Division of Developmental Disabilities

District 1: July 8, 2020 District 2: July 15, 2020 District 3: July 22, 2020

Service Coordination & Provider Meeting 3rd Quarter 2020

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Agenda

- Welcome
- Electronic Visit Verification (EVV) in Nebraska
- Incident Reporting / GER Guide
- Incident Investigation / Follow-up Guide
- DD Policy Manual
- Upcoming Amendments to DD Waivers
- Provider Bulletins
- State Transition Plan Final Settings Rule
- The CARES Act
- Appendix K Payment Summary
- Open Discussion

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Electronic Visit Verification (EVV) for Medicaid Services

EVV Launch for Developmental Disability Providers

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Project Overview

- The Electronic Visit verification (EVV) project was result of a federal mandate requiring through the 21st Century CURES Act, signed into law December 13, 2016, State Medicaid Agencies have in place EVV solutions for certain services.
- The goal of the project is to implement an EVV solution so that all providers billing for services that include assistance with personal care are using EVV to record attendance to submit billing claims by the end of 2020.
- The purpose of this kick-off meeting is to introduce the NEBRASKA Therap EVV module Good Life. Great Mission.

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Project Background

To fulfill the federal requirement, an EVV system must record the following information:

- Date of service
- Location of service
- Time the service begins and ends
- Identity of the person providing the service
- Identity of the person receiving the service
- Type of service provided

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What is EVV?

EVV is a process that uses electronic technology to verify visits:

- Accurately verifies visit activity and services delivered that include providing assistance with personal care and home health care;
- **Provides transparency** via real-time data to improve health outcomes, operational efficiencies and program integrity;
- Improves communications between provider agency coordinators and providers in the community who are delivering services to participants;
- Reduces Medicaid fraud, waste, and abuse; and
- Improves claims processing and provider payments.



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Benefits of EVV

Participants

- Better health outcomes
- Better assurance of receiving services
- Ownership of care
- Flexibility for appointments and services

Providers

- Paperless billing
- Better insight into agency provider activity
- HIPAA compliant messaging
- Centralize authorizations
- Billing automation
- Faster payment



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Therap: An EVV Option for DD Providers

• Therap EVV module will be an option for DD providers providing services subject to EVV:

HCBS Developmental Disabilities Waivers Services (CDD and DDAD)					
Service	Service Code	Provider Type			
Independent Living	2639	Agency and Independent			
Supported Family Living	7494	Agency and Independent			
Medical In-Home Habilitation	9220	Agency			
Behavioral In-Home Habilitation	1796	Agency			
Respite	2656	Agency			
Respite (In-Home)	8148	Independent			
Homemaker	9393	Independent			
Homemaker	9769	Agency			

- The Therap EVV module is being offered to DD providers at no cost.
- Visit information will be sent from Therap to Tellus.
- Claims submission will still occur in the Tellus application.
- DD providers who chose to use the Tellus solution will need to notify DHHS-DD at <u>DHHS.DDProviderRelations@nebraska.gov</u> so the EVV module in Therap can be disabled.



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Nebraska EVV for DD Providers

Justin Brockie

July 2020



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MPSCT001 Last update: 04/20

Users in all 50 states and contracts with 20 states Helping People Live Better Lives.



Electronic Visit Verification



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Primary Data Collection Method: GPS via Mobile App





Secondary Data Collection Method: Offline

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Offline Slots Logout IME ZONE: AMERICA/NEW_YORK T-Log Image: Slots Check-In ISP Data Pending Check-Out MAR Choose action Check-Out Check-Out Offline EVV slot Cancel Upload	2:15 -		all 🗢 💷	2:15 -	,	
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Therap[®]

Check-in Exceptions

Schedule Slot	Approved 1	Time Zone : US Entered By : Mis Last Updated B 10:44 AM	a Cole, Behavior Therapist on 04/27/2020 10:42 AM y : Mia Cole, Behavior Therapist on 04/27/2020 Mia Cole, Behavior Therapist on 04/27/2020 10:42	
Staff	Mia Cole, Behavior Therapist	Self Checked-In	: Yes 🔶 👘	
Update Check-In	04/22/2020 09:03 AM			
Update Check-Out	04/22/2020 10:08 AM			
* Exception Code Description	Please Select - Individual / Guardian Declined Verification Individual is Displaced Individual Unavailable Mobile Device Issue Other Service Outside the Home Staff Error Staff Forgot to Check-In / Check-Out Telephony Issue	Update		ASKA Great Mission.



