

Agenda
Statewide Case Management Meeting
February 9, 2017

Welcome and Intro –Christina Hill

Know Your Rights Jennifer Rodriguez/Christina Hill

- Town Hall meetings are happening right now. Metro had great success so a third meeting was scheduled. Meetings are targeted for individual recipients and families and provide education about Informed choices, respect, and participation in the community,
- Larger Stakeholder Meeting scheduled for March 1, 2017
- Review the ACT website for additional information regarding the Know Your Rights Campaign.
- NM Statewide Transition Plan was initially approved by CMS. Refer to p 15-19 for state remediation plans related to the systemic assess. Plans include:
 - Update the Provider Application
 - Update the QA/QI Plan
 - Revise DDW Standards
 - Revise NMAC's

Update from OR Program Manager – Steve Baca

- New Retroactive Guidelines,
- Update on the Imminent Review Process
- New Special Instructions Form which replaces the old IR Coversheet.
- Clinical Criteria Checklist is almost completed
- Steve stated he would be processing all Retroactive requests, waiver of the 30-day requirement and IR to the CORE. This will allow Steve to track the submissions.
- New ISP Tracker that will include all waivers and LOC expiration dates should be out soon
- Letter for the SIS elimination is still in draft and should be completed soon.
- Steve is going to be taking over the OR Implementation Meeting which is the 3rd Tuesday of each month at 1:30 pm. It is recommended that all CM Coordinators attend if not in person by phone. This will give everyone a sense of what is happening in the divisions and why decisions are made. CM Coordinators do not need to provide content at this meeting it will be for reference only. Steve will send out an invite for the meetings.

OR Discussion

- CORE presented some data regarding late submission RFI percentages and OR turnaround times. The below is a snap shot of what was presented.
- Discussion on the importance of the OR Coversheet and why the Case Managers need to use this form to inform the OR of what the submission is about. Sometimes the OR could have several submissions on a person at one time. A revision to a current ISP, An approval for a new ISP term and a revision on the new ISP term. The information on the Coversheet helps the OR determine what needs to occur.

- There was discussion on submissions to the OR and Doug stated that anything emailed after 4:00pm today will be logged in the next business day. The group was not aware of this 4:00pm timeline.

HSD Updates

- Complete transition of Jackson Class budgets has been implemented. HSD is closely monitoring the TPA on the transition. Transition has been successful with an average turnaround time of 1.7 days. Please continue to submit Jackson Class budget through the Jackson fax line or via JIVA (please remember to select Jackson when creating the episode in JIVA).
- New Third Party Assessor (TPA) Coversheet has been updated the effective date of the updated form is 1/1/17. This form should be used when submitting any Level of Care (LOC) submissions, Jackson class Members Budgets, LOC, and Revisions and Children's Budgets, LOC and Revision to Qualis for processing. (NOTE: This TPA coversheet is not required when submitting via JIVA.)
- HSD discussed the importance of using JIVA and how beneficial it is to Case Managers when needing information on a submission such as:
 - View the status of the submission
 - Receive alerts when there is an RFI and or approvals (alerts are only available when logged into JIVA on your dashboard. No email is sent)
 - Be able to respond to the RFI via submission into JIVA. (Quicker turnaround)
 - Be correspond with Qualis Health on a submission via the JIVA notes.
 - Be able to retrieve and print out any approved documents such as LOC abstracts, approved budgets worksheets.
- JIVA is available to any Case Manager, ask your Case Manager director for complete details or contact Qualis Health.

Regional Office Case Management Coordinators- These are your Case Management Experts and your first point of contact

- Cathy Saxton- NWRO
 - Cheryl Dunfee-SWRO
 - Debra Medina- SERO
 - Jenny Bartos- NERO
 - Ellen Hardman, Debra Hayden and Steve Moyers -METRO
- Statewide Case Management Coordinator should be hired soon.

12:15 pm -2:00 pm Policy Updates and Announcements

- Review of e-blasts/updates over the last quarter. See attachments
- DHI Implementation of Abuse Neglect and Exploitation Training and Notification

See DHI Director's Release on Implementation of DHI ANE Training:
<https://nmhealth.org/publication/view/general/3161/> and Updated Reporting Guide:
<https://nmhealth.org/publication/view/guide/2188/>

- Case Management Client Satisfaction Survey- DDS D has received your suggestions and will update as we work on larger project involving the requirements for QA/QI plans. For this year please use the same survey and the roll up report. We will have an extended deadline this year. Instructions will follow in separate email.

- Jackson Updates:
 1. DDS D has remaining obligations in the Jackson lawsuit in three areas: Health, Safety and Supported Employment. There are approximately 22 Jackson Evaluative Components (ECs) for each of the three areas mentioned above. Although case management has been disengaged, case managers do have a role and is involved in some of the other remaining ECs.

 2. Supported Employment competency based training for case managers. See attached (DRAFT Jackson EC- Training for CM) and provide feedback to CMAAC or Carrie Roberts, M.Ed., CESP, Community Inclusion Manager 505-476-8979 (office) 505-570-7974 (cell). March 1, 2017 is a stakeholder meeting – call Carrie for more information

 3. CPR Repeat Findings: See CPR reports at http://jacksoncommunityreview.org/index_files/Page842.htm

 4. DDS D responses to CPR report include several projects related to case management that are also tied to work required for compliance with NM Statewide Transition Plan and reissue of Standards related to Waiver Renewal Process
Projects include revisions and updates to:
 - DDW Service Standards
 - Provider application process,
 - QA/QI Plan requirements,
 - CM Resource Manual
 - ISP Template
 - Site Visit Tool

 5. Disengagement from *Safety Objective S [Kutas] 1.4.1 (Provide information regarding ANE reports/investigations to designated stakeholders* requires case manager to play a role in notification to individual of both substantiated and unsubstantiated reports of ANE. A new letter is being issued by DHI related to substantiated findings and guidelines are being developed for notification and tracking using the site visit monitoring tool of unsubstantiated findings. Detail will be provided in coming months.

Attachments

1. Statewide CM Directors Meeting Agenda 020917
2. January 20, 2017 Directors Release- Applicable limits on amounts, frequency and duration of specified services
3. DDS HSD MAD Contact List update 2 2017
4. DDW Systemic Assessment Remediation
5. Direct Support Staff Fall Management Alert
6. Jackson EC-Training for CM
7. Jackson Transition to Qualis 121916
8. January 2017 Fall Alert
9. Prior Authorization Approval Timeframe for SLAW and Outlier Services
10. Transportation Guidelines 1-23-17
11. Transportation Memo 1-23-17
12. January 11, 2017, Slaw-Outlier Memo Change to Prior Authorization Approval Timeframe for Supported Living Awake and Outlier Services
13. Final KRY Press Release 1.25.17 DDPC Press Release _New Rules Strengthen Civil rights for People with Developmental Disabilities
14. BBS Newsletter February 2017
15. Change your Life with Human Rights
16. Getting the Community Life you Want