

Agenda
Statewide Case Management Director's Meeting
January 24, 2019
10:00 am to 2:00pm

Bank of The West Building
5301 Central Ave
Albuquerque
17th Floor
Short Lunch Break /Working Brown Bag Lunch

10:00 - 10:15 am Welcome and Introductions

10:15 – 11:00 HSD/ Medical Assistance Division HSD Updates and Reminders

- LOC submissions:

New 21 Day RFI Process:

Complete LOC packets must be submitted between 30 and 45 days prior to the LOC expiration date.

The TPA will create the JIVA episode and case managers should attach documents to the established episode.

The new RFI process will be implemented for LOC's that are expiring in March and ongoing. The TPA will initiate the RFI process 21 days prior to the LOC expiration date if a LOC packet has not been received. If a LOC has expired and the RFI process has been exhausted, the Case Manager will need to obtain Regional Office permission to submit the late LOC.

Case managers can use the note section in the Qualis Health Provider Portal (QHPP) to inform the TPA of status (i.e. pending doctor appointment scheduled on (date)). This will inform the TPA of the current status, however, it will not serve as a placeholder as the LOC packet is incomplete.

If case managers are noticing that the TPA has not created a LOC episode please send HSD examples so these issues can be researched and resolved with the TPA.

HSD will review examples that are provided of RFI's regarding TPA's request for electronic signatures on H & P documents and provide an update.

- HSD is reporting an increase in non-responses to RFI's for JCM's. HSD provides notification to DDS requesting Regional Office (RO) support to respond. Agency Directors must work with case managers to prevent this issue. and note that three RFIs are sent before reaching out to RO so case managers should not be missing these.
- Reminder to identify Jackson Class Members appropriately when submitting to the TPA.

- In the event that a Case Manager is unable to view the prior authorization in the NM Medicaid portal, please contact the TPA at 1-866-962-2180 so that the TPA can verify the Case Manager information is correct in the Prior Authorization. If the Case Manager is unable to view an episode in the QHPP, please contact the TPA at 1-866-962-2180.
- Individual issues should be brought to RO, HSD, or the TPA's attention (as appropriate) to work through issues prior to quarterly CM Directors meeting.

HSD contacts are:

- Annabelle Martinez at AnnabelleM.Martinez@state.nm.us for DDW related issues
 - Jolene Mondragon at JoleneA.Mondragon@state.nm.us for timely filing inquiries.
 - LaRisa Rodges at LaRisa.Rodges@state.nm.us for TPA related issues.
 - Selina Leyba at Selina.Leyba@state.nm.us for TPA related issues.
- Supplement for Physical to bill prior to annual appointment released and is located on the HSD website:
<http://www.hsd.state.nm.us/uploads/files/Providers/New%20Mexico%20Administrative%20Code%20Program%20Rules%20and%20Billing/Supplements%20for%20MAD%20NMAC%20Program%20Rules/Supplement%2018-10%20BILLING%20FOR%20ANNUAL%20PHYSICAL%20HEALTH%20EXAMINATIONS%20FOR%20A DULTS.pdf>
 - Address changes will need to be updated through the Social Security Administration and with the Income Support Division ICW unit. Changes should be reported within 10 days of the change. This will allow all current correspondence to be mailed to the correct addresses.
 - Case Managers need to work with Clients MCO Care Coordinators when needed.
 - 2% rate increase approved by CMS- Fee schedule is on our website.
Providers may access the fee schedule on the MAD website at:
<http://www.hsd.state.nm.us/providers/fee-schedules.aspx>.
Once at the webpage, accept the terms and conditions of using the website to access the DD Waiver fee schedule.
 - New allocations that have Community Benefit Services need to be transitioned to waiver services. Case Managers need to work with their clients MCO Care Coordinators to verify the stop date for Community Benefit and a start date for waiver services. A CIU will also need to be submitted to the ISD/ICW unit indicating this start date for a smooth transition.

