

West Virginia I/DD Waiver Quality Improvement Advisory Council Meeting Minutes		January 11, 2023 11:00am-2:20pm Zoom Meeting
Voting Members Present:		
<input checked="" type="checkbox"/> CHAIR Jason Bowlick Provider Term exp: 6/30/2024	<input checked="" type="checkbox"/> Christine Dickson Provider Term exp: 6/30/24	
<input checked="" type="checkbox"/> Clyde Delmer Davis Program M/F Term exp: 9/30/25	<input checked="" type="checkbox"/> Brad Blackburn Provider Term exp: 6/30/24	
<input type="checkbox"/> Michael Hite Program M/F Term exp: 3/31/2025	<input type="checkbox"/> Charity Register Provider Term exp: 6/30/24	
<input checked="" type="checkbox"/> Marilyn Nichols Wolfingbarger Program M/F Term exp: 6/30/24	<input checked="" type="checkbox"/> Gillian McCarty Stakeholder Term exp: 12/31/2025	
<input checked="" type="checkbox"/> Tracy Bowman Program M/F Term exp: 6/30/24		
<input checked="" type="checkbox"/> Becky Frampton Program M/F Term exp: 9/30/2025		
<input checked="" type="checkbox"/> Jason Jones Provider Term exp: 9/30/25		
Ancillary Members Present:		
<input type="checkbox"/> Ashley Skeens Term exp: 9/30/23	<input checked="" type="checkbox"/> Christi Hamilton Term Expires: 3/31/23	<input checked="" type="checkbox"/> Mary Lea Wilson Term Expires: 12/31/23
Other Representatives Present:		
<input checked="" type="checkbox"/> Tracy Bowman WVU CED SFCP Prg.	<input type="checkbox"/> Susan Given DRWV	<input checked="" type="checkbox"/> Taniua Hardy DRWV
<input type="checkbox"/> Steve Wiseman DD Council	<input type="checkbox"/> Linda Higgs DD Council	<input checked="" type="checkbox"/> Lisa Purkey PPL
<input checked="" type="checkbox"/> Stacy Broce BMS	<input type="checkbox"/> Randy Hill BMS	<input checked="" type="checkbox"/> Nasim Molavi PPL
<input type="checkbox"/> Laura Barno BCF	<input type="checkbox"/> Kara Young KEPRO	<input checked="" type="checkbox"/> Steve Brady BBH
<input type="checkbox"/> Emily Proctor KEPRO	<input type="checkbox"/> Jim Patterson OHFLAC	<input checked="" type="checkbox"/> Carissa Davis Olmstead Coordinator
<input type="checkbox"/> Josh Ruppert KEPRO	<input type="checkbox"/> April Goebel KEPRO	<input checked="" type="checkbox"/> Lori Tyson BMS
<input type="checkbox"/> Ashley Quinn KEPRO	<input checked="" type="checkbox"/> Courtney Sites KEPRO	<input checked="" type="checkbox"/> Rebecca Jennings OHFLAC
<input type="checkbox"/> Lia Billings DRWV		
Public Present:		

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MINUTES

Agenda Item	Welcome	Presenter	Adam Stephenson Council Chair
Discussion and Conclusions:			
<ul style="list-style-type: none">Jason Bowlick (Chair), called to orderReview of October 2022 Meeting Minutes<ol style="list-style-type: none">Mary Lea Wilson moved to approveChristine Dickson secondedMinutes approved by majority vote			
Action Items	Person Responsible	Deadline	
None			

Agenda Item	Membership Status Update	Presenter	Courtney Sites KEPRO
Discussion and Conclusions:			
<u>Applicants:</u> <ul style="list-style-type: none">None			
<u>Vacancies:</u> <ul style="list-style-type: none">General StakeholderGeneral StakeholderAncillary will be vacant when Cristy Hamilton's term expires on 3/31/23.			
<u>Elections:</u> <ul style="list-style-type: none">Will hold elections prior to April 2023 meeting. Any nominations or applications should be sent to csites@kepro.comCouncil agrees to hold nominations and vote via email for the available co-chair position. Jason Jones and Christine Dickson were nominated. Voting Members are to email Courtney today with their vote for Co-Chair.			
<u>Update:</u> <ul style="list-style-type: none">Michelle Mount has retired from the CED as of 1/6/23. Michelle requested that all correspondence go to Lesley Cottrell or Tracy Bowman, which Tracy is attending today's meeting and has the update for SFC.			
Action Items	Person Responsible	Deadline	
None			

