title: Community First Choice Implementation Council Meeting
Host: Maryland Department of Health and Mental Hygiene
Day/Time: Monday December 9, 2013
Location: Via Conference Call

Council Members present:

1. Valerie Smith
2. Will Fields
3. Eileen Pelovitz
4. Michelle Douglas
5. Elizabeth Weglein
6. Dave Ward
7. Ken Capone
8. Floyd Hartley

Presentation by Eric Saber, DHMH

Implementation

1. The Department has been traveling statewide to give CFC field trainings to LHDs and AAAs. Based on the questions we received at these trainings we are developing FAQs to distribute and post on the website.
2. The Department has closed the original supports planning solicitation and has made 3 awards – new supports planning organizations (in addition to the AAAs) include:
 - a. Statewide – The Coordinating Center
 - b. Statewide - Foundations Care Management
 - c. Eastern Shore Region – Holly Community
3. The Department has posted a new supports planning solicitation targeting particular regions in order to create more options for participants and ensure ongoing capacity. The solicitation is available on the LTC website. The new solicitation targets:
 - a. Baltimore City
 - b. Baltimore County
 - c. Montgomery County
 - d. Prince George's County
4. MAPC Implementation
 - a. The Department will be sending out information to participants about the different supports planning organizations in order to help participants make a selection. This will also include a packet with instructions and FAQs.
 - b. All current services will remain the same while a participant selects a supports planner and creates a new plan of service. This does not need to happen on day 1, but will be a 3 – 6 month phase in.
 - c. Once a participant has created a new POS and the new plan is approved, the LHDs will remain as nurse monitors.
 - d. Council Questions:
 - i. Floyd: How long will it take each participant to go over what they need?
 1. For MAPC, it will be a 3 – 6 month phase in. Participants will not have to do anything on day 1. For waiver participants, see waiver section below.

- ii. Valerie: Will participants get to pick their own agency? Will participants be able to keep the agency they currently have?
 - 1. Yes, participants will be able to pick their own agency. Participants can keep the agency they currently have if that agency was awarded a contract under the new supports planning solicitation.
 - iii. Eileen: Why did the Department target specific regions for the new supports planning solicitation?
 - 1. The new solicitation is to increase supports planning capacity in the most heavily populated regions so that participants will have increased choices and ensure ongoing capacity.
 - iv. Michelle: When does the exceptions process take place?
 - 1. At the time of the new POS is created. See more detail below.
 - v. Eileen: Detail question about the solicitation
 - 1. We do not currently have detailed or specific information about the ongoing solicitation.
5. Waiver implementation:
- a. All waiver participants already have a plan of service. On day 1 (Jan 6) the plan will be converted to the new CFC format. All frequency and services will remain the same until redetermination, when a new plan of service will be developed.
 - b. Waiver participants can modify their plan whenever, but they do not have to until their medical redetermination.
 - c. Questions:
 - i. Floyd: If redet date is September, what will happen January 6?
 - 1. All services will stay the same and the Department will change rates to match Community First Choice. This will occur on the backend and users will not have to make any changes manually. RUG groups won't apply until a participant's redetermination, which is when the participant's plan of service will be modified. A participant can move to the new system earlier if desired by modifying his or her plan of service.
 - ii. Public: What about cost neutrality – what if the new rates paid push a person over waiver cost neutrality?
 - 1. These will have to be determined on a case-by-case basis. All services and frequencies will remain the same until redetermination when a new POS is created.
6. New participant Implementation:
- a. New participants' initial contact will be with the Department. The Department will confirm Medicaid eligibility and then refer participant to have an assessment to determine level of care.
 - b. If the participant meets level of care, they will then select a supports planning agency to develop a plan of service. There is no CFC application.
 - c. Questions:
 - i. Eileen: What about someone who doesn't meet LOC and is in MAPC?
 - 1. Same situation – they will meet with a supports planner to develop a plan of service. They will have a more limited supports package.
 - ii. Michelle: Do registry members need to do something to see if they are eligible for HCBOW or MAPC?
 - 1. At this time the registry is remaining the same. The Department doesn't have plans to alert registry members to the new services, but this is a good suggestion and the Department will see what we can do in terms of outreach to registry members.

