



Developmental Disabilities Supports Division (DDSD)

MARCH 2016

In this issue:

- Outside Review Update** 1-2
- JIVA—Qualis Health Provider Portal** 3
- CMS Final Rule** 4
- ACQ Call for Members** 5
- Newly Released SIS-A** 5
- Community Resource Column** 6
- Seating Clinic receives CARF Accreditation** 6
- All Individuals First** 7
- Mi Via Newsletter** 7
- Shining Star 2016** 8
- Did You Know?** 9
- DDSD New Hires & Promotions** 9

OUTSIDE REVIEW UPDATE

The implementation of the Outside Review (OR) process, as required by the court-ordered settlement agreement, has been operational since November 2, 2015. The Department of Health contracted with the University of New Mexico, Continuum of Care Project, to be the Outside Reviewer for the State. The OR process requires all requests for Developmental Disabilities Waiver (DDW) services be clinically justified. The OR process applies to adults 18 and older who are not Jackson Class Members.

As this new process rolls out DDSD is working closely with the OR, DDW case managers and providers, stakeholders, the Human Services Department (HSD), and Qualis Health. They are tasked with ensuring all budgets are reviewed and processed timely and according to the DDSD Clinical/Service Criteria.

The OR has an interdisciplinary team of reviewers, referred to as the "CORE" team, who perform clinical reviews on all Individual Service Plans (ISP) and service requests (budgets). The CORE team consists of a program specialist, administrative assistants, case managers, generalists, behavioral specialists, speech therapists, occupational therapists, physical therapists, nurses and a medical doctor. This new process is intended to encourage teams to renew their commitment to person centered planning; to plan for support needs (non-paid as well as paid supports) that will assist people to grow, learn and acquire new skills in order to be successful; and to receive services that are clinically necessary-no more, no less.

With any change or new system, there are challenges that have the potential to impact the system on different levels. The OR has some administrative process functions that have contributed to the delay in processing budgets. DDSD has also recognized a concerning systemic issue with our case management system and the quality and timeliness of submissions to the OR, which have contributed to the delays. We must all work together to prevent late submissions, Requests for Information (RFI), and delays in services for individuals and provider payments.

Anyone experiencing delays have been directed to work through their case manager. DDSD is working with case managers to identify where we can assist them in responding to outstanding RFIs in order to move budgets through the system. All services that are requested in annual ISP submissions, if approved, will be approved from the start date of the ISP term.

A few terms that are useful to know in the new OR system:

Outside Reviewer- The University of New Mexico (UNM) School of Medicine Continuum of Care (CoC) Project has a contract with the NM Department of Health (DOH)/Developmental Disabilities Supports Division (DDSD) to serve as an independent third party the "Outside Reviewer" (OR). The OR will make a written clinical determination on whether the requested supports are needed and will recommend whether the requested ISP and budget should be approved.

CISCO-A secure email system that allows case managers to submit Level of Cares, ISPs, budgets, and supporting clinical documentation containing personal health information to the OR and Qualis Health.

JIVA-The Qualis Health Provider Portal is a browser-based product that gives providers a two-way link using the internet to securely exchange care management data with Qualis Health. This is how the OR and Qualis Health communicate and exchange information.

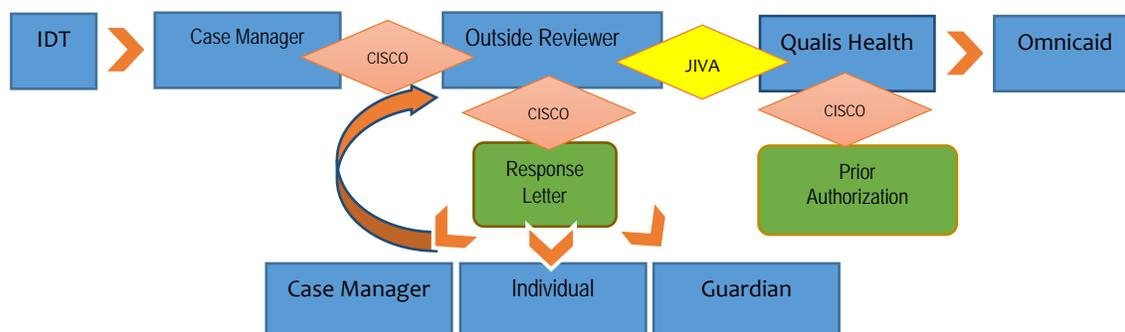
Qualis Health- Qualis Health is the contracted Medicaid Third Party Assessor. Qualis Health reviews and processes all Level of Care packets for DD Waiver recipients. Qualis Health will also review and process all budget requests for children and Jackson Class Members. Qualis Health is the sole entity to do the data entry of approved service types and amounts into the Omnicaid for the clinical determinations made by the OR on DD Waiver ISPs and budgets for adults.

