

MEETING RECORD

PERSONAL CARE SERVICES STAKEHOLDERS MEETING



April 21, 2016 | 1:00pm-3:00pm | Meeting Location: Dix Campus, Wright Building, Room 131

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 Assessment Training Update (Denise Hobson, Liberty)

Using the guidance provided by DMA, Liberty has implemented updated training for nurse assessors. Updated training was conducted on March 30th and 31st and implemented April 1, 2016. Guidance was previously shared with stakeholders. The finalized guidance has an updated definition on Slide 9 referencing In-Home aides' ability to self-manage medications but is otherwise the same. Liberty will continue to have focus groups with assessors over the next few months. Providers had several questions regarding the updated training and assessment guidance. DMA reminded providers this is an ongoing process. If there are issues with the IAs please contact DMA or Liberty directly. DMA continues to work with Liberty to ensure assessments are conducted in accordance to Clinical Coverage Policy 3L. The updated training provided to assessors remedies areas of concerns identified in the November 2015 training.

b) DMA Assessment Monitoring (Cassandra McFadden, DMA)

DMA is actively reviewing assessments. The first group of IAs to be reviewed will be from November of 2015 when many providers noticed a decrease in hours authorized or beneficiaries approved for PCS services. DMA will review assessments from November that were denied or reduced but did not file a subsequent appeal to the adverse decision. The second part of monitoring will be face-to-face reviews of assessments to be conducted throughout the state. Starting in May, DMA staff will conduct phone interviews with beneficiaries and legally responsible persons for recently conducted assessments. DMA will conduct a focus group in May and in forthcoming months with Liberty Healthcare leadership and assessors to address any assessment issues moving forward.

c) PCS Policy Updates (Cassandra McFadden, DMA)

The upcoming settlement of the Pettigrew vs. DHHS case will prompt an update of the PCS policy. There will be a Reconsideration Review process effective July 1st. Under the Reconsideration process beneficiaries over the age of 21 who are not initially authorized for 80 hours may request a reconsideration review 30 days from the date of their approval notice (requests must be received no earlier than 31 calendar days and no later than 60 calendar days from the date of initial approval notice). If the reconsideration review does not result in increased hours the beneficiary will have appeal rights at that time.

The Pettigrew v. Brajer settlement requires DMA to assure that the PCS eligibility criteria used to authorize or reauthorize or determine the number of PCS hours for Medicaid beneficiaries is the same regardless of residential setting. DMA will assure that the need for assistance with the eating ADL is assessed in a comparable manner. Each PCS applicant or beneficiary will be assessed for each ADL task and IADL task, if applicable that comprise the eating ADL. Eating tasks (Section M tasks 6-9) have been addressed and after July 1st ACH beneficiaries who need assistance with only eating and meal preparation services that duplicate State/County Special Assistance (Tasks 6-9) will be scored as "Needs Met". During the regional trainings in May DMA will let providers know when the draft amended policy will be available for public comment.

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d) DHSR Level of Aide Discussion (Cassandra McFadden, DMA)

In an effort to clarify aide level determination, representatives from DHSR were available to hear the concerns of providers when determining level of aide. DMA PCS Policy instructs providers to comply with licensure rules relative to their setting of care. Questions for determining level of aide are to be directed to DHSR at (919) 855-4620. DMA and DHSR will work together to determine if additional clarification can be provided to Stakeholders.

3) Announcements

Non-Emergency Medical Transportation Provider Enrollment training is currently being conducted. Providers may sign up for remaining dates under the Provider portal on the NC TRACKS website. The NEMT Provider Enrollment flyer will be emailed to the stakeholder group after today's meeting.

4) Reports from Other Divisions

a) DAAS

No reports

b) DMA/DD/SAS

No reports

5) Meeting Adjourned at 3:00 pm

Due to Regional Training in May the next stakeholder meeting will be June 16, 2016