

*Personal Assistance Oversight Committee Minutes  
Wednesday, September 21, 2016 1:00 – 3:00 (MDT) 12:00 -2:00 (PDT)*

<b>AGENDA ITEMS</b>	<b>LEAD</b>	<b>DECISION / ACTION ITEMS</b>
Welcome, and Roll Call	Beth Kriete BLTC Bureau Chief	<p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• <i>Committee Members Present: Phone: Jan Carpenter, Deborah Mehraban, Rei Walker, Raul Enriquez Video: Dean Neilson, Brett Waters, Melanie Belnap, Chris Barrott In person: Sharon Anitok, Beth Kriete, Ali Fernandez, Tammy Ray, Marcie Young Guests: Sara Stith-Medicaid, Alex Scott -LINC Absent excused: Kevin Thorson, Karen Raine, Lisa Martin</i></li> <li>• <i>Absent unexcused: Jim Vercruyssen, Tracey Motley (Thompson), Dana Gover, Tracy Martin, Hope Brackett, Cathy McDougall</i></li> </ul>
<b>OLD BUSINESS</b>		
Read, Review and Approve DRAFT Minutes from March 16, 2016	Beth Kriete	<p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• <i>No Action Items were carried forward from March 16, 2016 meeting</i></li> <li>• <i>There were no minutes from the June 15, 2016 meeting as this meeting was canceled due to lack of attendance</i></li> <li>• <i>On the DRAFT Minutes from the March 16, 2016 PAO meeting – There is a correction on Page 2 under the Idaho Home Choice Update – 1<sup>st</sup> bullet should have been “IHC is currently at 377 Transitions with 56 so far for 2016”. Correction will be noted and following committee approval minutes will be posted</i></li> <li>• <i>Motion to Approve Dean Neilson and motion seconded by Sharon Anitok</i></li> </ul>
<b>PLANNING</b>		
PAO Committee Composition	Beth Kriete	<p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• <i>We currently have three vacancies – Participant Central HUB, Participant Eastern HUB and Personal Assistant Statewide</i></li> <li>• <i>We have one Participant member from the Eastern HUB whose term expired on 9/11/16 She has been nominated and agreed to serve for another term – Tracy Martin – nominated by PAO member Dean Nielsen – LIFE Agency</i></li> <li>• <i>Tracy was absent and we will hold her nomination until next meeting</i></li> </ul>
<b>MONITORING</b>		
VEYO Update	Sara Stith Medicaid Contract Manager	<p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• <i>Sara answered questions from members related to the contract process, requirements and quality assurance monitoring of the VEYO transportation contract</i></li> <li>• <i>If you have questions, need to schedule a ride, would like to sign up to be a provider, please go to the Veyo link <a href="https://idahotransport.com/">https://idahotransport.com/</a></i></li> <li>• <i>Veyo/Healthcare Logistics 8150 Emerald, Suite 170 &amp; 180 Boise, ID 83704 877-503-1261 <a href="http://www.IdahoTransport.com">www.IdahoTransport.com</a></i></li> </ul>

		<p><i>Business Hours: M-F 8am – 6pm Mountain Time</i>  <i>Transportation Services are available 24/7</i></p> <ul style="list-style-type: none"> <li>• <i>If you have specific issues with Veyo – contact Sara Stith at <a href="mailto:StithS@dhw.idaho.gov">StithS@dhw.idaho.gov</a></i></li> </ul>
<p><i>Home and Community Based Services (HCBS) Update</i></p>	<p><i>Ali Fernàndez</i>  <i>BLTC Alternative Care Coordinator</i></p>	<p><b><u>Action:</u></b></p> <ul style="list-style-type: none"> <li>• <i>Ali gave an update on the progress of the Medicaid Home and Community Based Services (HCBS) Rules that went into effect on July 1, 2016</i></li> <li>• <i>Medicaid continues to work with CMS – CMS has given initial approval of Idaho’s Statewide Transition Plan</i></li> <li>• <i>Medicaid has been holding WebEx presentations since July 28, 2014, in an effort to share the progress of these Rules and the impact that they have on Idaho Medicaid Participants and Providers</i></li> <li>• <i>Through this process it was evident that WebEx and conference calls were not a comfortable learning situation for some providers – they need person-to-person training</i></li> <li>• <i>During the month of October the team has been holding in-person trainings around the state geared to Certified Family Homes (CFH) and Residential Assisted Living Facility (RALF) Providers</i></li> <li>• <i>Marcie will send HCBS Provider Training Calendar to PAO committee members</i></li> <li>• <i>Training for in home services and Personal Care Service (PCS) Agencies are being developed and will be available in the next couple of months</i></li> <li>• <i>For additional information <a href="#">HCBS Final Rule</a></i></li> <li>• <i>If you have specific questions - contact Ali Fernàndez at <a href="mailto:Fernanda@dhw.idaho.gov">Fernanda@dhw.idaho.gov</a></i></li> </ul>