Clinical/Service Criteria- Each DD Waiver service has a set of criteria that will be applied by the Outside Reviewer when services are requested.

Omnicaid- Omnicaid is the name of New Mexico's Medicaid Management Information System. Omnicaid maintains provider and client eligibility information; processes and adjudicates claims; and issues remittance advices and payments.

Prior Authorization-The process for submitting a request for approval of services for budgeting and billing purposes. A prior authorization number is assigned to all approved budgets by Qualis Health in order for Medicaid to pay for the services approved.

Below is a flow chart of the OR process.



Contributor: Jennifer Rodriguez, Community Programs Bureau Chief

JIVA—Qualis Health Provider Portal

JIVA is the Qualis Health Provider Portal. It is a browser-based product that gives providers a two-way link using the internet to securely exchange care management data with Qualis Health for approvals and Prior Authorizations. Training has been made available to pilot this access for interested case management agencies. Please see the flyer for upcoming training dates in your area!



New Mexico Medicaid Fee for Service

Online Provider Portal Training

- ***This is a hands-on learning opportunity via online Webinar!***
(Trainer will be available online.)
- ***Also included is a live demo of our system – you can see all of the system features and real-time functionality!***

For a **QUICK RESPONSE** to your review request submissions to Qualis Health, register and use the **Qualis Health Provider Portal (QHPP)**.

1. **Click below to Register for portal use** via the Qualis Health Provider Portal Registration Packet – <http://www.qualishealth.org/sites/default/files/QH-Provider-Portal-Registration.pdf>

- or copy and paste the link THEN follow the instructions to register today!

The **QHPP** is a secure web based system which requires registration by your chosen administrator in advance for use by your agency or facility group.

The **QHPP** is an efficient and convenient way to manage your review requests:

- Submit your review request at your convenience 24/7
- Attach all required **documents** with your request
- View your request entry **24/7** to check the status of your request
- When review completion has occurred, print or download your approved documents directly from the **QHPP**

WEBINAR **Training Registration**

2. **From the 'Training Dates' list below, please send TWO (2) RSVP preferences (in case one is not available) to the following emails:**

nmtraining@qualishealth.org

raeb@qualishealth.org (Rae Bauman)

We will respond with meeting invites (containing WebEx log-in and call-in info) for your confirmed times.

Training Dates:

Tuesday, Wednesday or Thursday

Dates: March 15 through April 14, 2016

Times: 10am-12pm or 1pm-3pm MST

Tu	Wed	Th
Mar 15	16	17
22	23	24
29	30	31
Apr 5	6	7
12	13	14

For additional Qualis Health Provider Portal training session questions, please contact: Rae Bauman at raeb@qualishealth.org.

Centers for Medicare & Medicaid Services Final Rule

On January 16, 2014, the Centers for Medicare & Medicaid Services (CMS) published a Final Rule addressing several sections of the Social Security Act and making changes to the 1915 (c) Home and Community-Based Services (HCBS) programs.

In the Final Rule, CMS defines and describes HCBS setting requirements and person centered planning requirements for persons in HCBS settings. The settings requirements are intended to improve HCBS programs by ensuring the quality of HCBS, providing protections to participants, enabling participants the opportunity to receive services in the most integrated setting appropriate and maximizing opportunities for individuals to have full access to the benefits of community living. The Final Rule is an enhancement and expansion of human rights. Individuals in HCBS should be supported to have maximum control over their lives and day to day decision making.

