

MEETING RECORD

PERSONAL CARE SERVICES STAKEHOLDERS MEETING



June 16, 2016 | 1:00pm-3:00pm | Meeting Location: Dix Campus, Anderson Building, Conference Room 139

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) May Provider Trainings (Lyneka Judkins, Liberty)

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 separate trainings for home care agencies and Adult Care Home providers. Liberty and DMA are preparing for Fall Provider trainings in October; Stakeholders were asked to submit recommendations on training topics to Liberty. Stakeholders who would like to view the power point of survey results discussed at this meeting may send an email to PCS_Program_Questions@dhhs.nc.gov with your request.

b) Provider Focus Groups (Lacey Barnes, Liberty)

Liberty is considering reinstating the PCS Provider Focus groups that were held when Liberty came onboard as the IAE for PCS. The intention is to continue to facilitate open dialogue with providers regarding services provided by Liberty Healthcare. If you are interested in joining the Provider focus group, please email Lacey Barnes and copy Cassandra McFadden. DMA and Liberty would like representation from each provider group setting. To ensure each provider group is represented and that there is room to accommodate, please send the names of no more than one person per provider organization.

c) DMA Statements (Dave Richard, DMA) – Summary.

Deputy Secretary Richard thanked stakeholders for attending and participating in the important stakeholder outreach opportunities. He reiterated that DMA takes seriously all changes which may cause hardship for providers. DMA will continue to work together with the PCS Stakeholder group.

d) DMA PCS Quality Improvement Initiatives (Cassandra McFadden, DMA)

- **Internal Audits:** DMA is reviewing provider files related to aide training and supervisory visits. The audits will evaluate files from a random selection of providers each quarter. Providers found out of compliance will be forwarded to Program Integrity. DMA has completed audits for the last quarter of 2015 and the first quarter of 2016. Providers who wish to know the results of their audit should contact DMA two weeks after submitting documentation.
- **Desk Reviews:** The desk reviews examined the assessments of beneficiaries who received adverse notices from November 2015 to May 2016, but who did not appeal the decision. The review found the assessments to be sound, and no follow-up assessments were ordered. DMA will provide desk review audit tool to stakeholders during next meeting.
- **Assessment Ride-Alongs:** Eleven assessment ride-alongs were conducted across the state, and will be continued throughout the year. Observing the assessment process allowed DMA insight into what assessors face in the field in different settings and in dealing with beneficiaries that are seeking services for multiple physical, cognitive, and behavioral needs. Providers may be present at assessments DMA observes.

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- **Customer Satisfaction Surveys:** Seventy customer satisfaction surveys were conducted with recently-assessed beneficiaries. DMA will have the results of those surveys at the next stakeholder meeting. Moving forward DMA will work to survey more ACH beneficiaries. During this round of surveys, DMA experienced difficulty in sample with identifying beneficiaries who resided in an ACH and were able to speak to their experience or a legal guardian that was present during the time of the assessment.

e) Policy Updates

The public comment period for the proposed PCS policy will end on 6/17/16. The policy is scheduled to be effective July 1st, 2016.

Eating ADL Impact - DMA identified via query beneficiaries who would be potentially impacted by the change in policy. Approximately 504 beneficiaries are projected to have a potential impact among 304 facilities. Providers who wish to have their impact per month identified should communicate by email with Cassandra McFadden, and include the specific NPIs for which they would like the impact assessed.

Reinstatement – Reassessment - Beneficiaries who will be reinstated or reassessed based on Pettigrew v. Brajer settlement will be notified by letter, and must contact Liberty to choose a provider or schedule an assessment. Beneficiary notifications are scheduled to be mailed in July.

Reconsideration Process – Policy amended to also include the Reconsideration process. A Reconsideration may be requested by a beneficiary who is at least 21 years old who receives an initial approval of less than 80 PCS hours per month. The Reconsideration request is a request to increase hours above the initial approval. It can be submitted if the beneficiary does not agree with the initial level of service as determined. *The Reconsideration process does not apply to beneficiaries seeking hours in accordance with Subsection 5.3.1b of the [PCS Policy 3L](#).*

3) Announcements

No announcements

4) Reports from Other Divisions

a) DAAS

No reports

b) DMA/DD/SAS

No reports

5) Meeting Adjourned at 1:50pm

Next meeting July 21, 2016