<p><i>Idaho Home Choice Update</i></p>	<p><i>Tammy Ray</i>  <i>IHC Project Manager</i></p>	<p><b><u>Action:</u></b></p> <ul style="list-style-type: none"> <li>• <i>Tammy gave an update on the Idaho Home Choice (IHC) Money Follows the Person Demonstration Grant</i></li> <li>• <i>Idaho Home Choice has transitioned 382 participants since October 1, 2011</i></li> <li>• <i>Benchmark for 2016 is 97 transitions and 60 have been completed for CY2016. IHC currently has 55 participants in the transition process, confident that we will meet Benchmark for 2016</i></li> <li>• <i>CMS Representatives from Baltimore, MD and Seattle, WA traveled to Idaho to conduct a site visit of the IHC Program from May 3 thru May 5, 2016. During their visit, they met with IHC partners, providers and participants. IHC received very positive comments on processes and outcomes. CMS had a recommendation for the State to work on affordable housing coordination, which is an obstacle nationwide</i></li> <li>• <i>Tammy also shared interesting demographics: Most of the transitions are participants that are on the A&amp;D Waiver, 55.6 years of age, residing in a Skilled Nursing Facility, they moved into their own apartment and the transition was completed in 365 days</i></li> <li>• <i>IHC held a statewide Transition Manager Training in Boise on July 19, 20 &amp; 21 that was professionally videotaped and resulted in 9 new Transition Managers and more than 6 hours of online training that will be available in the future once the grant ends in 2020</i></li> <li>• <i>IHC is currently working on the yearly budgets through December 2020 and the Program Sustainability Plan</i></li> <li>• <i>For additional information go to <a href="#">Idaho Home Choice</a></i></li> </ul>

		<ul style="list-style-type: none"> <li>For specific program issues, you can contact IHC at <a href="mailto:RayT@dhw.idaho.gov">RayT@dhw.idaho.gov</a> or <a href="mailto:JonesC3@dhw.idaho.gov">JonesC3@dhw.idaho.gov</a></li> </ul>
<p>Medicare Medicaid Coordinated Plan (MMCP) Update</p>	<p>Chris Barrott MMCP Contract Manager / Medicaid Project Lead</p>	<p><b>Action:</b></p> <ul style="list-style-type: none"> <li>Chris gave an update on the MMCP that is currently reporting 2493 Enrollees, which is averaging about 100 new enrollees per month</li> <li>Currently 42 out of 44 counties in Idaho are eligible and offer the MMCP product. However, Blue Cross of Idaho(BCI) has made a business decision to reduce the number of counties MMCP product will be available starting on January 1, 2017. MMCP will be available in 22 out of 44 counties in Idaho in January 2017. BCI decided to not to offer any Medicare plans, including the MMCP plan in the affected counties</li> <li>Approximately 200 MMCP members of approximately 2500 enrollees will be affected by this Service Area Reduction. Blue Cross has sent letters to the members and providers to notify them and has included Frequently Asked Questions</li> <li>BCI Customer Service department has been very helpful in answering questions about the Service Area Reduction and is making every effort to ensure that affected members have a smooth transition back to traditional Medicaid for the affected members</li> <li>The affected counties are the following: Adams, Bear Lake, Benewah, Blaine, Butte, Camas, Caribou, Clearwater, Custer, Gooding, Idaho, Jerome, Latah, Lewis, Lincoln, Oneida, Shoshone, Teton, Valley and Washington</li> <li>The Medicare Medicaid Coordinated Plan will continue to be offered in the following 22 counties including: Ada, Bannock, Bingham, Boise, Bonner, Bonneville, Boundary, Canyon, Cassia, Clark, Elmore, Fremont, Gem, Jefferson, Kootenai, Madison, Minidoka, Nez Perce, Owyhee, Payette, Power and Twin Falls</li> <li>BCI continues to do outreach in the 22 counties that will remain MMCP</li> <li>For more information about the Service Area Reduction, members and providers can call Blue Cross Customer Service @ 888-495-2583</li> </ul>
