

Agenda
Statewide Case Management Director's Meeting
April 27, 2017
10:00 am to 2:00pm
CDD Room 103 East
Short Lunch Break /Working Brown Bag Lunch

10:00 am Welcome and Introductions

10:15 am Survey Results Last Meeting (5 minutes)

- Survey feedback provided. Majority of last survey was to have a working lunch.
- Please provide feedback on the survey monkey link after meeting.
- Link provided: <https://www.surveymonkey.com/r/7V6DX7Y>

10:20 am OR Update

- CORE data
 - Review of annual data for ISP turnaround times, received late and percent resulting in RFI's.
- Timeline Memo:
 - Reviewed and provided memo: DDS-DDW Numbered Memo 2017 – 6
 - The CORE use of the 5:00 pm deadline was explained. For example, if the CM submits a budget or an RFI any time before 5:00 pm, the ten-day count begins the following day.
 - For annual submission timelines, the Calendar to Calendar date will be used for recording data. For example, for 60 days, the CORE will use April 26 to June 26.
 - List of legal holidays provided for the next 3 years – 2017, 2018, 2019
- FH/RFIs/Qualis RFI communication
 - When/if CM's receive a request for clinical review, the CM should respond in writing ASAP.
 - Once an individual has decided to move forward using the Fair Hearing, please allow the process to be completed. The CORE will not process any submission for the individual until the Fair hearing process is completed.
 - Once a submission has been received, the CORE can only accept documents if the process is not in review.
 - Provided memo DDS-DDW Numbered Memo 2017 - 5
- Questions

11:00 am Tiered Rate and Budget Worksheet update

- Tiered Rate group will have descriptors w/lists of needs/characteristics, a proposed budget level and any language around SIS will be removed.
- Discontinuation of SIS and the effects on the Budget Work Sheet and the Clinical Criteria.
- On May 9, 2017 from 2-4 at CDD. DDS will preview the new Budget Worksheet and the new Clinical Criteria.
- An invite to be sent out for a live attendance or for a web ex attendance by email to the field.
- DDS will allow 2 weeks for comments after the May 9th preview of the Budget Worksheet and Clinical Criteria.
- OR will be trained on the new process.
- In June 2017 beta teams will use the form before it is rolled out into the field on July 1, 2017.

- Process will begin on July 1, 2017. More information for roll out dates will be given on May 9th.
- Group feedback given around tiered rates, budget worksheet and clinical criteria. A summary of comments to follow.

11:30 am Human Services Department

- Jiva access
 - Only one registration packet per agency is required. One administrator will be assigned to add or delete and unlock accounts.
 - Case managers are highly encouraged to submit on the portal for review types that are not submitted to the OR.
 - Some of the benefits of using Jiva include, ability to submit reviews with 24/7 access, receive immediate status alerts on cases, view and print letters/correspondence sent from Qualis Health, view and respond to episode specific notes such as RFI's, and viewing authorization details of the services requested.
 - Jiva registration packets provided and are also available online on the Qualis Website.
 - Training guides and videos can also be found on the website.
 - Qualis Website: <http://www.qualishealth.org/healthcare-professionals/new-mexico-medicaid>
 - Onsite training and refresher courses can be requested through Kimberly Scott at 1-866-962-2180
 - If case managers are experiencing issues with Jiva, they are encouraged to utilize the training material on the Qualis Health website before calling the Qualis Health technical assistance line.
- LOC's
 - All Levels of Care must be submitted to Qualis.
- CIU's when off the waiver
 - Client Information Update form (MAD 054) can be found at <https://nmmedicaid.acs-inc.com/static/ProviderInformation.htm> under HSD/MAD Forms.
 - Client Information Update form and Instructions provided
 - Fax to Casa Scanning Unit at 1-800-504-8960
- Action Plan to Child ISP
 - SOP being revised for action steps being required for a child ISP. Until SOP is finalized work with Regional Office to send request to Lisa Martinez, with the Medicaid ID, so a TPA UR can be sent in to HSD.

12:00 (Break – 20 minutes)

12:20 pm Overview DDS Initiative Affecting Case Management and Jackson Lawsuit Evaluative Components (including review of s1.4.1)

- Memo Reviewed and Provided: DDS – DDW Numbered Memo 2017 - 7
- Handout provided and reviewed: DDS Initiatives Affecting Case management in DDW Program
- Provided and reviewed Attachment A Case Management Related Evaluative Components
- Provided and reviewed Qualified Provider Case Managers Feedback from 2/8/17 CM Coordinators and 2/9/2017 Case Management Agency Directors.
- Small group breakout sessions on evaluative components.
- Feedback provided regarding S1.4.1 training. Provided DD Waiver Monthly Site Visit Tool.

1:20 pm Intake and Eligibility: allocation process and documentation

- New bureau structure – 2 Central Registry Unit Managers, directing more managerial resources to the unit
- Please send **all** allocation paperwork in so we can transfer files to the regional offices
- Contact us with any questions you may have about Intake & Eligibility

1:30 pm CSB Update Aspiration Risk Management

- Clinical Services Bureau Statement provided
- SARL is to be done Annually within 7 days after ISP meeting
- ARST is done after significant change of condition and if aspiration risk change
- Sent SARL updates to CSB for data entry per 2015 ARM policy and procedures and Matrix
- Must be complete
- Send SARL referrals for clients who are indicated as moderate to high risk. Those who are low risk does not need a SARL referral, unless there is a change in condition or your attempting to take them off the SARL. Documentation must be provided.
- Power point and handout provided.
- Felicia Vidro – Therapy Services Unit & Assistive Technology Coordinator
5301 Central Ave NE Albuquerque, NM 87108
Phone: 505-841-5878 Fax: 505-841-2987

1:45 pm Announcements, Questions Wrap Up

- Case Management Satisfaction Survey
- Preview of Clinical Criteria and Beta testing BWS
 - On May 9, 2017 from 2-4 at CDD. DDS will preview the new Budget Worksheet and the new Clinical Criteria.
 - Invite to be sent out for a live attendance or for a web ex attendance.
 - DDS will allow 2 weeks for comments after the May 9th preview of the Budget Worksheet and Clinical Criteria.
- DDW Standards Reissue
 - Memo Reviewed and Provided: DDS – DDW Numbered Memo 2017 – 8 and reminder of feedback link on memo: <https://surveymonkey.com/r/FFWZCTX> Deadline is end of May 2017.

Next meetings: 7/27/2017 10 am -2pm
10/26/2017 10am -2pm

Handouts:

Agenda

Survey results for Statewide Case Management Agency Directors Meeting on 2/9/2017

Attachment A Case Management Related Evaluative Components

DDS Initiatives Affecting Case management in DDW Program

Clinical Services Bureau Statement
Qualified Provider Case Managers
MAD 054 Client Information Update – Form and Instructions
DD Waiver Monthly Site Visit Tool
Power Point and Handout for SARL

Memos:

DDSD-DDW Numbered Memo 2017 – 6
DDSD-DDW Numbered Memo 2017 – 5
DDSD-DDW Numbered Memo 2017 - 7
DDSD-DDW Numbered Memo 2017 – 8