

Statewide Case Management Director's Meeting Minutes

April 25, 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 - 10:13 am Welcome and Introductions

10:13-10:15 A moment of silence was observed Angie Meyer from Peaks. She provided 12 years of Case Management services. She lost her battle with breast cancer.

10:15 – 11:00 HSD/ Medical Assistance Division

- JCM episodes created incorrectly and increase in JCM RFI's- The TPA has reported that JCM episodes are not being identified correctly in the Jiva system. Case Managers are asked to make sure that they are identifying the episode appropriately by selecting Jackson Class from the Treatment type drop down menu when creating the episode. Please contact Comagine Customer Service at (866) 962-2180 for additional assistance.
- Utilize the 1915 c Client tracking list- the 1915c list the CM can contact Case Management Agency can contact Case Management Coordinator obtain it.
- TPA new name- Comagine Health Please advise Case Managers and waiver recipients of the name change for the TPA. The TPA will begin sending correspondence with the new name and logo in the near future. The Provider Portal website will not be affected by the name change. Contact phone and fax numbers will also remain the same. Qualis Health email addresses will be directed to the new Comagine email address, however, case managers are encouraged to utilize the note section in the Provider Portal to communicate with the TPA regarding a specific episode if the episode is still in pending status.
- Quality of Budget submissions (misspelling of client names, incorrect provider numbers) All information submitted on budget worksheets need to be correct such as spelling of names, DOB, SSN and contact information. Also, the dates on the budget worksheets.
- New allocations- Be sure that when client has been allocated that they submit their application into the ICW unit, with proof of income and all required documents as listed.

The new point of contact for Jolene Mandragon until the position is filled will be:

Annabelle Martinez DDW/PASRR/ICF-IID Staff Manager Phone (505) 476-7251

annabellem.martinez@state.nm.us

11:00 -11:45 OR Updates

Please see attached PDF named Core

Streamline Process

- The OR Streamline Process has not been effective.
- DDSD is starting an internal task force to look at the OR process and functions for DDW renewal.
- Case Managers are submitting all documents, even when a full review is not necessary.
- It was discussed that it is difficult to organize submissions around the streamline process.

Special Instructions:

- Please submit the most current OR cover sheet, OR v1.4b 02/01/19, when sending in reviews. (<https://nmhealth.org/about/ddsd/pgsv/ddw/sas/cm/>)
- Please send Imminent requests directly to OR.
- A retro request should only occur if the start date has already started.
- Retro requests are only supposed to be a rare occurrence
- The units have increased but are not being utilized.
- If you are sending a large file with several attachments, please send them in a separate CISCO emails and note the number attachments are needed for a full request.

Update from CORE

It appears the email issue is slowly resolving itself. CISCO secure emails are coming in unlocked ***FINALLY*** and closer to real time. We are working on getting everything processed and unfortunately there is A LOT of work in the inbox. Thank you all for your patience during this time.

11:45- 12:05 ABLE Account

Please see attached PDF PowerPoint named New Mexico New Presentation

<https://ablenewmexico.com/>

If you have question please contact Heather.Benavidez@state.nm.us or

Denise.Balderas@state.nm.us

12:05-12:25 Break

12:25 1:25 Updates and Check Ins (DDSD)

Jackson Settlement Agreement

See attached PDF Signed Settlement Agreement of April 17

Director Jason Cornwell discussed **11 C** pertaining to case management. DDSD is developing a related review tool. Draft will be provided before the finalization of the tool.

CSW

HSD and DOH will be postponing the Town Halls scheduled for the month of May 2019 regarding the Medicaid Community Supports Waiver.

The Departments are continuing to assess the options and fiscal impact related to the development of a Supports Waiver which will require additional time. We apologize for any inconvenience.

We will share information as it becomes available.

Rate Study:

- On track to be completed by June 30, 2019
- PCG on-site face-to-face meetings scheduled at the State Capitol Roundhouse, 211 Old Santa Fe Trail, (Santa Fe) Room 307 (flyer attached). Open to the public so spread the word.
 - May 15 1:30-4:00-Rate Study Findings
 - June 19 1:30-4:00-Rate Study Recommendations

Provider Validation Re-do:

- 960 Provider validations were completed throughout the state during Feb.-April 2019
- Data is being analyzed and aggregated for reports of findings to be sent to providers
- Corrective Action Plans will be initiated with report of findings
- Public comment period on results to be scheduled
- Revised Statewide Transition Plan submitted to CMS for final approval in Dec. 2019
- CM responsible for on-going monitoring-site visit forms revised

DDW Renewal

Please see attached Overview Waiver Renewal Process

Fact sheets

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

Therap

Please utilize Thursday Q&A webinars Therap Help and support for New Mexico

<https://help.therapservices.net/app/new-mexico>

1:25- 1:50 IMB Process and Updates Shadee Brown IMB

Provider compliance with Immediate Action and Safety Plans (IASP)s:

1. An immediate action and safety plan is required as part of EVERY investigation. The development of this plan is submitted to IMB intake prior to the case assignment.
2. If a CM has not received the IASP, they must first call the provider to request the plan. The provider is required to send this to CMs per DDW standards.
3. **(NEW) If a provider does not send the IASP after request from the CM, the CM can submit a RORA to DDSD for assistance or call IMB for assistance.**

2019 Meeting Schedule

10am-2pm **Bank of the West**

July 25, 2019

October 24, 2019

Documents:

Core

New Mexico New Presentation (ABLE)

Signed Settlement Agreement of April 17

Overview Waiver Renewal Process

What others can see in Therap

Announcement_May June On-site Meetings NM HCBS Rate Study