11:00 -12:00 Updates and Checkins (DDSD)

Special Instructions-Begin new process immediately. It is required by 2/1/2019. See Numbered Memo on DD Waiver home page for detail

Rate Study – Cost Study and Personnel Rosters are due 1/28/19. Sara Martinez is the Case Management Rate Study Subcommittee representative. Focus groups to refine the time study toll are being held Jan 1/29 and 1/30, Details are issued through Sara Martinez
All updates are available on the DD Waiver home page.

Validation- Settings validation are being scheduled and will be completed by a new contractor now through March 2019. The validation is required by CMS and part of the Statewide Transition Plan related to compliance with CMS Final Rule. The reason for redoing the validation that was completed occurred last year by CDD is that problems with the data submitted to DDSD were identified and could not be rectified

Renewal – Next renewal cycle starts July 2021. See notes for ad hoc suggestions and be prepared for stakeholder engagement as DOH prepares for waiver renewal.

PST-

- Remember Personal Support technology as an option to increase independence. PST funds can pay for devices; installation; rental; maintenance; warranty fees; subscription costs; education in the use of the devices; daily monitoring; and provision of assistance to respond to events identified through monitoring.
- While there are only a few approved PST providers for the DD Waiver, this does not have to limit the PST options available. Any technology or program that meets the definition of PST in DD Waiver Service Standards and that can be approved through the Outside Review process may be accessed. A DD Waiver Provider of PST may be the vendor of the device, technology or program or may act as fiscal intermediary for a separate vendor of the PST option that the team identifies.
- Resources for more information include:
 - NM Technology Assistance Program which includes free resources to New Mexicans with disabilities <http://www.tap.gcd.state.nm.us>
 - Personal Support Technology – Exploring the Possibilities <https://nmhealth.org/publication/view/general/3986/>
 - Assistive Technology Industry Association <https://www.atia.org/at-resources/alliance-partners/>
 - Sample PST vendors include: Sengistix; Aspects of ARCA Smart-travel Program;
 - Simply Home, Rest Assured, Night Owl Support Systems, Tech- CARA, and a variety of mobile apps.

Response to CARMP Feedback -See attached draft memo regarding pilot of shared document through Therap and interim guidance to support case managers in their roles and responsibilities related to the CARMP. Comments on draft are due to Elizabeth.finley@satte.nm.us and Christina.hill@state.nm.us but 2/1/19

DOH- DDSD Website – Use the website to recall source documents and keep up to date!
Helpful pages are;

DD Waiver home page for Numbered Memos and Rate Study Info

<https://nmhealth.org/about/ddsd/pgsv/ddw/>

Case Management Page <https://nmhealth.org/about/ddsd/pgsv/ddw/sas/cm/>

DD Waiver Training Page <https://nmhealth.org/about/ddsd/train/ddwtr/>

If not receiving eblasts contact Tammy Barth and note website are oftenb included in the memos and eblasts

12:00-12:20 Break

12:20 – 1:30

KYR Campaign Update Advocate Rights and Responsibilities -See attached slide deck and summary of CM responses to questions posed

1:30- 1:50 IMB Updates Shadee Brown

- Shadee Brown is new Deputy Director of DHI and working on improving IMB processes. Discussions led to consensus that it would be beneficial to have DHI presentations as a standing agenda item in these meetings
- IMB contact information is attached.
- Case managers discussed wanting more information about intake process for reports.

1:50 -2pm Wrap Up

2019 Meeting Schedule








10am-2pm Bank of the West

April 25, 2019

July 25, 2019

October 24, 2019

Attachments:

-  A. FINAL Safety Alert 11.15.18
-  B. CARMP memo draft. 1. 22.19 for CM
-  C. DDS Case Manager Advocate Rights and Responsibilities PPT Final
-  D. CM Town Hall
-  E. CM Coordinators Renewal Wish List
-  F. CM Directors Renewal Wsh List
-  G. IMB phone list January 14 2019 (002)