

We are receiving feedback that some therapists and case managers are not receiving copies of the "Therapist Updates" from their provider agency. All provider agencies that receive this publication are required to distribute this update in a timely manner to all therapists and/or case managers contracted or employed by your agency. You are encouraged to distribute to others that may benefit from this information as well. Thank you!

Outside Review Process Update

- As you are aware all DD Waiver budgets must go through an Outside Review (OR) process. The OR has the final word on budget approval and the Clinical Services Bureau is not able to influence approval regarding specific cases. The CSB does identify concerns and pass on concerns regarding the OR process related to therapy budgets from therapists in the field. Feedback from the OR indicates that therapists have submitted packets with some common problems resulting in RFIs and delay approval of funding. Several suggestions to help address these problems are as follows:
 - Therapy Agencies may want to develop an internal review process to assure that OR packets are complete. This will increase the likelihood that small and easy to fix problems are caught before therapy packets are submitted. This process may be incorporated into the agency's Quality Review Process.
 - Audit ALL submissions to assure that the following are included and correct:
 - Signatures- electronic scanned signatures are disappearing from documents when transmitted. Print the pages to check and assure that the signature is present or print and sign a hard copy of the document. TIP: It may help if you insert a *text box* into the document where a signature is needed. A scanned electronic signature may be pasted into a text box more reliably.
 - Credentials must be included with signatures.
 - SS# must be complete and accurate.
 - Date of birth must be complete and accurate.
 - Date of ISP cycle must be complete and accurate.
***The above 3 items are available on the Prior Authorization Report available on the Medicaid Portal. ***
 - Assure that the requested number of units is recorded correctly on the *DDW Therapy Documentation Form*. Units requested should be placed in the boxes with a subscript (1-8) on the right hand side of the form relating to each area of service.
 - Assure that the units requested on the *DDW Therapy Documentation Form*, are the same as those requested on the *TSPAR coversheet summary form*. Transfer the unit amounts correctly. There should be no difference between the units requested on these two forms.
 - Assure that the units are totaled correctly in each of the subscript boxes on the *TSPAR coversheet summary form*.
 - Send the complete set of documentation to the CM. This **MUST** include the following:
 - *DDW Therapy Documentation Form*-If services include CARMP support only, the pages after the first page that do not pertain to the CARMP may be omitted. If services do not

include CARMP support, the CARMP page may be omitted. HOWEVER, the header information and the final signatures MUST be included.

- TSPAR coversheet summary form
 - Most recent *Therapy (Initial or Re-) Evaluation*
 - *Other Documentation*, as needed, to demonstrate that clinical criteria have been met
- The OR will review documentation submitted for the presence of therapy clinical criteria.
 - Case Managers are required to distribute the budget worksheet to all IDT providers 24-hours prior to submission. Providers should review the budget worksheet for their service's unit amount and assure that it is correct. Agencies MUST notify the case manager if the budget worksheet does not reflect their TSPAR data.
- Therapists are reminded that the service unit request is based upon the clinical judgment of the therapist for each individual served. The number of units printed in the templates for the *DDW Therapy Documentation Form* and the *TSPAR* summary coversheet form are *proposed units*. There must be clinical justification for any amount of units requested. It is highly recommended that therapists submit a separate written justification if they are requesting more than the proposed units. (Therapy Clinical Criteria is printed on the ACT site.) All services must be within the therapy Scope of Service and reflect the Purposes of Therapy stated in the Therapy Standards (see ACT website for Therapy Standards).

Update Regarding the CSB QA/QI Process

- The CSB QA/QI reviews continue and approximately 20% of therapy clients are targeted for these reviews. Thank you so much to CMs and therapists for taking the time to submit needed documents for these QA/QI reviews. It is much appreciated!
- CSB therapy consultants have seen notable improvements in writing measurable therapy goals and objectives as well as more universal development of WDSIs outlining therapy strategies that therapists train DSP to implement. Many therapists have found the QA/QI input helpful and have begun to incorporate suggestions into their practice. Acknowledgement of exemplary planning for implementation of the CC Model also has been appreciated by many therapists. Thanks for your great response and your help in this initiative!
- As a reminder, please continue to pay special attention to the following areas in your documentation. The main areas of Therapy QA/QI Review focus are:
- *Does the therapist have measurable goals and objectives?*
 - *Is the therapist aware of ISP Visions and Outcomes and does the therapist address these in some way with therapy services?*
 - *Has the therapist developed or does the therapist plan to develop WDSIs?*
 - *Are completed WDSIs written clearly, does each one address just one activity area, does each one have a distinct title, and does each one include basic required information?*

Training Opportunities: Aspiration Risk Management (ARM) and Participatory Approach (PA)/Therapy Standards

➤ These are required trainings within the first year of service for all therapy providers in the DD Waiver and are geared toward therapists who are new to providing services through the NM DD Waiver or for therapists who would like a “refresher” on these topics. Providers will receive detailed notices before each training. Changes due to issues with training venues or very low registration numbers are possible. Please register at least 2 weeks before the training. Earlier registration is recommended especially for Metro offerings as trainings have attendance limits depending on the venue.