Agenda Item	General Program Updates	Presenter	Stacy Broce BMS
Discussion and Conclusions:			
<ul style="list-style-type: none"> • Stacy report that twenty deaths reported and only have seven death certificates. All seven were natural causes and not sure about the remaining thirteen. • Stacy reported that providers were notified of rate increases. Jason Jones and Gillian McCarty requested that BMS follow up to ensure the agency employees actually received an increase or bonus. • Stacy reported that BMS was just notified that the Public Health Emergency has been extended again to 1/31/23. • Delmer stated that we fight to get everyone in home and out of institutions and this is what he's concerned about. Stacy explained that it's been challenging the past several years; work force issues, the waitlist was cleared, the largest agency in the state was placed on a residential hold. Stacy explained that she is hopeful that things will get better and that is the purpose of this council. 			
Action Items		Person Responsible	Deadline
None			

Agenda Item	OHFLAC	Presenter	Rebecca Jennings
Discussion and Conclusions:			
Not specific to I/DDW, but in 2022 there were 76 providers identified and half of the allegations were substantiated.			
Action Items		Person Responsible	Deadline
None			

Agenda Item	Disability Rights of WV	Presenter	Tania Hardy
Discussion and Conclusions:			
<p>Started discussion on "patient dumping" at state hospitals, Sharp and Bateman. Gillian expressed that it's over rates and agencies not wanting liability of behavioral members. Christy Black expressed that the program needs people better trained on more difficult behavioral members. Brad Blackburn expressed that it's a statewide issue and members are having dual diagnoses that providers aren't able to manage. Steve Brady stated that of the 50 in the hospitals 19 are active/eligible for I/DDW and those 19 are forensic (have committed crimes). There is a lack of emergency sites and the agencies need to be held accountable. Steve explained that the appropriate behavioral interventions need to be implemented by the appropriate staff and reassessed on a regular basis.</p> <p>Stacy addressed the comments made during the DROWV discussion regarding the staffing shortage, direct care staff training curriculum, and rate increases. Stacy explained that policy states members cannot be transferred/discharged but policy has to be relaxed right now because of the BSP shortage. Stacy also explained that the Bateman spreadsheet is not accurate and that there are more than are being reported on.</p>			

Action Items	Person Responsible	Deadline
None		

Agenda Item	PPL	Presenter	Nasim Molavi
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Discussion and Conclusions:

- Nasim reviewed the sub-committee findings from the meeting and the draft PPL FAQ for CMs and members that was held on 11/15/22.

Mission: To ensure Participants receive services that best match their needs while remaining conflict free.

Objective: Identify roadblocks to the referral process and service provision due to Conflict Free Case Management, evaluate solutions, and provide actionable recommendations.

Attendees: Cristy Hamilton, Jason Bowlick, Nasim Molavi, & Taniua Hardy

Roadblocks: Discussion of current and foreseeable issues

- Agency Services:
 - Cristy: CM's are having to make referrals to PPL, not because the folks want to self-direct, but because the new algorithm cut budgets and this was the only option to maintain their hours and services. Cristy sees that as a big driver for referrals to PPL.
 - Jason: agency's also have a hard time finding people, but they are required to do so and must use the unit rate to help pay for that. Agencies must employ someone who does billing, recruiting, all of that takes money and that money comes from the rate per unit. Makes it hard to offer pay rates that are competitive with what they get through self-direction.
 - Taniua: PPL is not the employer; the member is the employer and PPL is there to help them navigate the self-directed option. Personal Options is just that, it's an optional service that the member can choose if it meets their needs. PPL doesn't deduct money for overhead from the participant's budget because they're not an employer offering the same services as an agency. The money goes directly to the member instead of toward a business to run a business. For example, a parent can choose to send their child to public school where a teacher and administrator develops the curriculum, instructs the children, etc. Or that parent can choose home school, where the parent has to develop the curriculum and do the instructing. Both have their own positives and negatives that don't crossover because the nature of the service is different.
 - Cristy and Jason both agree that a driver for referrals to PPL is the rate of pay and ability to move money, but also freedom from all the rules members have to follow when they're with a traditional agency.
 - Good to know: Direct Care agencies cannot start billing until a worker starts billing. CM agencies bill the PMPM rate regardless.

