


Statewide Case Management Director's Meeting Minutes
1-20-22

Attendees:


Marie Velasco	Christina Hill	Jennifer Roth
Kresta Opperman	Aaron Joplin	Brandi Rede
Carrie Lyons	Cathy Saxton	Daniel Romero
Kotie Viljoen	Evangeline Yanez	Gabriella Ramos
Lisa Storti	Guy Irish	Jennin McNab
Justin Stewart	Kristin Martin	Linda Murray
Louann Cruz	Magdelyn Montoya	Marcia Battle
Melinda Broussard	Andrea	Michele Grobleble
Sarah Herrington	Sarah Martinez	Scott Doan
Scott Newland	Angela Pacheco	Steven Gutierrez
Susanna Whitten	Tasha Rakoff-Ruiz	Visions CM
Kimberly Hawkins	Michael Driskell	Charles/Visions
Mary "Nettie" DeBerry	Dawnmarie Martinez	

Speaker/Topic	Notes
<p>HSD Staff Manager-Kresta Opperman (Contact Information email: Kresta.Opperman@state.nm.us Ph# 505-231-8752 and TPA Staff Manager-LaRisa Rodges)</p> <p>Updates with HSD</p>	<ul style="list-style-type: none"> • Allocation Transition Grid <ul style="list-style-type: none"> ○ Specifically transition from ICFs <ul style="list-style-type: none"> ▪ Grid was sent out a few months ago and time was allotted to answer any questions related to the transition guide. No questions from CM Directors at this time. • ICF transfer to DD Waiver: Statewide CM Coordinator needs to be informed of all ICF transfers. At this time Marie Velasco, DD Waiver PM needs to be informed.
<p>Therap Unit Supervisor: Justin Stewart (Contact information email: Justin.Stewart@state.nm.us PH# 505-803-1959)</p> <ul style="list-style-type: none"> • Accessing Medical Information in Therap • Accessing CM related Information in Therap 	<ul style="list-style-type: none"> • Accessing Medical Information in Therap <ul style="list-style-type: none"> ○ Login to Therap (Health Tab) ○ Run a health report (new) ○ Select all ○ Select date range (1 year) ○ Select generate



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	<ul style="list-style-type: none">○ Can create report will give you a list of any appointments within the date range selected.○ This report can be saved as a PDF for CM individual files● Accessing CM related Information in Therap<ul style="list-style-type: none">○ Please contact Justin Stewart for further questions or training.
<p>Constituent Supports Manager: Lisa Storti (contact information: Lisa.storti@state.nm.us)</p> <ul style="list-style-type: none">● Updates on Guardianship	<ul style="list-style-type: none">● Lisa reviewed guardianship and importance of having someone as alternate or secondary guardian. Please see power point presentation:  Guardianship Presentation 1-22.ppt
<p>IEB Staff Managers: Cassandra DeCamp & Evangeline Yanez (Contact Information: email: Evangeline.Yanez@state.nm.us Ph# 505-415-0566)</p> <ul style="list-style-type: none">● Super Allocation Updates	<ul style="list-style-type: none">● There have been a few parents that have contacted Marie because CM agencies are telling them that their agencies are not serving children.<ul style="list-style-type: none">○ Reminder: The CM provider contract requires agencies to serve both children and adults.○ If guidance is needed, please reach out to Marie.● Q- Are children going to be entered into Therap?<ul style="list-style-type: none">○ Marie will follow up with Justin○ Follow-Up: As per Justin-DD Waiver Service standards precludes children from being entered into Therap as they do not have any LCA services.○ The current contract with Therap only allows a certain number of individuals to be entered into therap.○ Analysis will need to be done in Therap to see what needs to happen.● Q- Will ISD be able to process so many allocations and applications? When CMs are calling the call center they are having to wait more than 30 minutes to talk with someone.<ul style="list-style-type: none">○ Marie will follow up with Kresta to see if there is an alternate contact.


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	<ul style="list-style-type: none">• Q- Some letters have incorrect SSNs on the Match Letters. What will IEB do to fix this?<ul style="list-style-type: none">○ If CMs are noticing that SSNs are incorrect, they need to contact IEB to get them corrected ASAP.• HSD emailed the new HSD100 out and the new application is not included in the allocation packets.<ul style="list-style-type: none">○ Packets were prefilled before the new HSD 100 was released.○ New packets will include the new HSD 100.
<p>Aspiration Risk Management Coordinator and Nurse Consultant: Jacoba Viljoen (contact information: Jacoba.viljoen@state.nm.us: (c)954-726-7420)</p> <ul style="list-style-type: none">• SARL• CARMP Updates	<ul style="list-style-type: none">• SARL<ul style="list-style-type: none">○ New Statewide form Via Smartsheet○ CARMP does not need to be uploaded in the sheet but the date does need to be added.○ Link will be sent to CM Agencies.○ Any feedback is requested by 1/27/2022○ Go live is scheduled for 02/2022<div data-bbox="950 1087 1071 1207" data-label="Image"></div><ul style="list-style-type: none">• CARMP Updates<ul style="list-style-type: none">○ 2019- Documents missing or incomplete○ 2020- not received○ 2021- not received<ul style="list-style-type: none">▪ Please provide documents to Kotie▪ Kotie will send out requests to CMs serving individuals that were selected with details on what needs to be sent.▪ Documents may include<ul style="list-style-type: none">○ Training documents○ ISPs○ CARMP

