

**Summary Statewide Case Management Director's Meeting
October 21, 2021 10:00 a.m. to 2:00 p.m.**

10:00 - 10:10 Welcome and Introductions

HSD -Kresta Opperman and LaRisa Rodges-TPA

Status of DDW Renewal

- CMS requested additional information regarding DDW Renewal application.
- HSD and DOH have responded to CMS questions and are awaiting further information from CMS.
- DDW will continue to operate under an extension of the prior waiver application.

Children Budget Worksheets

- Reminder to all CM's not to complete the TPA sections on the children's budget worksheet
 - TPA fields are shaded under the "Services Certified" section
 - CM's should not complete these fields as this is where the TPA will record their approval and provide the Prior Authorization number
 - If these sections are completed by the Case Manager, the TPA will issue a RFI requesting that the form be submitted without anything in the shaded fields
 - The TPA will also complete the UR Physician/Review Coordinator and Date fields at the bottom of the form.

- Agency Transfers


 CM- Consultant-CSC Agency Change Pro...	10/8/2021 1:50 PM	Adobe Acrobat D...	167 KB
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Bureau of System Improvement


- Training on the CM Annual Report QA/QI Smartsheet will be issued in the future.

DDSD-Community Programs Bureau

- Site Visit Tool

 Case Notes CM CSC Final CM Directors M...	10/21/2021 2:59 PM	Adobe Acrobat D...	278 KB
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- CORE Tip Sheet

 OR Tips from CORE 10-21-21	10/14/2021 8:18 A...	Adobe Acrobat D...	251 KB
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CORE Updates:





- Staffing Changes
 - Renee Lombardo is no longer at the CORE. Please continue to send all correspondence to the HSC Core email: hsc-core@salud.unm.edu
- Data Sharing
 - This month DDS D included the total number of annuals submitted and how many were considered late submission with an overall percentage.
 - Statewide, most agencies have a relatively low percentage of late annual submissions.
 - DDS D is requesting that agencies, that have 30% or more late submissions, evaluate their internal processes and procedures to identify process improvements that would prevent future late submissions.
- RFI information
 - Out of the total submissions, captured on the weekly daily master spreadsheet which provides a snapshot in time, there was a total 220 submissions that had RFI's from the CORE. The reasons below may be related to the same budget submission that has multiple issues.
 - 250 issues were related to incorrect or incomplete documentation
 - 160 of those RFI's were related to Clinical Criteria
 - 86 of those RFI's were due to errors on the budget worksheet such as missing fields, incorrect or missing data
 - 32 were related to the Person-Centered Assessment
 - 29 were related to mathematical errors
 - 24 were related to visions, outcomes, goals, meaningful day or action plan clarification
 - 5 were related to missing credentials/signatures
 - Reminder- Complete quality checks prior to submitting the budget to the OR for review. If you need assistance or have questions, please reach out to your DDS D regional office.

OR Tip Sheet

- DDS D is requesting feedback on what CM agencies would like to see in future OR Tip Sheets. Please send any suggestions to Selina Leyba at SelinaT.Leyba@state.nm.us.

Retro Review Process

- Please be sure to review the memo and submit all required documentation to your regional office.
- Continue using DDW Standards effective 01-01-2019
- Tracking Annual CM Training Requirements 14 CEU's starting January 2022
- Late Budget Submission Reports will resume Contract Management January 2022

 DDSD-DDW Numbered Memo Timely Bu...	10/27/2021 9:21 AM	Adobe Acrobat D...	319 KB
 https__www.nmhealth.org_publication_...	10/27/2021 9:22 AM	Adobe Acrobat D...	97 KB
 OR Tips from CORE 10-21-21	10/14/2021 8:18 AM	Adobe Acrobat D...	251 KB
 PowerPoint for CM Director's meeting 10...	10/27/2021 9:21 AM	Adobe Acrobat D...	126 KB

Clinical Services

- Risky Eating Behaviors (REB) only CARMPs
- Therapy Fading
- Environment Mods/Grab Bar acquisition
- International Dysphagia Diet Standardization Initiative (IDDSI) Implementation

 CM TSU info 10-21-21	10/27/2021 9:30 AM	Adobe Acrobat D...	307 KB
 IDDSI_Framework_Headline	10/27/2021 9:30 AM	Adobe Acrobat D...	406 KB

Meeting Schedule Case Management Directors for 2022

- Thursday, January 20, 2022 @ 10:00 AM to TBD
- Thursday, April 21, 2022 @ 10:00 AM to TBD
- Thursday, July 21, 2022 @ 10:00 AM to TBD
- Thursday, October 20, 2022 @ 10:00 AM to TBD