Scheduling Options

Schedule	14
View/Check-In	
Self Scheduling	
Search	
Offline Schedule	

• Pre-Schedule:



• Self-Schedule:

	Check-In	
	STAFF TIME ZONE: US/EA	STERN
Start Date		01/05/2020 01:00 P
Individual		Alexander Miller
Program	Ta	t Street (Group Home)
Service	onal Care Assistance / T10	19 , [Day: 1.0 Units, Week: 1.0 Units]
Staff	Jeffrey Hall, Direct	Support Profession
Billable		() Yes ()

Back

• Self Check-in:



Done

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Demonstration



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Implementation, Training & Support



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Implementation Process

- Phase I: Q2&3
 - Practice
 - Use scheduling in your regular account, based on current (attendance-based) Service Auths
 - No Billing
- Phase II: Q4&1
 - New Service Auths will come from DHHS-DD
 - Billing will be based on EVV data for EVV Services
 - Interfaced with Tellus for claims
 - Attendance billing still available for other services



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Implementation, Training & Support

Thorson®			Implementation, Tr	ainir
Therap	A	A B	LU	U
	1		Scheduling/EVV	
	1 2 3 4	Therap *	Disclaimer: The sample below is only a sample. It is merely a quide as to how implementation is conducted. Each provider should	
	2	priciap	exercise independent judgment when developing timelines and consider their own unique operations and circumstances.	
	3	X - Due Date -	Tasks Completed:	Timeline
	5	A Due Date	Training for Those Setting Up The Module	Week 1
	Ŭ		Identify Team Responsibilities	
			Provider Admins	
			Billing/Accounting Staff	Week 2
			Schedulers	
	6		Front line staff	
			Identify Equipment Needs	
			 Device/equipment needs - mobile devices with geolocation capabilities if using the EVV component; 	Week 2
	7		download Therap app to mobile devices • May use laptop/desktop/other devices if not using the EVV/geolocation component	
			Develop Policies and Procedures	
			 Review state requirements on how EVV data is going to be provided 	
			 What services will have schedules created by a scheduler vs staff using self-check-in? 	
			. Will web check in be permitted? (This is a global setting, so policies might be developed for different	
			services for whether they should use it)	
			What will be the daily/weekly hour work limits?	
			 Whether to require strict address validation for check-in? 	Week 4
			 How will authorized units per period be used in the service authorizations? 	
			Process for reviewing/editing check-in/out times	
			 How to deal with open shifts Expectations for when to check in. What is the expectation/process if checking in or out late? (What 	
			to include in your comment, contacting the scheduler, etc.)	
	8		How to handle overnight shifts	
			Contingency Planning	
			• Alternative check-in methods: Offline check-in, IVP/Interactive Voice Response (check-in via phone)	Week 4
	9		 Process for contacting scheduler if these options are not available 	
			Develop Timeline/Training Process	
			- Select your go live date	Week 4
	10		 Choose training options: onsite, train the trainer, recorded webinars/videos, Training Academy (if applicable), applies training of a particular start and the trainer. 	
	10		applicable), ongoing training after go live Complete Action Steps	
			Assign appropriate super roles prior to training	
			Create service description codes	
			Create service authorizations	Week 6
			Configure provider and manage staff	
	11		 Create individual and/or program based slots (for services that are not self check-in-able) 	
			Training and Go Live	
			 Notify staff of go live date/transition 	Week 7
	12		Identify and Train staff on check infout procedures	
			Reporting and Auditing	
			 Identify QA team Report library reports (Weekly Staff Report, Slot Report) 	Week 8
			 Audit scheduling data against other types of data (ISP Data, billing) 	WOOK 0
	13		Staff follow up and retraining as needed	
	14	A		



Implementation & Training

Training Academy

Self-Paced, On-Demand Training Courses

Free Courses Related to Therap's Electronic Documentation Software for I/DD Providers

Find a Course to Start Learning Now

Therap

Tutorial on Logging into the Training Academy:



This Video will give a summary of all the things that you need to do for logging into your Therap Training Academy. View Tutorial

In Car Cap	-			iled Implementa		
Agency:		Date: Start				
Therap Expert:		Start	Date:			
Agency PA's: Phase1: Days 0 - 60						
ID's, T-Logs, SCOMM, GER	, and Health	Tracking	Im	elementation Plan Checklist		
Module Name		Module Elements	to demonstrative implementation	tion Plan. Delay in milestones will result in lay in moving to the next module.	Timeframe	
	 Demogr 	g point and data transfers to other modules. aphic face page	Data will be	entered manually or imported via excel.		
	 Date of 		Date	Milestoria		
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Training Academy