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	<ul style="list-style-type: none">○ CARMP template was updated and released on Thursday 1/13/2022. Trainings are happening yesterday and today.○ Training will be recorded  <p>2022 CARMP Training Dates.pdf</p>
<p>Frank Gaona-SE Lead: (Contact Information email: Frank.Gaona@state.nm.us Ph# 505-795-2826</p> <ul style="list-style-type: none">● SELN Training	<ul style="list-style-type: none">● Free training opportunity toward the additional 14 hours of CM required training.<ul style="list-style-type: none">○ CM is training for employment and contains: 4 Modules (1hour per module)○ There are 40 slots available○ Please email Frank Gaona if interested
<p>Selina Leyba-Waiver Project Coordinator</p> <ul style="list-style-type: none">● OR Tip Sheet● Whom to contact for budget issues	<ul style="list-style-type: none">● OR Tip Sheet (Attached)<ul style="list-style-type: none">○ Please reach out to Selina Leyba with any questions or topics that you may find useful on next quarters Tip Sheet.○ Reminder- CORE offices are closed on legal holidays. Please remember to plan accordingly when submitting budget requests.  <p>OR Tips from CORE 01.2022 (002).pdf</p> <ul style="list-style-type: none">● Contacts for Budget Issues<ul style="list-style-type: none">○ If you are having a budget issue after receiving an approval from the OR and you notice that the portal is not reflecting a correct PA, provider ID, or number of units please reach out to the TPA to troubleshoot or correct the PA.○ If you have tried to contact the TPA, and are still not having any results, please feel free to reach out to Selina Leyba and be sure to CC your Regional Office contacts. We will work together to staff these types of issues.

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	 SL Talking Points.docx
<p>Christina Hill-Deputy Bureau Chief</p> <ul style="list-style-type: none">• Site Visit Tool Update	<ul style="list-style-type: none">• Site visit tools have been updated and the new site visit tools are now in Therap. All Site Visits for 2022 must be completed on the new version.• DDS Received feedback that there are some missing NA options. Please leave these blank when NA is the answer and the option is not available.• Summary text box cannot be left blank.
<p>Marie Velasco-DDW Program Manager</p> <ul style="list-style-type: none">• Updates and Reminders for DDW	<ul style="list-style-type: none">• Late Budget Submission<ul style="list-style-type: none">○ Contract management was placed on hold due to COVID but will resume now in January 2022.○ Thank you to all Directors for a job well done.○ Is there a way to capture a DDS exception for late budgets that are submitted to the OR that have a DDS exception form?<ul style="list-style-type: none">▪ If there is an exception form, please make sure to inform Marie▪ Also, new allocations should not be included in Late Budget Submissions• Provider Application: Grievance<ul style="list-style-type: none">○ Grievance will need to be reviewed by someone that isn't directly involved. NMAC 7.26.4.13 states: The complaint will be decided by an impartial person who is not involved in the incident complained of but who may be an employee of the service provider.○ Also, if an individual is not happy with the agency response, the individual can file a complaint with the dept and the agency needs to assist with filing the

complaint if needed. This is addressed in 7.26.4.13 A and B.

- Technology/Telehealth ISP Addendum



Technology-Telehealth ISP Addendum.1.12.

- ISP addendum has been created based on CMS questions on the waiver application.
- Telehealth options must be based on individual's choice and must be documented.
- All providers must follow waiver service standards.
- Back up plans will need to be identified if services could not be provided due to technical issues.
- Appointment cancellations and reschedules will need to be documented.
- Release date is February 15th with a 4-month transition period.
- Feedback is requested by 1/27/2022
- Form will be released in a fillable PDF for easy use
- Q- Case Management is not on the form is this intentional?
 - ✓ CM's are not included in this document as there is a requirement for cm's to have face to face visits. Due to the pandemic and current guidance from DDSD face to face visits are suspended until March 1, 2022.
- Q- Are in-person visits resuming?
 - ✓ As of right now in-person visits will resume February 1st but things can change. Be aware of communication that is being

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released. Follow-Up-In person visits will resume March 1, 2022.

- ✓ There has been a dramatic increase this month. 107 positive cases this month alone. 3 reported deaths for January
- ✓ DDS is looking at pushing in-person visits back to March 1st. Update: In-Person visits will resume March 1, 2022.
- Q- COVID is affecting provider agencies as well. Is DDS following this as well?
 - ✓ Leadership is aware of the issues and are working to ensure individuals are receiving the care they need.
- Q- If emergency transitions need to take place do transition meetings need to occur?
 - ✓ Transition meetings still need to occur when an individual is being transitioned to a new agency. There are certain exceptions in emergency situations.
 - ✓ After being made aware of the emergency transition, the CM needs to reach out to DDS for assistance.
- COVID Updates
 - As of 01/14/2022: 630 DDW participants have tested positive for COVID 19 at least one time.
 - CM directors need to review DOH Covid Policies.
 - Memo that was sent out on 1/14/2022 has information related to congregate settings.

- 14 Hours Training-Clarification
 - There were questions on the list of required trainings that CMs need to complete
 - The standards chapter 17.2 has the details of the required trainings and other requirements.
 - Case Management Directors need to keep track of the trainings that are being done right now that are not in DDSD Training hub. The Training unit is working on a way for directors to enter the information into the training hub.
 - Q- Times are no longer being identified in the training hub. Is there a specific timeframe that needs to be entered per training?
 - ✓ Trainings should identify how long it should take when the individual registers for it.
 - Q- What are the requirements for trainings during meetings?
 - ✓ Requirements are outlined in the standards in 17.2.
 - ✓ There needs to be demonstration of topics and requirements outlined in the standards for trainings during meetings, for these trainings to be counted towards the required hours.
 - Q- Can refresher trainings be counted toward the total requirement hours?
 - ✓ Yes.

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