The final rule requires that all HCBS settings meet certain qualifications. These include:

The setting is integrated in and supports full access to the greater community including:

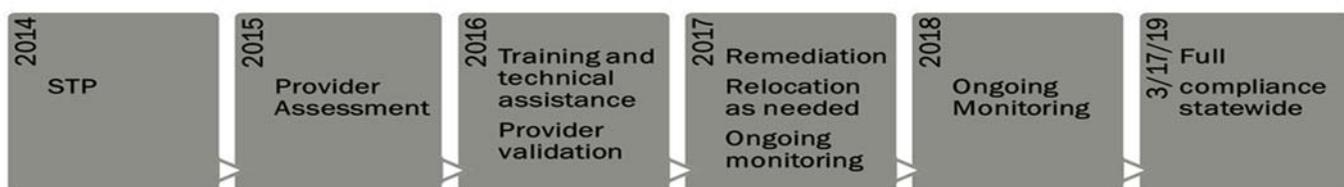
- ⇒ Opportunities to seek employment and work in competitive integrated settings
- ⇒ Engage in community life
- ⇒ Control personal resources
- ⇒ Receive services in the community to the same degree as individuals not receiving HCBS

The final rule also includes additional requirements for provider-owned or provider controlled HCBS residential settings.

These requirements include:

- ⇒ The individual has a lease or other legally enforceable agreement providing similar protections
- ⇒ The individual has privacy in their unit including lockable doors, choice of roommates and freedom to furnish or decorate the unit
- ⇒ The individual controls his/her own schedule including access to food at any time
- ⇒ The individual can have visitors at any time
- ⇒ The setting is physically accessible

Each state is required to develop and submit a Statewide Transition Plan (SWTP) to CMS for approval. Required elements of the SWTP include a systemic crosswalk, provider self-assessment, training and technical assistance, validity audits, participant surveys, transitions if necessary, ongoing monitoring and ultimately compliance. Compliance is required by March 2019.



To date DDSD has submitted the SWTP to CMS and conducted provider self-assessments. Next steps include training and technical assistance, updating the SWTP, performing validity checks at HCBS settings and conducting a participant survey. For more information visit <https://www.cms.gov>.

Contributor: Gayla Delgado, DD Waiver Program Assistant Manager

ACQ—Advisory Council on Quality Supports for People with Developmental Disabilities and Their Families

Call for Membership!

The Advisory Council on Quality Supports for People with Developmental Disabilities and Their Families (ACQ) is the primary advisory body to the Department of Health on the systems that provide services for individuals with intellectual and developmental disabilities. Our mission at the ACQ is to ensure that people with developmental and intellectual disabilities receive the highest quality of services available to enable them to become more independent and included within their community. We are a diverse group of providers, parents, self-advocates, direct support professionals and advocacy organizations from around the state who work closely with the Department in an effort to improve the systems that serve people with intellectual and developmental disabilities (I/DD).

The ACQ is always looking for new members. Currently, we have vacancies on the council for self-advocates, self-advocacy organizations, direct support professionals, and providers statewide. The ACQ also aspires to have a variety of relevant State agencies participate in order to work together to ensure quality programs and continuous improvements in the NM I/DD system. Please contact us if you are interested or know someone who might be!

The ACQ meetings are held one full day every other month in Albuquerque. The ACQ is exploring additional ways for people to participate who are unable to travel so please don't let that stop you!

There is always room for positive change and improvement within the systems that serve the I/DD population but it takes the voices of all stakeholders to make it happen. Please share this opportunity with anyone who may be interested and encourage them to explore becoming a member of the ACQ. For more information on the ACQ or to receive an application packet for you or a staff member, please contact Gayla Delgado at 505-476-8915 or email her at gayla.delgado@state.nm.us.

