

Liberty Healthcare Updates

February 2021 PCS Stakeholder Meeting



COVID Adverse Decision Process

As a result of the Public Health Emergency response and the need to continue conducting PCS assessments, Liberty, in collaboration with NC Medicaid, implemented an adverse decision process to ensure quality for telephonic assessments.

- All adverse decisions were flagged for custom review.
- A 2nd level review was conducted on any assessment that after the 1st review rendered a denial or reduction in hours.
- 2nd level reviews that resulted in no change to the original review were batched and sent to NC Medicaid.
- After NC Medicaid reviewed and approved the batched results, the adverse decisions were released.



COVID Adverse Decision Process

- Liberty conducted over 1700 2nd level reviews between May 28th and November 23rd, 2020.
- Common reduction outcomes were generally grouped into the following categories:
 - Reduction in assistance levels
 - Reduced caregiver availability
 - Loss of exacerbating condition
 - Change in conditions from prior assessments
- Limited 2nd level reviews resulted in a change in outcome.



COVID Adverse Decision Process

- As limited 2nd level reviews resulted in changes and to move the completed assessments through the authorization process, 2nd level reviews were discontinued 11/24/2020.
 - As of 11/24/2020, 1769 assessments were holding for release.
- From November 24th through December 10th, adverse decisions assessments were gradually released.



COVID Adverse Decision Process

- Impact on appeal volume
 - Average monthly mediation volumes between March and November approximately 100
 - With the release of 1769 adverse decision assessments, mediations increased to 204 in December and 419 in January
 - Current appeal volume for February is 138



Telephonic Assessment Quality Initiative

In response to the Public Health Emergency and to ensure beneficiaries could continue to be assessed for PCS, Liberty collaborated with NC Medicaid to develop a telephonic strategy.

- The highest priority was to find a workable solution to ensure all beneficiaries would continue to receive a fair and accurate assessment that aligns with NC Medicaid PCS policy.



Telephonic Assessment Quality Initiative

This initiative included several steps:

- 1st train staff on complete remote work capacity
 - Although the assessors worked remotely, the entire NC operations had to shift to a fully remote operational status.
- 2nd train assessors on how to complete an accurate assessment telephonically
 - Highlighting the need to get descriptions of how beneficiaries performed their ADLs to be able to identify and score their needs without the ability to observe their demonstrations.



Telephonic Assessment Quality Initiative

- 100% of adverse decisions were flagged for drop into the review queue.
- Managers completing joint calls daily with field staff to ensure assessors were compliant with the telephonic process.
- Training for the review team in reviewing the completed assessment and ensuring that all assessment tasks were appropriately addressed in the narratives.
- Training for the mediation team on the change to telephonic and its impact on the appeals process.
- Weekly and monthly review of assessor quality metrics to ensure that fundamental proficiency is sustained.



Telephonic Assessment Quality Initiative

- While the Public Health Emergency remains in effect, Liberty remains committed to the quality initiatives.
- All adverse decisions continue to drop into the review queue.
- We remain committed to customer service for both beneficiaries and our provider community.
- We welcome feedback on any assessment concerns.