

MEETING RECORD

PERSONAL CARE SERVICES STAKEHOLDERS MEETING



September 15, 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) Liberty Updates (Denise Hobson, Liberty)

Liberty Healthcare provided updates regarding changes within the organization and announced that Lyneka Judkins is the new Executive Director of Liberty Healthcare NC. Lacey Barnes currently remains with Liberty Healthcare working with programs outside of NC.

Provider Regional Trainings - Regional Trainings will be held October 3-24th. Registration is required. The training dates and agenda is available on the DMA and Liberty Website. Liberty will provide electronic check-in for participants at trainings to make for a smooth check-in process. Liberty welcomes all feedback on the provider training process.

Provider Focus Group – The provider focus group will meet on September 27th. The purpose of the Provider Focus Group is to continue to facilitate open dialogue with providers regarding services provided by Liberty Healthcare.

Liberty Healthcare shared the joint efforts between DMA and Liberty taken to assure the integrity of the assessment process. DMA will resume Joint Assessment Visits to monitor the assessment process in both In-Home and Adult Care Home Settings. DMA will continue to facilitate work groups with Liberty Assessors and Regional Managers to ensure assessments are being conducted in accordance with policy and to seek any input, understand challenges Assessors face, and to discuss training and guidance.

b) PCS Desk Reviews Updated (Cassandra McFadden, DMA)

DMA provided the results of the Desk Review Audit conducted by Liberty Healthcare. DMA informed stakeholders that a Desk Review Audit was conducted during the month of July 2016 while annual assessments were held for the month of July and rescheduled to August. DMA informed that a total of 547 desk review audits were conducted on May 2016 adverse assessments where there was no appeal filed. The desk review audit compared each beneficiary's 2015 assessment to the more recent 2016 assessment. The results of the desk review are as follows:

83% of the 541 were due to compliance with policy guidance

52% of the 541 were due to a change in the beneficiary's condition/caregiver availability

6% of the 541 were due to a quality assurance review; and

39% of the 541 of reviews identified more than one reason for the reduction.

Additional information regarding the audit, review methodology, findings, and conclusion can be found in the PCS Desk Review Summary document on the DMA PCS Stakeholder page along with the minutes from this meeting.

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DMA informed Stakeholders that Liberty Assessors as new hires receive 100% review on all assessments for the 1st 60 days or until they reach 95% compliance. After the new hire phase, all assessors receive a quality review on 10% of assessments completed.

DMA will resume Customer Satisfaction Surveys on the Assessment Process in the fall. The results of the last survey were previously provided and yielded favorable results on the scheduling and assessment process. During the next round of Satisfaction Surveys, DMA will seek to obtain more input from residents in the Adult Care Home Setting.

c) SNF Living arrangement codes (Cassandra McFadden, DMA)

DMA is aware of SNF arrangement codes being attached incorrectly to the beneficiary's eligibility profile in NC Tracks. Providers who are experiencing this should notify DMA. Providers indicated that they have no way of seeing the SNF arrangement code prior to admission or at the time of the request. DMA will work with Liberty to review the SNF arrangement codes carefully on the front end of the request to reduce denial or termination.

d) PCS Requirements

Service Plans – The PCS Service plan was implemented in June 2015. All PCS Providers must complete Service Plans in accordance with clinical coverage policy 3L. Prior approval for PCS hours or units is not granted until the on-line PCS service plan is entered into and validated by the Provider Interface. Providers who do not meet the PCS Service plan requirements in accordance with policy will be referred to Program Integrity.

ICD-10 Transition Forms – Currently, there a number of PCS beneficiaries who have not submitted ICD-10 transition forms prior to their annual assessment. PCS Providers are notified in advance of upcoming annual assessments along with the ICD-10 Transition form. DMA requests that PCS Providers notify beneficiaries of this requirement or assist the beneficiary with informing their practitioner of this requirement. Failure to submit a completed ICD-10 transition form prior to the annual assessment date may result in a reduction or denial of services. Providers of beneficiaries who have had their annual assessment and the ICD-10 Transition form has not been submitted to Liberty Healthcare or uploaded to QiReport by **January 31, 2017** will be reported to Program Integrity.

If the beneficiary or provider is having difficulty obtaining the ICD-10 transition form from the physician, notify DMA. DMA will work with the beneficiary to obtain the ICD-10 transition form.

DMA 3136 – PCS Providers are required to submit the Internal Quality Improvement Attestation Form (DMA 3136) to DMA by December 31st of each year.

DMA 3136 forms may be submitted via email to DMA.PCSQualityImprovement@lists.ncmail.net or by Mail to

NC DMA Home & Community Care
2501 Mail Service Center
Raleigh, NC 27699-2501

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Providers who are non-compliant with submission of the DMA 3136 are subject to audit by Program Integrity. DMA will begin an internal audit of DMA 3136 quality attestation submission in 2017.

DMA 3085 – All PCS Providers servicing beneficiaries receiving over 80 hours of care pursuant to Session Law 2013-306 must complete and submit the DMA 3085 Training Attestation to DMA. The DMA 3085 must be submitted to DMA prior to care being provided for these beneficiaries. The DMA 3085 form and instructions are located on the DMA and Liberty Websites. Please submit the completed form along with supporting documentation of trainings to DMA by email to PCSTraining@lists.ncmail.net.

Providers who are non-compliant with submission of the DMA 3085 are subject to audit by Program Integrity. DMA will begin an internal audit of DMA 3085 training attestation submission in 2017

Staffing – Inappropriate aides – DMA has been informed of inappropriate aides as identified in Section 4.2.2 a. 9 of the PCS policy. Individuals identified as having an inappropriate aide will receive notification of termination of services. DMA will forward all accounts of an inappropriate aide or any violation of the PCS Clinical Coverage Policy 3L to DMA Program Integrity for review.

3) Program Integrity Audit Discussion – Patricia Meyer (DMA, Program Integrity)

DMA shared with stakeholders the efforts between DMA Clinical Policy and Program Integrity to ensure the compliance of the PCS program. Patricia Meyer shared that there were 1277 cases opened by Program Integrity in the medical unit for review of fraud, waste, and abuse in 2015. Program integrity conducts onsite audits (announced and unannounced) and reviews data analytics information to determine trends when reviewing providers. Clinical Policy and Program Integrity will continue to convene meetings at least quarterly to review trends and discuss issues of compliance and audit processes internally and for post and pre-payment vendors.

4) Announcements

5) Reports from Other Divisions

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

6) Stakeholder Feedback

Stakeholders shared their concerns regarding the impact of the change in Eating ADL scoring criteria per the Pettigrew v. Brajer Settlement Agreement. DMA listened to the concerns of providers regarding changes to the program and the rate for services provided. DMA instructed providers who are interested in the projected impact of the eating ADL for their facilities to contact DMA. DMA will continue to address concerns raised by the Stakeholder group and will work with Stakeholders on potential resolution to issues raised.

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7) Meeting Adjourned

Next meeting November 17, 2016