Contributor: Lori DeAnda, ACQ and Jennifer Rodriguez, Community Programs Bureau Chief

DDSD's Plan to Transition to Use of Newly Released SIS-A™

Typically every three years, New Mexico uses the Support Intensity Scale* (SIS*) or SIS to assess the support needs of adult Developmental Disabilities Waiver participants. The SIS is used to assign individuals to a NM DDW Group with a proposed service package and proposed budget and to inform person centered planning. In 2015, the publishers of the SIS released an updated version of the tool with user friendly enhancements called the Supports Intensity Scale-*Adult Version*™ (SIS-A™). Features of the SIS-A include a new platform to store the data, additional demographic information, clearer word choice for some item descriptions, reordering of sections, and three additional items in the Exceptional Medical Needs section.

Despite three items being added to the Exceptional Medical Needs section, standard scores achieved using the SIS-A are **identical** to the SIS. The Exceptional Medical Needs section does not contribute to standard scores, so the additional items have no impact on standard scores. Further, the SIS-A (2015) uses the same norms and is based on the same standardization sample as the original SIS.

The additional three items in the exceptional medical needs section do, however, play a role in the NM DDW Group assignment process. Therefore, DDSD with the help of consultants at Human Services Research Institute (HSRI) looked at a number of options to assure consistency in NM DDW Group assignments throughout the system, whether assessed using the SIS-A or the original version. DDSD decided to score the new items *collectively* as part of the "Other" item, present in the original tool. This approach assures a person's NM DDW Group will be the same, whether assigned the SIS or SIS-A.

New Mexico will begin using the SIS-A in 2016, about mid-year and will be providing more details in the coming months about the transition to SIS-A and a crosswalk for the NM DDW group assignment process. In the meantime, more information about the SIS-A from the publishers American Association on Intellectual and Developmental Disabilities (AAIDD) can be found at <http://aaid.org>.

Contributor: Christina Hill, DDW Program Manager

Community Resource Column

There are some wonderful resources for individuals with disabilities and their families in New Mexico.

In this newsletter we will talk specifically about Self-Advocacy Groups in New Mexico. Participation in these groups serves to empower the individuals who participate, but also move forward the issues and concerns of individuals with disabilities. A more complete list can be found on the internet, by searching under "Self-advocacy groups for Individuals with disabilities, NM." [Here are a just a few of these organizations:](#)

Parents Reaching Out a non-profit organization that works with parents, caregivers, educators, and other professionals to promote healthy, positive and caring experiences for families and children. They can be reached at: 1920 Columbia Dr. SE, Albuquerque, NM 87106. Phone: (505) 247-0192 or 1800-524-5176 Fax: 505-247-1345, www.parentsreachingout.org

New Mexico Center for Self -Advocacy Their goal is to help and support people with developmental disabilities in becoming empowered, making their own decisions, speaking up for themselves and others, taking control of their own lives, creating awareness about disability issues and achieving maximum independence and quality of life. They can be reached at: The Developmental Disabilities Planning Council, 625 Sliver Ave. SW, Ste. 100, Albuquerque, NM 87102, (505)841-4590, Joseph.Calloway@state.nm.us

The Arc of New Mexico's mission is to improve the quality of life for individuals with developmental disabilities of all ages by advocating for equal opportunities and choices in where and how they learn, live, work, play and socialize. The Arc of New Mexico promotes self-determination, healthy families, effective community support systems and partnerships. They can be reached at: 3655 Carlisle NE Albuquerque, New Mexico 87110. 505-883-4630 or 1-800-358-6493, www.arcnm.org

If you have questions, or need information on Self-Advocacy Groups near you, you can also call Lisa Storti at DDSD-DOH Office of Constituent Support, at 505-476-8972, or 1-887-686-1472.

Contributor: Lisa Storti, Constituent Supports Manager

Specialty Seating Clinic Achieves CARF Accreditation

After working for multiple years to prepare for a Durable Medical Equipment (DME) accreditation survey and evaluation by the Commission on the Accreditation of Rehabilitation Facilities (CARF) International, the DDSD is pleased to announce that the Specialty Seating Clinic has received a one-year CARF certification! Service providers earning CARF accreditation are recognized for their ongoing innovation and continued conformance to the highest standards.

