

THE EXCELLENCE NETWORK

**OUR PURPOSE:
IGNITING AND FUELING A PASSION FOR LIVING
LIFE TO THE FULLEST THROUGH LEARNING,
INNOVATION AND COLLABORATION**



AGENDA

8/16/19

Hosted by Consumer Support Services

• Old Business/Updates

- **DSP Magnet Workshop**- any feedback? Was it useful?
- several people present had attended; said they had made changes to their processes immediately and continue to do so. People who couldn't attend asked if we could share the materials. Will send with the mtg. minutes.
- **New ISP Process** – review of new ISP process that started 7/1/19.
 - SCs starting ISP process 120 days (4 months) ahead of ISP due date.
 - First step is to talk to person, family, Providers; THIS is the best time to give input
 - Providers continue to have 7 business days to review the ISP and return signature page.
 - Will request signatures 1x only-
 - Assure that your internal processes support this! Otherwise, you risk providing unauthorized services.
 - Consider having multiple people receive draft ISPs
 - Take a look at your review process: any way to streamline?
 - After 7 business days, the ISP with received signatures will be distributed to the team.
 - If you haven't signed, you can still review and sign off if it's before the ISP start date. A new copy of the ISP will be distributed with your signature.

- Providers asked if there's a way for changes in the ISP to be flagged, especially since there will be a longer time between when they give feedback (at the start of the process) and when the draft plan is completed. David will pass this request on to SC management and bring back the response.

• New Business

- **Level One Waiver & Benefit Management Funding Challenges**- *much discussion! Consensus that benefit management is NOT a billable service; people with L1 waivers don't have the service hrs. available, and that Providers are doing this for free(!). They know they can decline to sign plans that include benefit maintenance, but won't because they know people HAVE to have this.*
- This is a systems issue. David will initiate conversations w/ LCBDD staff, and report back to the group.
- **Additional administrative time/cost to address service ratio needs** – *did not discuss*

- **EVV**- started 8/5/19! How's it going so far?
 - From a recent update on EVV: "As a reminder, even though claims will not be denying for the EVV edit, EVV will still be a program requirement and any claims submitted for dates of services on or after August 5, 2019 are subject to audit, and findings can require repayment to the State for any services not meeting the EVV requirement."
 - Sandata & ODM offering "refresher" trainings for Providers who have already completed the full, initial trainings. The refresher training classes will include these topics:
 - Where you find your login credentials to the Sandata system
 - Logging into the Sandata EVV system for the first time
 - Setting up clients
 - Setting up users (for Agency providers)
 - Setting up employees (for Agency providers)
 - How to log visits using the Sandata Mobile Connect application, telephony, or manual visit creation
 - Maintaining visits in the EVV portal

Here is the link to register for training: <https://www.sandatalearn.com?KeyName=ODMP2Refresher>
 After logging in to the Sandata Learn platform, click on either the "Catalog" or "My Courses" button on the dashboard. Find the "ODM-EVV Phase 2 Refresher Classroom Training". Click view. Select the day and time you would like to attend.

- *discussed and shared experiences so far. GP is using the Sandata app. on staff's phones, is going well. CDS is using Sandata-supplied devices, which are not working well. Plan to look at using the app. NRH planning to use Advisor, but the vendor is waiting for state approval.*
- *Teresa Whipkey shared additional helpful info, which is on the last page of the minutes.*
- *David will resend list of codes affected by EVV. (Attached to email.)*

- **Employment Transportation**- a northern Ohio county has a collaboration model; each participating Provider takes a day where they do the transportation. There is a staff person (housed where?) who coordinates. Is there any interest in Licking County on collaborating around this?
 - *delayed discussion until next mtg.*
- **Monthly Rate Calculation (MRC)** – for situations where people share services
 - If you provide over the 3% threshold, send an email to Wendy Wells, Sarah Quinn, and the SC(s) letting them know, and explaining why. Data would be helpful if possible, but not required at that point. Send the email ASAP, because there is a 60-day window in which to get it corrected and the Provider paid.
 - *NRH & CDS both have sites that have moved to MRC.*
 - *Concern expressed that for small agencies during a staffing crisis, they may frequently be below the 3% cutoff and will lose funding.*
 - *Providers called out Wendy Wells & Sarah Quinn as being AWESOME to work with!*

- **Over-utilization/Moving funding between mileage and HPC-** if this needs to happen it should come through the SC, and may take an addendum if it changes services in the ISP (if going from 5hrs./wk. to 4, etc.).
- *Waiver dept. has already been redirecting requests to the SC and team.*
- **Employment Support Specialists joining Voc. Hab. teams-** any feedback?
- *delayed until next month*
- **APSE Job Developer training-** Sept. 10th at E.S. Weiant. Scholarships available through LCBDD (5 per agency max.) Please contact David if interested.

- **Miscellaneous**

- PNB Cares event- in the past they have volunteered to do projects during a 2 week period. Will be doing it through-out the year now. "To request help with a project, please feel free to work with your Park Banker, or email [Mallory Wilkins \(MWilkins@ParkNationalBank.com\)](mailto:MWilkins@ParkNationalBank.com) with the details."
- Please be aware that LCBDD's Waiver Dept. has to prioritize tasks. Because of this, things may not get done in the order they are received. Please let David know if you have any concerns.

- *Providers ask the Waiver dept. not to take requests for updates personally. Staff is often being asked by others in their organization for status updates.*
- LCBDD will fund the DSP longevity add-on for locally-funded HPC services provided by Direct Support Professionals who meet the conditions for the add-on.

Next Mtg: 10:00, Friday, September 20th, 2019

Location: E.S. Weiant Center, 116 N. 22nd St, Newark OH 43055

EVV updates:

- EVV is used for HPC time only. It is not to be used for on site on call support.
- The free Sandata devices are on backorder. The app is called "Sandata Mobile Connect" and can be downloaded to any mobile device. GPS services must be activated. GPS location is not matched to the billing record for people supported by DODD.

(continued)

- If the provider does not select the client during call-in, the system will ask questions that are not applicable to people supported by DODD. Including the location. The system will also list many service codes.
- EVV errors will appear on billing remittances for DOS 8/5 and beyond. If the error says EVV anywhere in the message, that error will not cause your billing to be held-up. Medicaid asks that providers review each of these messages to be sure the cause is understood and corrected.
- Debbie Jenkins, Ohio Health Care Association, presented at the Provider Relations meeting county board staff. She said providers must use the electronic method of logging call-in and call-outs for EVV whenever possible. The telephony and entering directly in the database options are available only for when the electronic method is not available or the provider forgets to use it (each circumstance must be documented in the notes for audit purposes). Families can refuse to allow the device to be used. They can even refuse to allow mobile devices to be used (must be in the person's records with the County Board, providers should have a copy of this from the service coordinator).
- Even though Medicaid has not stopped the processing for bills for EVV errors, the use of EVV was mandated for August 5, 2019. Providers found not using the system during an audit - once the rule is in place - can be asked to return all waiver payments. Documentation of all efforts is important. This documentation should be kept in a place where they can be useful during future financial audits.
- Technical support for Sandata telephone number: 855-805-3505. They can be reached by Email EVVProviderHelpDesk@etraonline.net
- Medicaid's phone number for any other questions 800-686-1516.

Let me know how I can help. Thanks. Teresa Whipkey 740-322-6907