

MEETING RECORD

PERSONAL CARE SERVICES STAKEHOLDERS MEETING



March 17, 2016 | 1:00pm-3:00pm | Meeting Location: Dix Campus, Kirby Building, Conference Room 297

AGENDA TOPICS

1) Welcome/Introductions

Facilitator: Cassandra McFadden, PCS Program Manager

Round-robin of individual introductions with name and agency representation

2) Program Updates

a) Provider Regional Trainings (Lyneka Judkins, Liberty)

Liberty presented a draft agenda for the upcoming May trainings. Trainings will be held in locations around the state from May 3rd through May 17th. View the training schedule, agenda, and registration link here: <http://nc-pcs.com/training-announcement/>. There is no cost to attend the trainings, but registration is required.

b) Medicaid Reform (Jamal Jones, DHHS)

Mr. Jones reports Medicaid Reform progresses, and the 1115(i) waiver being presented to CMS is now up for public comment. The waiver is available on the Medicaid Reform website: <http://www.ncdhhs.gov/nc-medicaid-reform/share-comments>. The State will be holding listening sessions starting March 30th. Management states they are presenting a framework, and will be designing the program using provider/stakeholder input moving forward. DMA requests all comments and questions be submitted in writing to ensure all input is recorded and addressed. Written comments may be submitted [online](#), or by [U.S. Mail, email or dropped off in person](#).

c) PCS Policy Updates (Cassandra McFadden, DMA)

The upcoming settlement of the Pettigrew vs. Brajer case will prompt an update of the policy. DMA is forming a policy work group to discuss proposed policy changes. Please send an email to the PCS unit at PCS_Program_Questions@dhhs.nc.gov if you are interested in joining. Workgroup will be formed within the next two weeks as DMA is working to amend the current policy by July 1, 2016.

DMA provided stakeholders a copy of written guidance given to Liberty in September of 2015 that updated assessment guidance. Currently, DMA is updating guidance provided in September implemented in November due to the unintended impact of an approximate 10% increase in adverse decisions. DMA asked for stakeholder suggestions to be returned to PCS_Program_Questions@dhhs.nc.gov by March 23, 2016 in relation to the guidance provided to Liberty. While providers were thankful to have the written guidance, they wanted to see the documentation Liberty had been using to conduct assessments before the guidance was issued and requested previous Guidance Memorandums DMA provided to Liberty. DMA agreed to take on two action items: 1. conduct randomized sampling of beneficiaries affected by the written guidance and evaluate the outcome 2. Meet with DMA contract staff to determine if DMA can release Liberty's training materials. DMA will provide feedback to Stakeholder group timely. DMA staff answered various questions asked during the meeting regarding assessments conducted since November 2015. Stakeholders shared their concerns regarding adverse decisions and the manner in which updates were made to the training materials without notification to the provider community.

DMA actively listened and identified a plan to monitor assessments conducted in the future and shared that DMA will revisit a sample of assessments that were denied, reduced, or terminated since November. DMA also addressed concerns regarding annual assessments not conducted within a 12 month period and additional components of the assessment process that caused concern to stakeholders such as the how the assessment determines assistance level for the Eating ADL, the

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beneficiaries use of Durable Medical Equipment, and the assessment process for beneficiaries with cognitive impairments.

DMA will address concerns shared during today's meeting within the revision of training materials for the independent assessors to ensure assessments continue to be conducted in accordance with PCS Clinical Coverage Policy 3L. DMA reiterated that the PCS clinical policy has not changed and that beneficiary must need hands on assistance with Activities of Daily Living to be eligible for PCS.

Attendees were made aware that at the April Stakeholder meeting, DMA will review the actions of the Pettigrew v. Brajer (Previously Pashby v. Wos) settlement in detail.

3) Announcements

No announcements

4) Reports from Other Divisions

- a) **DAAS**
No reports
- b) **DMA/DD/SAS**
No reports

5) Meeting Adjourned at 2:30pm

Next meeting **April 21, 2016**