Upcoming PA/Standards and ARM trainings are as follows:

- Albuquerque PA/Standards Thursday, 11/3/16
ARM Friday, 11/4/16
- Albuquerque ARM Friday, 1/20/17
- Las Cruces PA/Standards Wednesday, 3/8/17
ARM Thursday, 3/9/17
- Albuquerque PA/Standards Friday, 3/24/17
- Santa Fe PA/Standards Thursday, 5/11/17
ARM Friday, 5/12/17

Additional trainings are scheduled later in 2017 for Roswell, Las Cruces, Farmington, and Albuquerque.

Pre - Registration is required for these trainings! Notices regarding trainings will be sent to all therapy providers. You may register at the following site. Make sure to follow all registration directions. If the training is not listed on the site, you may need to wait until a time closer to the date of training to register. <http://trainnewmexico.com>

Please contact Felicia Vidro with specific questions related to these training opportunities.
Felicia.Vidro@state.nm.us

Budget Issues?

➤ Please note that the process for following up on the status of budgets has not changed. Case Managers have received clear instructions on the process for following up on Qualis and OR issues. When therapists have budget concerns, please contact the individual’s Case Manager via phone or email. You may cc the Case Management Agency Director as well. The Case Managers contact the OR or Qualis and also provide information to the Case Management Coordinators (CMCs) at your Regional Office. There is a process in place for tracking and

addressing these outstanding issues that flows up the Case Management chain to the Community Programs Bureau in Santa Fe as needed.

Therapists may also utilize the Imminent Review Request process. This places the budget on a more rapid track and is useful if you are unable to bill or provide services. Discuss this with your Case Managers and Regional Office Case Management Coordinators as needed.

Transitions...

- We are sad to announce that Fran Dorman, our PT Consultant and Julie Mehrl, our OT Consultant have both decided to retire from their positions at the end of this contract year on June 30th of 2017. We are grateful to have had the opportunity to work with these two wonderful people and accomplished clinicians for so many years. We will have more information about a Goodbye Celebration as the time grows nearer, but for now we just wanted you to know before the rumor mill starts a' churning.

Miscellaneous Notices

- This is the link to the on-line ½ day training – “Person Centered Planning for Therapists”. This training is required within 1 year of beginning as a DD Waiver Therapist. You can also find this link through the Train New Mexico website - <http://trainnewmexico.com>
<https://www.cdd.unm.edu/dhpd/programs/learnportal/courses/index.html>
- Please continue to be aware of HIPAA guidelines. Do not send names, identifying information, or confidential information through regular e-mail. Please use Therap SComm e-mail for confidential client information whenever possible. If you are not signed up for Therap SComm e-mail – please contact Felicia Vidro at Felicia.Vidro@state.nm.us for information on how to sign up. Be aware that password protecting documents causes big headaches and delays when documents with a password are sent to the Outside Reviewer!
- DDSD Solicitation Policy Reminder – Therapists are not allowed to contact individual clients, families, guardians, or Case Managers to encourage them to choose their agency for therapy services for a particular individual. Therapy Agencies are allowed to send brochures or general information letters to groups of case managers or to the Regional Office to introduce the agency and describe services that they provide within the DD Waiver. Please contact Elizabeth Finley at Elizabeth.Finley@state.nm.us for further clarification regarding the Solicitation Policy.
- DD Waiver PT Services are needed in the Santa Fe and Los Alamos areas. DD Waiver OT Services are needed in the Clovis and Mora areas. If you or anyone you know might be interested in picking up a caseload in these areas please contact Felicia Vidro at Felicia.Vidro@state.nm.us for further information.

DDSD/CSB Websites and Contacts

- DDSD is still completing major renovation of the website although they are getting closer to having it up and running !#? Until the new website is up, you can access many valuable therapy resources from the following archived site:

DDSD Website: <http://archive.nmhealth.org/ddsd>

(NOTE: Archived versions of most sites can be accessed via existing links on the DDSD archived site including the Clinical Services Bureau link on the right under “Most Requested Links”.)

- Many therapy resources, webinar recordings, *Therapist Updates*, as well as general DDSD resources are also available on the ACT NM site: <http://actnewmexico.org/>

Contacts for the clinical consultant representing your discipline:

- Fran Dorman, Physical Therapy Fran.Dorman@state.nm.us
- Julie Mehrl, Occupational Therapy Julie.Mehrl@state.nm.us
- Lourie Pohl, Speech-Language Pathology Lourie.Pohl@state.nm.us