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Q & A / EVV Wrap-up

Questions:

DHHS.DDProviderRelations@nebraska.gov

http://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx

21st Century Cures Act



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Incident Reporting/GER Guide

- The updated Incident Reporting GER Guide is on track for the planned implementation in August 2020.
- The instructions in this guide are for all providers of developmental disabilities waiver services (both agency and independent) unless otherwise stated.
- The GER guide:
 - Outlines who is responsible for reporting incidents and timelines for required reporting;
 - Defines reportable incidents; and
 - Describes how incident information should be entered in Therap.
- The Supplemental COVID-19 guide was added to GER guide and stand-alone COVID-19 guide will be removed.

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Incident Reporting/GER Guide

- The guide only covers incidents that must be reported to the Division of Developmental Disabilities (DHHS-DD) in Therap via a General Event Report (GER) with high notification level. Providers may choose to document other incidents in low/medium notification level GERs, but instructions for doing so are not in the new guide.
- The guide outlines DHHS-DD expectations for submission of GERs, but does not give instructions for access and use of the GER module in Therap.
- Therap user guides and training courses are available on the <u>Therap Help and</u> <u>Support site</u>.
- DHHS-DD will provide training opportunities for providers and service coordination prior to implementation.
- Tentative WebEx training for GER Guide: weeks of July 20 & 27.

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Incident Investigation and Follow-up Guide

- The Incident Investigation Guide is planned for implementation shortly after the implementation of GER guide.
- The instructions in this guide are only for certified agency providers.
- This guide outlines requirements for investigation of reportable incidents including:
 - When investigation must be completed;
 - Timelines for completing investigation;
 - What the investigation must include; and
 - How the investigation is documented and submitted to DHHS-DD.

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Incident Investigation and Follow-up Guide

- Each investigation includes:
 - Review of the initial incident report (GER General Event Report), the participant's ISP, and other available information;
 - Assessment of whether supports and services were being provided as required immediately before, during, and after the incident, and
 - Determination of any action needed to ensure the safety of the participant and reduce the frequency and severity of reportable incidents over time.
- DHHS-DD will provide training opportunities for providers and service coordination prior to implementation.
- Tentative WebEx training for Investigation Guide: July 29, 30, and 31.

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DD Policy Manual

- The planned publication and implementation is August 2020.
- There will be presentations via WebEx for stakeholder groups. TBD
- When changes are needed, a draft of the updated policy manual will be posted, with revisions clearly marked.
- The DD advisory group will seek input and feedback from stakeholders and recommend revisions to DHHS-DD.



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Policy Manual Purpose

- The policy manual outlines the requirements and procedures for Medicaid Home and Community-Based (HCBS) Developmental Disabilities (DD) Waiver services.
- The manual contains no new requirements, but rather arranges the current requirements and procedures into a comprehensive single document.
- The manual will replace some publications currently posted on the DHHS-DD public website.

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Authority of DD Policy Manual

The DD policy manual is a supplement to:

- Federal law, including 1915(c) of the Social Security Act;
- The Code of Federal Regulations (CFR), Title 42;
- The Medicaid HCBS DD Waiver applications approved by the Centers for Medicare and Medicaid (CMS);
- Nebraska Revised State Statutes (Neb. Rev. Stat. §); and
- The Nebraska Administrative Code (NAC) of Regulations.

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DD Policy Manual Intended Audience

- A person with a developmental disability, a family member, a guardian, or an advocate: The policy manual helps understand the system. It provides specific definitions and outlines processes. It supports people to navigate Medicaid HCBS DD Waiver services.
- DHHS-DD Service Coordinator: The policy manual helps effectively facilitate person-centered planning and services, provide resources and referral information, and monitor the delivery of Medicaid HCBS DD Waiver services.
- DD services provider: The policy manual helps deliver quality habilitative services and supports, and helps ensure the health and safety of those served. All providers of DD services must comply with this manual.

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DD Policy Manual Content

- The policy manual has nine chapters and three appendices.
- The chapters cover:
 - Introduction
 - Eligibility, Wait List, and Entry into Services
 - Participant Rights and Rights Restrictions
 - Service Coordination
 - Individual Support Planning and Implementation
 - Self-Direction
 - Provider Requirements
 - DD Waiver Service Definitions
 - Partnership with VR
- The appendices include Acronyms and Abbreviations, a Glossary, and Contacts and Resources.