<p>BLTC Quality Improvement Strategy Summary Reports for Quarter 1, and Quarter 2, 2016</p>	<p>Beth Kriete</p>	<p><b>Action:</b></p> <ul style="list-style-type: none"> <li>Pam Mason retired on August 31, 2016. Pam sends her regards to the PAO Committee</li> <li>Beth reviewed summary reports and explained the data is compiled from several internal QA/QIS reporting mechanisms. Areas to note for trending in comparison to YTD 2015 were: Service Plans reflecting health and safety risk factors decreased by 26%; Service Plans reflecting participant choice decreased by 18%; Service Plans updated when warranted decreased by 7%; Services delivered in accordance with plan decreased by 10%</li> <li>Plan is underway to work with providers on comprehensive Corrective Action Plans (CAPs) to ensure compliance is being met with service plans and required documentation; including incorporating provisional actions when applicable. This data, as well as input from the Quality Improvement Specialist (QIS) staff will be incorporated into the upcoming Provider Trainings which will be offered in November</li> <li>Provider trainings will continue to be offered semi-annually, with a focus on provider education to ensure providers are furnishing quality services to Medicaid participants. This winter's training will be offered as multiple WebEx sessions to ensure a consistent message is delivered to</li> </ul>

		<p><i>providers statewide</i></p> <ul style="list-style-type: none"> <li>• <i>Chris Barrott has accepted the role of Quality Assurance Manager for BLTC program. QIS staff statewide will remain the same: Sue Purington, North Hub; Bonnie Mosher, West Hub and Tatiane Schmid, East Hub</i></li> </ul>
CFH Update	Beth Kriete	<p><b><u>Action:</u></b></p> <ul style="list-style-type: none"> <li>• <i>The Department has received multiple inquiries about CFH home rules and HCBS regulations. In response to inquiries and conflicting program information, we are providing a clarification for providers and stakeholders</i></li> <li>• <i>The Division of Medicaid, Division of Licensing &amp; Certification and both divisions Deputy Attorney Generals convened for joint discussions on clarifying CFH requirements for caregivers living with participants. A joint decision was agreed upon for situations when a Medicaid-reimbursed caregiver and Medicaid participant live together.</i> <ul style="list-style-type: none"> <li>○ <i>Medicaid Department staff/Nurse Reviewer will <u>only</u> refer a case to CFH staff <u>IF</u>:</i> <ol style="list-style-type: none"> <li>1) <i>The paid caregiver lives in the same home, <u>AND</u></i></li> <li>2) <i>The participant does <u>NOT</u> own or rent the home.</i></li> </ol> </li> </ul> </li> <li>• <i>Upon receipt of referral, CFH staff will initiate their investigation and work with the Medicaid participant to determine if the home complies with state law or if certification will need to be pursued.</i></li> <li>• <i>Both divisions are working towards creating a one-page reference sheet to clarify the requirements under Medicaid versus Licensing &amp; Certification for CFH providers.</i></li> <li>• <i>We will provide this committee updates as we receive them</i></li> </ul>
Provider Cost Survey Discussion	Beth Kriete	<p><b><u>Action:</u></b></p> <ul style="list-style-type: none"> <li>• <i>Reviewed notes from March 2016 PAO meeting where participant access and provider reimbursement concerns were voiced</i></li> <li>• <i>The LTSS Reimbursement Committee (Long-Term Services &amp; Supports) held an initial meeting to work with providers on moving forward with a provider cost-survey to address access issues. IDHW representatives and Myers and Stauffer LC (Certified Public Accounting firm contracted by IDHW) representatives met with PCS provider agencies on September 12, 2016 and met with RALF providers on September 15, 2016</i></li> <li>• <i>Medicaid Administration is moving forward with provider cost-surveys, initially targeting PCS Agencies &amp; RALFs. Workgroups and subsequent meetings are being formed to ensure the survey will meet the needs of the providers and ensure the data collected is reflective of the market</i></li> <li>• <i>Providers interested in reviewing the cost-survey drafts can access this information at the following website: <a href="http://www.mslc.com/Idaho/Downloads.aspx">http://www.mslc.com/Idaho/Downloads.aspx</a></i></li> </ul>