The CARF certification project was a true team effort. The core CARF work group consists of Scott Gifford, Seating Clinic Manager; Mary Beth Schubauer, PT, ATP; Judy Larsen, OT; and Felix Leon, medical appliance tech. Additional support was provided by Fran Dorman, PT Consultant; Jessica Pedersen OT Consultant; Betsy Finley, RN – Clinical Services Bureau; Ralph Miller- Administrative Services Bureau and the DDSD Senior Management Team.

The Specialty Seating clinic creates custom molded seating systems for persons with I/DD. These unique seating systems support proper positioning to enhance health and safety and allow mobility for those individuals who are unable to use standard wheelchairs.

This is a great accomplishment for the Specialty Seating Clinic and we congratulate them on reaching this pinnacle! The Seating Clinic is located in Albuquerque at 7905 Marble NE in space shared with the DOH Dental Clinic. For information or to schedule an appointment, call Scott at 232-5712.

Contributor: Mary Beth Schubauer & Scott Gifford

All Individuals First (AIF) shows off craftsmanship

On December 12, 2015, All Individuals First (AIF) participants brought their creative handcrafted items to a Christmas Craft Fair at the Immaculate Heart of Mary Catholic Church in Los Alamos. The participants not only created all the items for sale, but they set up their displays, made and distributed signs and flyers, organized, catalogued, and priced their inventory. They also manned the booth at the show.

While engaging in the craft fair activities, the participants from AIF worked side-by-side with many community members who were also selling crafts and others who showed up to shop and browse. Just like the fair's non-disabled vendors, the AIF participants described their items to potential buyers, accepted compliments, networked, and interacted with their fellow community members. Way to go, All Individuals First!



Contributor: Carolyn Lavadie, CIC-Supported Employment, Taos and Kelly Wright, CIC-Meaningful Day, Taos

The Mi Via Newsletter

The Mi Via Waiver program publishes a monthly Mi Via Newsletter. In support of self-direction, the newsletter serves as an important source of information for Mi Via participants and stakeholders. The newsletter contains information regarding program requirements, announces important dates/presentations and offers general news about current events related to Mi Via.

The newsletter is mailed by XEROX to all Mi Via participants, Employers of Record (EORs), Mi Via Consultant Agencies and the Mi Via Advisory Committee. The newsletter can be accessed online by all other interested parties on the Mi Via website at: http://archive.mivianm.org/MiVia_Newsletter.htm. All involved with the Mi Via Waiver program are encouraged to read the monthly newsletter.

Contributor: Christine Wester, Mi Via Program Manager

March is Developmental Disabilities Awareness Month

"To promote human rights, equality, diversity, acceptance, understanding and kindness. We all need to help each other out, because we all need help. Life is short and precious-it should be a good one!"

"I work in the I/DD field because I find satisfaction in working with others to improve the quality of life for those in need."

"I work in this field because it gives me a great sense of satisfaction knowing that my job helps people with Intellectual and Developmental Disabilities achieve their full potential!"

"I feel I am making a meaningful difference in someone's life every time I come to work. I feel god has a plan for everyone. Gods plan for me is to help others."

"Helping to build and maintain community systems that support individuals to live the lives that they choose."

"I've always believed that a society should be judged by how it treats its most vulnerable members. And, by extension, I should be judged by that as well. That's why I do what I do. It's the right thing."

Shining Star 2016

The New Mexico Department of Health Developmental Disabilities Support Division will be hosting their 2nd Annual Shining Star Gathering in Albuquerque, NM. This gathering is intended to bring together individuals with intellectual and developmental disabilities from around Albuquerque and surrounding communities, where they will be invited to share unique life experiences and accomplishments through art & story telling. We are expecting roughly 45-50 people to be in attendance for this two day gathering.