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Upcoming Amendments to DD Waivers

- Plan is to submit amendments to CMS in December 2020 for March 2021 implementation.
- Add new service definitions for Adult Day Habilitation (0394 and 4154), Child Day Habilitation (4154), Hospital Support (4154), and Therapeutic Residential Habilitation (4154).
- Remove Adult Day, Habilitative Community Inclusion, and Habilitative Workshop (0394 and 4154)
- Add clarification to Continuous Home, Host Home, and Shared Living (4154).
- Add unlicensed, non-certified independent agency provider type to Respite and Supported Family Living (0394 and 4154).
- Remove inaccuracies in Prevocational and Supported Employment Individual (0394 and 4154).
- Add additional limitations to Behavioral In-Home Habilitation and Medical In-Home Habilitation (0394 and 4154).
- Remove partial daily rate for Residential Habilitation (4154) and Respite (0394 and 4154).
- Add additional limitation to Transportation (4154).
- Researching virtual support.

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Provider Bulletins

DHHS-DD has recently published new bulletins and updating others.

- Updated Provider Bulletins:
 - PB 19-05: DD Services Fee Schedule Updated 06/05/20
 - PB 19-02: Guardians Employed by Medicaid HCBS DD Agency Service Providers Updated 06/15/20
- New Provider Bulletins:
 - PB 20-05: 2019 Novel Coronavirus (COVID-19) Reporting Requirements Issued 5/21/20
 - PB 20-04: Notification and Assessment Requirements for New HCBS Sites Issued 4/13/20

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State Transition Plan – Final Settings Rule

- DHHS-DD is currently working on updating the "final" version of the State Transition Plan (STP) to be resubmitted to CMS.
- DHHS-DD is waiting on direction from CMS regarding the necessity of a public comment period for this iteration of the STP.
- Provider Bulletin 20-04 was written to support the STP, as we are required to assure all new settings are compliant prior to beginning HCBS Services in the setting.
- Monitoring of previously assessed settings will restart later this year.
 - Because monitoring will be done in-person, it is not clear when it will begin due to COVID-19 concerns.
 - Agencies will be notified once a timeline is determined.

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Final Settings Rule Self-Assessments

The project to self-assess all currently-operating settings, which did not have an assessment previously, began June 8 and will go through the end of the year.

- Each agency provider was given a settings list and a specific timeframe in which to submit self-assessments via a specific Survey Monkey link.
- Reminder emails will go to agency providers the week before their assigned timeframe is to start.
- When timeframe ends, DHHS-DD will review assessments and respond within 20 business days of receipt of all assessments.
- Do not submit assessments prior to your timeframe.
 DHHS-DD cannot guarantee a timely response if submitted before the assigned timeframe.



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The CARES Act

CARES stands for the Coronavirus Aid, Relief, and Economic Security Act.

- It became public law March 27, 2020.
- It is a \$2 trillion economic stimulus package which includes provisions regarding:
 - Healthcare;
 - Relief to businesses and organizations;
 - Relief to individuals;
 - Defense contractors; and
 - Mail delivery.



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The CARES Act – Impact

- Waiver funds may be utilized for the provision of care/services in an acute care hospital for waiver participants as long as:
 - The care/services are identified in the participant's plan of care;
 - The services are intended to meet needs not met through the provision of hospital services;
 - Not a substitute for services the hospital is obligated to provide; and
 - The purpose must be to ensure smooth transitions between acute care settings and HCBS settings.
- **NEW** CARES Act Provider Relief Fund:
 - An additional \$15 billion has been allocated for Medicaid and CHIP providers.
 - Nebraska Medicaid Provider Bulletin 20-20 addresses the availability of these additional funds. This bulletin can be found online at:

http://dhhs.ne.gov/Medicaid%20Provider%20Bulletins/Provider%20Bulletin%2020-20.pdf

Appendix K Payment Summary

Appendix K expenditures as of June 27, 2020:

Appendix K Provision	TOTAL
Retainer Payments	2,060,443
Rate Increase Payments	11,796,329
Alternative Setting	1,836,713
Remote Delivery	17,684
Rate Increase Only	4,686,501
Retroactive Rate Increase Payments*	5,255,431
TOTAL	13,856,772
Agency Providers	13,324,918
Independent Providers	531,854

*Payments made for services already billed (provided 3/6/20 to 4/15/20).

** Includes additional FMAP during emergency declaration.

Important Reminder:

- In August 2020 DHHS-DD will complete a final review of paid claims eligible for rate increase for dates of service 3/6/2020 to 4/15/2020.
- To be considered this payment, all claims must be submitted for billing by 7/25/2020.

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