

# MEETING RECORD

## PERSONAL CARE SERVICES STAKEHOLDERS MEETING



January 19, 2017 | 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

Lyneka Judkins, Executive Director, provided the following updates.

A review of the survey results from Fall Regional Provider Trainings. Overall results from the attendees' surveys were positive. Lyneka requested feedback from meeting attendees on the Provider webinar sessions that were offered after Regional trainings. Provider Focus Group meetings will reconvene in April/May of 2017. Spring Provider Trainings are coming up in May, attendees asked to submit topic ideas to Liberty and we will work to try and accommodate breakout sessions in the future.

Lyneka introduced the new Director of Operations at Liberty Healthcare, Jill Elliott.

Denise Hobson, Director of Clinical Services provided the following update:

Liberty continues training efforts with independent assessors, again, the November 11<sup>th</sup> assessor training focused on assessing beneficiaries with Alzheimer's/Dementia. Another training was held for assessors on January 9<sup>th</sup> to focus solely on assessing Exacerbating conditions. Liberty will complete two weeks or more of focus reviews to ensure assessors are correctly documenting exacerbating conditions and will report the results of these quality reviews to DMA. Denise also shared customer satisfaction survey results that Liberty recently started in November to review their performance when it comes to assessments. Surveys are conducted monthly and are randomized. Liberty scored 3.2 in November and 3.8 in December on a scale of 1-4.

##### Special Assistance- Passalong Discussion

The Division of Aging and Adult Services (DAAS) has confirmed that the last cost of living increase of .3% may impact the number of beneficiaries affected by Passalong. Chris Urso, SA Program Administrator for DAAS said that she would look into the exact number of beneficiaries impacted by Passalong but estimates it to only impact approximately 74 beneficiaries. Stakeholders requested information regarding their individual facilities, Chris directed them to their respective county DSS, a notification should have been sent to the beneficiary if they were impacted. Stakeholders requested how many beneficiaries had been impacted over the last 3 cost of living increases over the last 5 years. DAAS will provide information in a follow-up meeting.

##### b) PCS Policy Updates and Questions to DMA (Cassandra McFadden, DMA)

- EPSDT – Short Term Increase Request Process – A Medicaid bulletin will be issued in March regarding the request process for requesting a short-term increase in hours for EPSDT beneficiaries. PCS EPSDT Primary Caregivers, legal guardians, POA, and/or a provider may request a short-term increase in the beneficiary's current authorization by completing the DMA 3116 EPSDT Short-term increase request form. A short-term increase in hours may be requested for the following reasons:
  - Extended school holidays (may include teacher work days or early release)

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- Summer and track-out sessions
  - Primary Caregiver temporarily unable to provide care due to extenuating circumstances (Hospitalization, Surgery, etc.) – Medical documentation must accompany request.
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- Missing ICD-10 Transition Forms – currently there are over 16,000 missing ICD-10 forms. QiReport currently provides reports for providers to assist with determine which beneficiaries do not have completed transition forms on file. If you are having difficulty receiving completed forms back from the physician you may reach out to Liberty or DMA for assistance. All Transition forms are due by 1-31-2017 to Liberty Healthcare. Providers with beneficiaries who do not have a completed ICD-10 Transition Form on file may be subject to denial of payment and referral to DMA Program Integrity.
  - Eating ADL Support and Derivative Assessments – Effective December 1, 2016 beneficiaries with a physician order for a mechanically altered diet will be scored on their assessment as needing assistance with task No. 1 of the Eating ADL. Any questions regarding the Eating ADL may be addressed to DMA. A Special Bulletin was issued in December 2016 regarding the additional Eating ADL Support. DMA will begin utilizing the derivative assessment functionality beginning in February 2017. This functionality will allow DMA nurses to modify the previous assessment during appeal proceedings if a settlement is reached. This will allow the assessment to reflect changes agreed upon and allow the provider to complete a service plan based on an assessment that yields the PCS hours approved. DMA nurses are currently being trained on the functionality. This is a new process so it will take time before it is running smoothly.
  - DMA Quality Initiatives – DMA completed PCS Customer Satisfaction Surveys in October 2016 on Liberty's overall performance with the assessment process. Survey results are posted in a separate attachment under the meeting minutes. Overall scores were favorable with Liberty scoring 92.3% out of a scale of 1-100. DMA also completed desk reviews on completed assessments and participated in ride-along visits with the assessors. Both desk reviews and ride-alongs allow DMA to monitor Liberty's performance. Desk reviews and ride-along visits were favorable and DMA will continue to monitor Liberty's performance. In December, DMA mailed providers letters regarding the internal audit process. Forty-nine individual providers received requests to submit documentation to DMA. Internal audit questions may be directed to DMA at 919-855-4360.

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### 3) Announcements

Provider trainings: Coming in May

**Jill Elliott** is the new operations director for liberty Healthcare.

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### 4) Reports from Other Divisions

**a) DAAS**

No Updates at this Time

**b) DMA/DD/SAS**

No updates at this time

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### 5) Meeting Adjourned

Next meeting in March