Fiscal Intermediary

1. The Department has awarded an FI contract.
2. The FI will be responsible for the following:
 - a. Paying independent providers, including withholding taxes, union dues, etc.
 - b. Providing transition/MFP funds. This has a required 48-hour response rule.
3. The department is currently working with the new FI to enter all the providers into their system, and we are confident they will be ready on Jan 6.
4. Questions:
 - a. Dave: When can a participant begin self-directing?
 - i. As soon as the participant creates a new plan of service – either on redetermination or sooner if the participant chooses to modify his or her plan of service prior to redetermination.
 - b. Dave: Self-directing participants should be able to communicate rules and rate information to their employees independently – this information should not be communicated through the Department.
 - i. While the Department understands the importance of an independent employer-employee relationship, the Department cannot communicate information to some providers and not to others. Rates, for example, are public information and the Department has the obligation to inform all of its providers.
 - c. Will: Who holds the FI accountable if transition funds are not disbursed or employees are not paid?
 - i. Ultimately, the Department is responsible for the FI.
 - d. Floyd: Concerned about the problem of hours getting cut and current providers being unwilling to provide services for the new number of hours.
 - i. This is what the exceptions process is for. The department will do its best to ensure that everyone’s transition is as easy as possible. As plans of service are being submitted, the Department will take into account all information when making a decision.

Tracking system

1. Department is currently conducting trainings on the changes that have been made to the system as a result of CFC.
2. Changes for consumers – There will be upcoming trainings for participants on the following new LTSS tracking system changes:
 - a. Reportable events module – will allow support planning agencies and consumers to report events when they occur. This will increase the Department’s ability to respond quicker to urgent events electronically instead of a mailing and faxing process.
 - b. Client portal – will allow consumers to review their information, develop a plan of service and review claims being billed through the LTSS system.
3. As with any new technological roll-out, there will likely be glitches, but the Department is working hard to resolve these now.

Public Comment

1. John Wheeler: Is there any reason that a person who currently has TCC as their case manager wouldn’t be able to select TCC in the future?
 - a. No, people who have TCC can keep them. Capacity issues will only arise for new participants.
2. Gayle Hafner: What happens between POS and exception review? Will current hours be pended? Also, the council and public need to see a revised copy of the exceptions form.
 - a. We will need to get back to you with a detailed answer, however, the current appeals process will remain where, during appeal, services and hours are pended.

3. Karen Ann: Is day 1 January 1 or January 6? What will happen with people who are in process with transition services/transition plans?
 - a. Day 1 is January 6. Nothing will change between January 1 and January 6.
 - b. There is a 48-hour disbursement period for transition funds.
4. Linda Merkel: When will I know if my hours are being cut?
 - a. When a participant develops a new plan of service they will know their new flexible budget. If all of your services are currently working for a participant, that participant should submit the same or very similar plan of service upon redetermination. The Department will work with the participant and supports planner on a case-by-case basis to resolve any concerns during this process.
5. Washington Co.: When will people begin to use the new budget?
 - a. Participants will not use the new budget until they create a new POS, which happens at redetermination or earlier if the participant wants. You can modify a current plan without using the new budget.

New Council and nominations

1. Starting in the new year there will be a new council that will have members from the 3 existing councils (LAH, WOA, and CFC). The Department will be sending out information and nomination forms to current council members as well as to case managers and support planning organizations. The Department would like as many nominations as possible.
2. The new council will be larger than the old councils and the Department hopes for diverse representation from each group.
3. Next Meeting: Feb 27 1 – 3 PM at DHMH L3.
4. Public comment on new council:
 - a. Would like to elect their own chair and set their own agenda
 - b. Suggestion to use current council members to select new council members
 - c. Suggestion to have a meeting with all three councils to discuss transitioning into one council.
 - d. Only people who were committed to the old council should be nominated for the new council
 - i. The Department is hoping for both old council members and new council members to make up the new, combined council
 - e. The council should have the opportunity to set the location, duration, and frequency of council meetings.
 - i. At this time, the Department has only set the location and time for the next meeting.