- Self-Directed Services:
 - Cristy & Jason: CM's are not familiar with PPL systems, so they're unable to assist their members with PPL related issues like electronic billing and how to navigate the systems.
 - Nasim: PPL outreach to agencies for informational sessions or helpful trainings would be super helpful. We have teams who have worked on materials and scheduling with agencies but that was halted when covid happened. Also, in the past agencies pushed back on allowing us to disseminate information or training materials because they viewed it as free marketing, and an unfair advantage to PPL. However, our goal isn't recruitment of referrals, it's providing information to agencies and CM's so they can help their members make informed decisions about their service options.

Solutions: what can we do to minimize the roadblocks discussed above

- Revamping the process of an initial Waiver assessment, maybe a video recorded by BMS or Kepro that they play during the Kepro assessment explaining traditional and self-directed service options so that everyone gets the same information, every time.
- Informational sessions/presentations to providers/CM's about PPL services. Perhaps monthly or quarterly. Optional and informational, for agencies and CM's only, not waiver recipients.
- PPL create One-pagers with frequently asked questions so CM's can review or distribute to families.
- PPL staff touching base with referrals prior to accepting that referral, so the member has the opportunity to ask questions and self-select out of personal options if they decide it's not what they thought it was or not a good fit for them. Cannot reject a referral b/c it is the participant's choice.
- Increased Communication between PPL and Agencies.
- If the referral is turned back from PPL to the agency, then the agency that accepts that referral gets a specialized rate to get overhead cover for the extra supports. That way the agency doesn't lose money accepting folks that they also can't staff immediately.
- Allowing agencies the same rules as PPL like moving money from one service into another, flexible schedule, PDGS. Tania brought up potential issues ensuring the agency allocates that money properly for the member and it not going back into agency overhead. Jason suggested an attestation if the agency accepts the referral to regulate agency payouts so they're responsible for moving the money into another service but making sure that it's going to the participant.

Recommendations: how do we apply our solutions to real-world practices?

- BMS and Kepro: Record a video to present during initial and annual Kepro assessments explaining traditional and personal options. Reduces the chance for misinformation or unfair promotion of one service vs the other.

- Agency steps: Review any materials developed by PPL and approved by BMS for distribution when the time comes, so they are informed about self-direction and can educate their members on which options best serve their wants and needs.
- PPL steps:
 - update the CM/RC side by side and make a one-pager out of the email reviewed during today's meeting that lists specifics like maximum pay rates, who handles provider's taxes, and other details about self-direction that the team felt was helpful. Requires BMS approval.
 - Host informational sessions for agencies and case managers.
 - Touch base with referred members prior to accepting the referral so they have a chance to figure out if self-direction is the right fit and self-select out if they decide that it isn't.
- Overall waiver recommendations? Look at giving agencies more freedom like moving units from PCS into mileage. Maybe offering PDGS.
- Policy changes? If members start self-selecting out of referrals to personal options what are the agencies going to be expected to do when they don't have staff or cannot find another agency who will accept the member?

PPL FAW for CM's and/or members

- Pay Rates: maximum \$10.96 for biological and adoptive parents (only), and \$9.88 for all other employees.
 - Why? Because the participant is the Employer of Record on the self-directed program, and a biological or adoptive parent of the employer is exempt from paying into Medicare/Social Security so that extra \$1.08 does not come out of their pay.
 - Adjustable rates? Families can choose to pay anywhere between the maximums listed above and at minimum, the current minimum wage. Reducing the wage increases the amount of hours available.
- Overtime: Overtime only applies to employees who do NOT live with the participant and pays at time and a half
 - Live-in workers are exempt from overtime and may work over 40 hours a week at straight pay
 - Non-live-in workers will be paid time and a half for any hours worked over 40 in one week (Monday to Sunday). This may eat up the budget more quickly, but that's ok if they have the funds left
- Taxes: During enrollment the PPL RC will complete a tax packet with the participant giving us permission to serve as basically their human resources and payroll.