The 2016 Metro Shining Star Project is scheduled for March 17—18, 2016 from 9:30 am—3:00 pm. This year we were able to partner up with our friends at The Anderson-Abruzzo Albuquerque International Museum to secure a beautiful venue with a large open space and stunning views of the Sandia Mountains. Individuals who are selected to be Shining Stars will join eight to ten others in the two day Shining Stars event. This year's theme is "My Friends, My Community"

In conjunction with the Shining Star event, DOH/DDSD, has also been invited to participate in and display our completed Shining Stars at another great event in celebration of World Down Syndrome Day on March 19, 2016. This event is hosted by the City of Albuquerque, The Anderson-Abruzzo Albuquerque International Museum, The Rio Grande Down Syndrome Network and The ARC. This event is a Balloon rally for people of all abilities and special needs. It is open to the public and will be held on the Balloon Museum Lawn from 7:00 am—11:00 am. This a free event that is open to the public. For any questions on this event please contact Laurie Magovern @ lmagovern@cabq.gov.



Contributor: Frank Gaona, Community Inclusion Employment

Did You Know?

Did you know?

The DDS Provider Enrollment Unit maintains an "Interested Parties" list for all correspondence outside of the Division. If you'd like to receive DDS communications, please email Christine.fredenbur@state.nm.us to be added to our list.

Did you know?

We have two new provider agencies:

Achieve Therapy Services, LLC will be providing Occupational and Physical Therapies in Chaves County, starting March 1, 2016.

Robinson Professional Services, Inc. will be providing Speech Therapy in San Juan County starting March 1, 2016.

Did you know?

NMAC Updates The DD Waiver and Mi Via regulations have been revised. Public comment has been received and incorporated into the revised regulations. The revised regulations will be effective March 1, 2016. The regulations will be posted on the Human Services Department, Medical Assistance Division's website.

Mi Via Standards Update The Mi Via Service Standards have also been revised and will be effective March 1, 2016. These will be posted on the Mi Via website at <http://archive.mivianm.org/>. Beginning March 2016, the Developmental Disabilities Supports Division DDS will begin conducting presentations on the new Mi Via Service Standards. The presentation will highlight changes in the Standards. These presentations are open to Mi Via participants/families/guardians, Employers of Record (EOR), vendors, employees, stakeholders, and other interested parties. Visit the Mi Via website for training dates and location.

Mission Statements:

The Mission of the New Mexico Department of Health is to promote health and wellness, improve health outcomes, and assure safety net services for all people in New Mexico.

The Mission of the Developmental Disabilities Supports Division is to effectively administer a system of person-centered community supports and services that promotes positive outcomes for all stakeholders with a primary focus on assisting individuals with developmental disabilities and their families to exercise their right to make choices, grow and contribute to their community.

ABOUT US:

The New Mexico Developmental Disabilities Supports Division is located at 810 San Mateo PO Box 26110 Santa Fe, New Mexico 87502-6110. Our website:

www.nmhealth.org/ddsd

For Information Call: (505) 476-8973 or Toll Free: 1-877-696-1472 or email us at SANTAFEmailbox.ddsd@state.nm.us

DDSD Newsletter Staff:

Editor-in-Chief: Marc Kolman
Assistant Editor: Chris Futey
Layout: Shannon Titla

If you would like to write an article for the next issue of the DDS Newsletter, have suggestions or comments, please contact Chris Futey, DDS Newsletter Assistant Editor at 505-841-5507 or Christopher.Futey@state.nm.us.

New Hires and Promotions

Mark Friedland

Mark joins the Albuquerque Data Management Unit as a Management Analyst.

Dottie Kee

Let's applaud Dottie on her new position as Executive Secretary & Administrative Assistant in the Metro office.

Francesca Martinez

Francesca is a new addition to the DDS staff in the Santa Fe office, let's make her feel at home.

Deb Vering

Welcome back to DDS in Santa Fe as the new DDS Deputy Director of Finance.

Christina Hill

Congrats to Christina on her new position as DD Waiver Program Manager.

Marie Valasco

Good job to Marie on her new position as Social & Community Service Coordinator at Metro.

Caroline Chavez

Congratulations on her position as Social & Community Service Coordinator in Albuquerque.

Albert Martinez

Welcome to the DDS family in Santa Fe as a part of the ASB unit as our Purchasing Agent.

Shadee Brown

Yay Shadee!! on her new position as Litigation Management Bureau Chief.

Evelyn Romero

Evelyn is Santa Fe's new ASB Staff Manager. Congratulations to Evelyn.

Contributor: Joe Anaya, DDS Human Resources