

**Summary**  
**Statewide Case Management Director's Meeting**  
**October 22, 2020 10:00 am to 11:30 am**

**10:00 - 10:10 Welcome and Introductions**

**10:10 – 10:30 HSD**

**Kresta Opperman:**

- Communication related to treatment, payment and operations are covered under HIPAA. Case managers are covered entities under their Medicaid provider agreements which covers sharing information that is related to care coordination and case management.

[https://www.hhs.gov/sites/default/files/exchange\\_health\\_care\\_ops.pdf](https://www.hhs.gov/sites/default/files/exchange_health_care_ops.pdf)

- DDW Renewal Dates  
November 2020: Tribal Notification  
December 2020: Public Comment  
January 2021: Public Hearings and Public Comment Ends  
January 2021: Review and respond to public comments. Waiver amendment finalized based on public comment  
February 2021: Submit Waiver Renewal to CMS.  
July 1, 2021- DD Waiver Renewal approved and changes begin

**Margaret Bost:**

- The Quality Bureau Care Coordination Unit (QB CCU) would like to update the attendees at the CM Director's Meeting on the process being developed for streamlining procedures related to Care Coordination inquiries between Providers and the MCOs.
- HSD and DOH have met regularly to discuss the current process and develop a more efficient and timely process for receiving inquiry responses
  - Meeting participants include MADs QB BC, CCU, Nurse Manager, ESPB BC, DDW Manager, DD Waiver Program Manager, DOH's DDW Program manager, DDSD Case management Coordinator, Community Programs Bureau, Supports Waiver managers and Statewide Case Management Coordinator
- HSD has developed an internal process for intake of inquiries received from DOH
  - Meeting participants have reviewed and revised
- DOH is developing an internal document that will include all information needed by HSD prior to submitting a deliverable request to the MCO
- HSD is working on a separate process for MRC inquiries and will work with DOH to refine that process

## Teri Cotter-Incident Management Bureau

- No Face to Face for investigations.
- Investigations can be conducted by Zoom or Facetime.
- IBM is meeting all timelines and there are not any backlog investigations.
- IMB is relying on staff at the provider agencies to assist IMB when there are injuries by taking pictures related to the investigations.

## 10:30-11:30 DDS-Community Programs Bureau


### Christina Hill

- Therap Site Visit Data-Site Visit Counts Report  
A “Site Visit Counts” report is available in the Agency Report Library to assist with monitoring site visit completion at agency level  
Limitations of the report include: counts only submitted reports; is currently including SW participants, does not indicate if an IDT replaced a site visit  
DDS will work with Therap to address limitations as possible. Please send additional feedback to Christina Hill

### Marie Velasco

- DDW Standards Revisions  
DDS is in the process of revising DDW Service Standards. Input from all case managers regarding Case Management is encouraged. Send input to [Marie.Velasco@state.nm.us](mailto:Marie.Velasco@state.nm.us). Received from CMACC regarding their suggestions for revisions.
- Final Retro Memo  
Numbered Memo will be issued November 1, 2020.

### Leah Manning

- **OR Tips**  OR Tips from CORE 10-22-2020
- **Case Note /Site Visit Tool**  
**DDS is considering a revising the Site Visit Form in Therap for 2021**
- **2.2.1 Statement of Rights Acknowledgement Requirements**  
The CM is required to review the Statement of Rights (See Appendix C HCBS Consumer Rights and Freedoms) with the person, in a manner that accommodates preferred communication style, at the annual meeting. The person and his/her guardian, if applicable, sign the acknowledgement form at the annual meeting.

**Next Meetings for 2021:**

- **Thursday, January 21, 2021 at 10:00 a.m. to 12:00 p.m.**
- **Thursday April 22, 2021 at 10:00 a.m. to 12:00 p.m.**
- **Thursday July 22, 2021 10:00 a.m. to 12:00 p.m.**
- **Thursday October 21, 2021 10:00 a.m. to 12:00 p.m.**