

MEETING RECORD

PERSONAL CARE SERVICES STAKEHOLDERS MEETING



July 20, 2017 | 1:00pm-3:00pm | Meeting Location: Dix Campus, Kirby Building, Conference Room 297

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AGENDA TOPICS

1) Welcome/Introductions

Facilitator: Shannon Spence, PCS Program Manager

Round-robin of individual introductions with name and agency representation

DMA Personnel changes discussed: Cassandra McFadden now serves as Program Operations Manager, Shannon Spence is the PCS Program Manager, and new to the team is Rhonda Sutton as PCS Policy Analyst.

2) Program Updates

a) Liberty Updates

Liberty and DMA conducted regional provider trainings in the month of May. Liberty asked providers to submit surveys and feedback after the trainings. The results of the survey indicate a positive reaction to information, location, time, and other metrics. A common suggestion was to hold trainings in a less intimate setting and to separate the trainings for Home Care Agencies and Adult Care Home providers. In addition, providers request that DMA and Liberty consider adding breakout sessions to the agenda.

There has been a noticeable decline in attendance at regional provider trainings. Possible reasons for this decline were discussed and the consensus was that most providers view the training materials as repetitive. Stakeholders were asked to submit recommendations on training topics to Liberty and/or DMA at PCS_Program_Questions@dhhs.nc.gov.

Liberty provided updates on the Provider Focus Group held July 18, 2017 and stated that Stakeholders provided valuable feedback regarding services provided by Liberty as well as personal experiences with Liberty's Call Center, the assessment process, scheduling, and issue resolution. In addition, potential topics for upcoming Provider Trainings were discussed. The next Provider Focus Group will be held in November and it has been requested that the Provider Focus Group be scheduled on the same day as PCS Stakeholder Meetings as a convenience for providers that travel a significant distance to attend both meetings.

b) Extension of the Retroactive Prior Approval Period from 10 to 30 days (Session Law 2017-257)

DMA shared that per Session Law, Section 5.5, Retroactive Prior Approval for PCS, of Clinical Coverage Policy 3L will be amended to extend the allowable retroactive period for prior approvals for personal care services from 10 days to 30 days upon the same conditions that are currently required for retroactive prior approval of personal care services. This amendment will be effective August 1, 2017. It was noted that this amendment to policy only applies to Requests for Independent Assessment for Personal Care Services Attestation for Medical Need forms received on or after August 1, 2017 and will not allow for Medicaid reimbursement for personal care services more than the number of hours approved through the prior approval process.

Stakeholders were informed that Clinical Coverage Policy 3L would be available on DMA's website for public comment until July 29, 2017.

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c) PCS Rate Increase (Session law 2017-257)

DMA shared that beginning January 1, 2018, the paid rate per 15-minute billing unit for PCS will increase from \$3.47 to \$3.90.

*A question was asked about the possibility of the PCS rate increasing prior to January 1, 2018 and it was confirmed prior to the posting of these minutes that, on July 31, 2017, The Department of Health and Human Services, Division of Medical Assistance provided notice of its intent to amend the Medicaid State Plan to increase the rate for Personal Care Services (PCS) to \$3.88 per 15-minutes effective August 1, 2017 and \$3.90 per 15-minutes effective January 1, 2018.

d) Customer Satisfaction Surveys & Internal Quality Initiative

DMA is conducting Customer Satisfaction Surveys. The goal of these surveys is to obtain feedback from beneficiaries on Liberty's overall performance with the assessment process. Survey results will be presented at the September Stakeholder Meeting.

As we move into the fall, DMA will begin Internal Audits of supervisory visits and aide training documentation. DMA Nurse Reviewers will evaluate files from a random selection of providers and those found to be out of compliance with policy requirements will be referred to the Office of Compliance and Program Integrity.

e) Fall Regional Trainings

Requests were made for topics as well as any conference dates that may conflict with DMA hosting Regional Trainings in September or October 2017. Stakeholders were asked to submit date conflicts and topics of interest to PCS_Program_Questions@dhhs.nc.gov.

f) Beneficiaries Turning 21- Update

Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) is a federal Medicaid requirement that requires the state Medicaid agency to cover services, products, or procedures for Medicaid beneficiaries under 21 years of age if the service is medically necessary health care to correct or ameliorate a defect, physical or mental illness, or a condition [health problem] identified through a screening examination. When a Medicaid beneficiary turns 21, they are no longer eligible for consideration under EPSDT.

Personal Care Services (PCS) beneficiaries receiving PCS under EPSDT are now required to submit a new DMA 3051 Request for Independent Assessment for Personal Care Services Attestation of Medical Need form prior to the date of their 21st birthday. This form must be completed by the beneficiary's primary care physician or the practitioner providing care for the medical, physical, or cognitive condition causing the functional limitation. If a new request for assessment is not received by the beneficiary's 21st birthday, authorization for PCS will end on the date of the 21st birthday.

Additional information regarding this process was provided in the July Medicaid Bulletin.

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3) Announcements

Questions may be sent at any time to [PCS PROGRAM Questions@dhhs.nc.gov](mailto:PCS_PROGRAM_Questions@dhhs.nc.gov). Topics for the Stakeholder meeting may be submitted to DMA at least two weeks prior to the meeting for consideration.

4) Reports from Other Divisions

a) DAAS

No updates at this time.

b) DMA/DD/SAS

No updates at this time.

c) DSHR

No updates at this time.

5) Stakeholder Feedback

Stakeholders asked questions regarding the state mandate of Health Information Exchange (HIE) as well as the Federal mandate of Electronic Visit Verification (EVV). Stakeholders were interested in the effective date of both requirements, if the state has initiated stakeholder feedback or workgroups, and if current stakeholders would have the opportunity to provide feedback.

DMA notified the Stakeholder group that we will provide more information on these requirements during the September Stakeholder meeting and Stakeholders will be notified if feedback is requested or workgroups will be formed.

Question asked regarding Adult Care Home settings and PCS billing. OPS Manager requested stakeholder submit question via PCS email at PCS_Program_Questions@dhhs.nc.gov for review and response.

6) Meeting Adjourned

Next meeting is September 21, 2017
