

MEETING RECORD

PERSONAL CARE SERVICES STAKEHOLDERS MEETING



January 21, 2016 | 1:00pm-2:30pm | Meeting Location: Dix Campus, Wright Building, Conference Room

AGENDA TOPICS

1) Welcome/Introductions

Facilitator: Cassandra McFadden, PCS Program Manager, DMA
Round-robin of individual introductions with name and agency representation

2) Program Updates

a) Liberty Healthcare Discharge Report (Lyneka Judkins, Liberty)

Liberty presented a Discharge summary since the policy update which requires providers to discharge patients within 7 business days of the beneficiary discharge via the Provider Interface. Many agencies are complying, but Liberty is being contacted by beneficiaries regarding Changes of Provider (COPs) before receiving discharges. The numbers of providers out of compliance is decreasing, and is expected to continue declining.

b) Pettigrew vs. Brajer (Cassandra McFadden, DMA)

Resolution to the class action case is slated for April 1st, 2016. With the settlement there are beneficiaries who are eligible for reinstatement or re-assessment. Beneficiaries eligible for reinstatement or reassessment are (1) all persons who were determined by DMA to be ineligible for PCS when no third party was present during the PCS assessment or reassessment if there is any indication that the beneficiary had a cognitive impairment or a mental health diagnosis.; (2) all persons denied or terminated from PCS because of the receipt of hospice services. Any upcoming changes to the policy will be covered in the regional trainings scheduled for May. Once the settlement is complete, DMA will provide a timeline of how each action per the settlement will be implemented. As of today, we are anticipating a June or July 2016 implementation of the action items. In the meantime, the Independent Assessment has not been changed and is being conducted in accordance with current policy 3L, however changes will be made after the final settlement approval to ensure that PCS (ALL ADL's) are assessed in a comparable manner regardless of setting.

c) Independent Assessments (Cassandra McFadden, DMA)

DMA has received several calls, emails, and letters questioning assessments that have been conducted as of recent regarding the reduction or termination of PCS hours. DMA appreciates providers reaching out to us when there are questions and we understand the concern of providers.

As we've shared, an internal audit was conducted of the PCS program and one of the key areas of the audit was the monitoring of our IA contractor. Although we have always conducting monitoring, based on the feedback we began conducting additional monitoring which focus our attention solely on how assessments are performed by the assessors. After several months of reviewing the assessments and Liberty guidance to assessors, DMA identified areas that needed additional clarification. We began providing clarification to Liberty in April with a guidance document to Liberty on certain aspects of the assessments. Once that clarification was provided, DMA took a closer look and developed additional guidance that looked at the entire assessment process from beginning to end. This comprehensive review resulted in additional clarification needed to Liberty nurses on conducting the assessment The main focus being that the assessor request that the beneficiary demonstrate or simulate the task and that the beneficiary must need "hands-on" assistance in completing the ADL task to be scored at limited, extensive, or cannot do at all. Once the current guidance for Liberty assessors were clarified, Liberty re-educated their assessors across the state and implemented re-education November 4, 2015.

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DMA understands the concerns of the provider community regarding the increase of reductions and termination of hours and we did not anticipate the impact of the re-education/re-training would cause significant decrease across the board for providers. We have run the numbers and provided a printout of the assessment results for the months of November and December.

Providers who have beneficiaries who have experienced a reduction or termination of hours, beneficiaries or their legal guardians may utilize the appeal process if they are not in agreement with the assessment. If there are aspects of the assessment or process that you have questions about you may contact DMA.

Q. In what areas was extra guidance given?

A. Guidance addressed making sure beneficiaries were asked to demonstrate ADL tasks, and that the assessment is done in the areas of the residence where the tasks would be performed. Further information was offered regarding beneficiaries having a third party in attendance at the IA and how assistance levels are determined.

Providers expressed concerns over the changes in the IA process as they reported a marked change in hours given since late 2015. Providers also stated they were seeing instances of having basically the same assessment from one year to the next, no change in diagnosis and/or no change in condition, leading to fewer hours or denials this time around. DMA requested when providers see issues with assessments to please forward them to PCS_Program_Questions@dhhs.nc.gov or to contact (919) 855-4360. Providers can also contact Liberty's Director of Clinical Services, Denise Hobson, at dhobson@libertyhealth.com.

Q. Why was new guidance given? What was wrong before?

A. The audit did not indicate a specific problem, but suggested inadequate monitoring of the IAE vendor. After review and monitoring of assessments DMA determined the areas of the assessment that were not conducted in accordance to policy and provided re-education.

Q. What were the average hours given for In-Home hours?

A. For the month of December the average IHC hours was 62.

Q. Do the IA nurses receive training in performing functional assessments?

A. Yes, that training is part of their on-boarding process. The nurses also have 100% of their assessments reviewed during their introductory period.

d) Adult Care Home PASRR (Johnnie McManus, DMH/DD/SAS)

Johnnie was out sick, and unable to provide an update. Cassandra informed the group that DMH/DD/SAS had a new manual, and she would be sending a link to stakeholders. She also informed providers that DMH/DD/SAS has trainings upcoming.

Residents who were in facilities before 1/1/13 do not need a PASRR number unless they move to a new facility or experience a change in condition. Providers make request Level 1 PASRR screens from the Division of Mental Health.

3) Announcements

DMA is scheduling regional trainings for May. As part of the internal audit DMA will be conducting record reviews of a random selection of providers.

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4) Reports from Other Divisions

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

Q. Will agencies receive notice regarding their clients affected by the Pettigrew settlement?
A. Yes. Settlement notices will be mailed.

Q. Any news on the 1% reduction?
A. No updates at this time.

Providers wanted clarification on the appeals process, and legal representatives stated the process should be consistent and follow set policies. Any questions regarding the appeals process may be directed to the Office of Administrative Hearings.

6) Meeting Adjourned at 2:30pm
Next meeting March 17, 2016