- PPL submits the employee's W-4 and issues a W-2 at the end of the year
 - PPL deducts taxes from each paycheck according to the employee's choices on their W-4
 - The participant is not involved in calculating taxes
- Benefits: The participant is the employer of record so there are no benefits to offer their employees
 - No medical benefits
 - No holiday pay or mandated holidays (although the participant and employee can choose to have them work during the holidays or not)
 - No worker's compensation, the participant should see their home insurance for options
 - PPL handles unemployment claims
- Scheduling: Flexible and up to the participant to determine with their employee
 - We do not require a set schedule as long as the participant is mindful not to schedule the employee if there aren't hours available
 - No one employee should work over 16 hours in one day, but we recommend staying around 12 to avoid red flags with Medicaid
- Billing: follows a two-week payroll schedule
 - PPL does not monitor each timesheet submission, that is the responsibility of the participant or their program rep
 - The participant or their program rep are responsible for making sure time is turned in according to the payroll schedule to avoid delays in payment
 - Program representative should be reviewing time submissions and ensuring they match the time worked and do not exceed the funds available
 - EVV is required for any non-live-in employees, ie Respite workers.
- Programs Representatives: The participant may choose a person they are close with (who isn't an employee) to assist with the requirements of being an employer
 - Program Reps can sign off on PPL related paperwork for the participant
 - Program Reps will review billing submissions on the participant's behalf to ensure they are accurate and timely
 - Program Reps will be a point of contact with the PPL RC for monthly updates on health/wellness, billing, trainings due, etc.
- Training Requirements: each employee must have CPR/First Aid from an approved vendor on BMS's website, pass a CBC through WV Cares, and complete the training packet we provide during enrollment
 - Program Reps are not required to have any training.

- Budget Authority: the participant may use funds from one service into another that they decide is more important for their needs. There are specific rules here
 - Mileage funds can be moved into Person Centered Supports or Respite to increase the hours. Helpful for folks who may not travel as much, but could use some extra hours of support.
 - Person Centered Supports funds can be moved into Respite so the Respite worker has more hours available to support the member.
 - Never can Respite funds be used for any other service.
 - Never can Respite or PCS funds be used to increase the amount of miles per budget year. You can put more miles into one month and less in another, but the total miles billed cannot exceed the total number of miles approved for the year by Kepro.

Action Items	Person Responsible	Deadline
None		

Agenda Item	Specialized Family Care Program	Presenter	Tracy Bowman
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Discussion and Conclusions:

Bed Count: 13 total available.

- 2 Adult Female
- 1 Adult Male
- 4 Adult Male or Female
- 6 Adult or Child, Male or Female.

The report shows the current homes available, the county, and other individuals in the home (ex. M/F or Child or adult). Michele Mount, Program manager for SFC, retired and her last day was 01/06/23. They have not heard who the interim program manager will be. They also had an FBCS who has taken a position with the DHHR and her final day was 01/03/23. She covered Region 10 which includes the following counties: Morgan, Berkeley, Jefferson, Mineral, Hampshire, Hardy, Grant, Pendleton, Tucker and Randolph, (Potomac Center Liaison). Region 10 will be covered by FBCS Erica Icenhower who is out stationed in the Ohio County DHHR office.

Action Items	Person Responsible	Deadline
None		

Agenda Item	Public Comment	Presenter	Public
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Discussion and Conclusions:

None. No public present.

Action Items	Person Responsible	Deadline
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None		
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Agenda Item	Discussion/Adjournment	Presenter	Jason Bowlick Council Chair
Discussion and Conclusions:			
Motion to Adjourn by Mary Lea Wilson Seconded by Brad Blackburn Meeting adjourned at 2:20pm.			
Meeting Minutes Submitted by: Courtney Sites, January 11, 2023			