

Statewide Case Management Director's Meeting

April 26, 2018 10:00 am to 2:00pm

Next meeting: July 26, 2018 10am -2pm at CDD Room 103 E

Meeting Evaluation will remain up for another week <https://www.surveymonkey.com/r/FJ88PT2>

HSD/ Medical Assistance Division (HSD, Annabelle Martinez and Jolene Mondragon)

- Notices are going out to individuals and guardians 90 days and 45 days prior to LOC recertification dates. Case Managers can see notifications through episodes in the Qualis Health Portal – JIVA. Case Managers must submit the complete LOC packets to the episode that has been created by Qualis Health to avoid duplicates. This is scheduled to begin Summer 2018.
- A Technical Denial is processed after three RFI's with no response. A Technical denial will be issued 21 calendar days from the first day a Request for Information (RFI) is issued. Case Managers must respond to the RFI in the same episode and should not create a new episode. HSD is working with Qualis to detail all issues in the first RFI vs. sending multiple RFIs.
- If you have a question for Qualis on an episode that has been closed, do not open a new episode. Call Qualis on the closed episode.
- HSD is in process of updating and publishing a MAD Supplement related to Physician's Billing Code. The code can be used to bill for a visit necessary to complete the LOC when the timing is uncoordinated with the annual Health and Physical. However, please remember a Health and Physical is still acceptable if it is current within the last calendar year from submission.
- For HSD Disability Determination Unit (DDU) Determines, the DD criteria issued by Social Security Administration (SSA) is used. Access the SSA <https://www.ssa.gov/benefits/disability/> for information. Documents that will assist with DDU determinations include the current LOC documents as well as historical documents. Historical diagnoses need to be supported by current documents as well.
- A Category of Eligibility will close if no current LOC. The 1915 c client list has three new columns to help monitor LOC dates (Max Auth start date, Max Auth end date, and Decision)

Clinical Services Bureau (DDSD, Betsy Finley and Coti Vijojoen)

- DDSD is undertaking a review of all pneumonia hospitalizations of Jackson Class Members and is asking you for your collaboration (outlined in the attached letter).
- Contact Aspiration Risk Management Nurse, Kotie Viljoen, with any questions or concerns (505) 841-6188 or Jacoba.Viljoen@state.nm.us.
- ARM training is required one time of all case managers per the standards. Sign up at <http://trainnewmexico.com/>.
- Complete Decision Consultation Process *after* the CARMP is developed so all recommendations can be reviewed and considered.
- File RORA's for Specialty Services.
- New ANS Parameter tool issued and training provided.

CM Monthly Site Visit Form and KPI/BSI (DDSD, Christina Hill, Chris Futey, Chloe Tischler Kaune)

- Please provide feedback on KPI to Chris Futey Christopher.futey@state.nm.us by May 10, 2018.
- Please provide feedback to Christina.hill@state.nm.us on the Monthly Site Visit Form by May 10, 2018. Due to the substantial discussion around edits to this tool and process, stay tuned for upcoming Task Force Meetings to progress with this project.

Updates and Check-in's (DDSD, Christina Hill and Jennifer Rodriguez)

Jackson Class Transition to New Standards

- In response to a common question during the Jackson Class transition trainings, a handout is provided detailing the services which require a new SFOC.

Implementation of S 1.2-

- The Revised Addendum A, Instructions, Script and DHI letter were provided by email 2/28/18.
- No problems with implementation were raised.
- Be prepared for contact from DDS or JCA related to implementation of this new process.

Special Instructions

- The number of Special Instructions are too high and often the paperwork does not justify special processing. Retroactive Permissions should be rare.
- CPB will continue to send back requests without merit. Letters of Justification must be clear, paint the whole picture. For retroactive requests in particular, the request must include thorough and reasonable remediation plans. Your Regional Office Case Management Coordinator may be pushing back packets and request more sufficient remediation plans.
- CPB will occasionally send in packets for OR to process when it appears the individual needs the budget approval immediately. However, this does not mean the agencies are no longer responsible for submitting proper letter of justification. Regional work with the agencies may last longer than the submission of the packet.
- DDS will also be working with other provider agencies as applicable.















QMB and New Survey Tool

- QMB is invited to the next Quarterly Meeting
- Revised tools attached and look for posting on the DHI website
- Contact Valerie Valdez Valerie.valdez@state.nm.us and/ or Crystal Lopez Beck Crystal.Lopez-beck@state.nm.us with questions about the survey process or to request a training on the survey process process.

Intake and Eligibility -FY 19 Allocation Plan

- Remember to complete the Allocation Reporting Form on the 15 of each month
- PFOC from last allocation group was approximately 60% DD Waiver and 40% Mi Via (NE is only region with more Mi Via Participants than DD Waiver.
- If there are problems, the Intake and Eligibility worker or Regional Office Case Management Coordinator may be reaching out to you to get status updates.

Attachments

-  Agenda for CM Agency Director's Summary_April 26 2018
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-  Agenda for CM Agency Director's_April 26 2018
-  DDW information sheet
-  DDW Slot Allocation Report - 3-16-18
-  Info Sheet Mi Via 2018
-  Letter to Providers regarding aspiration review 20180424
-  SFOC and JCMs
-  SURVEY - Case Mgt Administrator INTERVIEW tool 4-2018
-  SURVEY - Case MGT Agency Admin Requirements 4-2018
-  SURVEY - Case Mgt Agency Individual RECORD REVIEW TOOL 4-2018
-  SURVEY - Case Mgt Case Mgr INTERVIEW tool 4-2018
-  SURVEY - Case Mgt CCHGS COR TRAINING TOOL 4-2018
-  SURVEY - Case Mgt Survey Billing Tool 4-2018