Open Discussion - PAO Committee, Roles & Responsibilities	Beth Kriete	<p><b><u>Action:</u></b></p> <ul style="list-style-type: none"> <li>• <i>Discussion on what is the responsibility and purpose of this committee and how can we encourage member involvement and participation, as this committee has had consistent vacancies for more than 3 years and attendance requirements are not being fulfilled by committee members</i></li> <li>• <i>Reviewed Personal Assistance Oversight Committee is in Idaho Statute 39-5609 and is a subcommittee of the Medical Care Advisory Committee (MCAC)</i></li> <li>• <i>The purpose of the PAO is to plan, monitor and recommend changes to the Medicaid waiver and personal assistance programs. At least 51% of the membership shall be participants or their</i></li> </ul>

		<p><i>representatives</i></p> <ul style="list-style-type: none"> <li>• <i>Medicaid solicited input on what we can do to meet this committee’s needs</i></li> <li>• <i>Discussion and feedback from committee members was as follows:</i> <ul style="list-style-type: none"> <li>○ <i>Continue with quarterly meetings as scheduled</i></li> <li>○ <i>Continue with shared information and IDHW updates</i></li> <li>○ <i>Continue to solicit topics and agenda items to committee members 3 weeks prior to scheduled meetings</i></li> <li>○ <i>Most members provided positive feedback on the current process. Many appreciate the dissemination of information provided and statistical information that is shared</i></li> <li>○ <i>One member suggested that the responsibility of recruiting participant members be placed on existing members</i></li> <li>○ <i>One member inquired, has there been a time in the past when participation was greater?. Yes, about 8 years ago when the committee focused on provider reimbursement issues. The Department identified this focus was not the purpose of the PAO, so a separate provider reimbursement committee was formed at that time</i></li> <li>○ <i>Continue format of attendance options via in-person, video conference and conference call</i></li> <li>○ <i>One member stated they enjoy the quarterly meetings as they are able to get a pulse on what is happening with Medicaid</i></li> <li>○ <i>One member stated they appreciate when we have guest speakers that focus on current changes or activities related to the overall Medicaid program</i></li> </ul> </li> <li>• <i><u>Action Items requiring BLTC follow-up research and feasibility:</u></i> <ul style="list-style-type: none"> <li>○ <i>Provide a confidential online survey to solicit issues from participants or providers who are not comfortable sharing this feedback in the group setting. There is a perception that a participant is penalized when providing a compliant or negative feedback about services and or the provider</i></li> <li>○ <i>Recruitment and information sharing idea - Create a flyer for Nurse Reviewers to share with participants during the annual redetermination assessment</i></li> <li>○ <i>Create a “JOIN NOW” button on the website for an easy way of member recruitment</i></li> </ul> </li> <li>• <i>Committee members can access Bylaws, Code of Ethics, Recruitment letters, Applications and Meeting Minutes at the following website:</i>  <i><u><a href="http://healthandwelfare.idaho.gov/Medical/Medicaid/MedicalCareAdvisoryCommittee/PersonalAssistanceOversightCommittee/tabid/1354/Default.aspx">http://healthandwelfare.idaho.gov/Medical/Medicaid/MedicalCareAdvisoryCommittee/PersonalAssistanceOversightCommittee/tabid/1354/Default.aspx</a></u></i> </li> </ul>
<b>ADJOURN</b>		
		<ul style="list-style-type: none"> <li>• <i>Next Meeting will be on Wednesday, December 14, 2016</i></li> </ul>