

***Personal Assistance Oversight Minutes***  
***Wednesday, March 21, 2018 1:00 – 3:00 (MDT) 12:00 -2:00 (PDT)***

<b><i>AGENDA ITEMS</i></b>	<b><i>LEAD</i></b>	<b><i>DECISION / ACTION ITEMS</i></b>
<i>Welcome and Roll Call</i>	<i>Alexandra Fernández Bureau Chief</i>	<p><i>Action:</i></p> <ul style="list-style-type: none"> <li>• Members participating via phone: Kevin Thorson, Brett Waters, Judy Taylor, Jacob Massey, Judy Taylor, Brett Waters Guest: Sheri Massey</li> <li>• Members participating via video: Dean Neilson, Linda Weisse, Zachary Harris</li> <li>• Members at the Elder location: Dana Gover</li> <li>• Medicaid staff: Alexandra Fernández, Marcie Young, Tammy Ray, Alex Childers-Scott, Mandi Hanifen, Katie Davis, Dori Boyle</li> <li>• Members excused: Marcy Hayman, Pam Ziegenfuss, Jan Carpenter</li> <li>• Members absent: Karen Raine, Sharon Anitok, Tracy Martin,</li> </ul>
<b><i>OLD BUSINESS</i></b>		
<i>Read, Review and Approve DRAFT Minutes from December 13, 2018 (Attachment)</i>	<i>Alexandra Fernández Bureau Chief</i>	<p><i>Action:</i></p> <ul style="list-style-type: none"> <li>• Motion to approve the DRAFT Minutes from the December 13, 2017 meeting was made by Dana Gover and seconded by Judy Taylor</li> <li>• Approved minutes from the December 13, 2017 meeting will be posted on the H&amp;W Website at December 13, 2017</li> </ul>
<b><i>PLANNING</i></b>		
<i>PAO Committee Composition</i>	<i>Alexandra Fernández Bureau Chief</i>	<p><i>Action:</i></p> <ul style="list-style-type: none"> <li>• We have received a nomination from the Northern HUB – Participant: Name: Jacob Massey, Lewiston Jacob was nominated by Kim Hickey, IDHW Medicaid Nurse Reviewer: “Jacob has been on Medicaid waiver services since the age of 6 in the State of Idaho. He has a complex medical history and as such has worked with multiple insurance, Medicaid and nursing programs. Having been in the system for so long, he is able to understand a lot of the program language, ways to cut cost and be more efficient with the services being offered”</li> <li>• Dana Gover made the motion to accept Jacob’s nomination and Judy Taylor seconded</li> <li>• We also received another nomination from the Northern HUB - Personal Assistant: Name: Zachary Harris, Clarkston, WA (works in Idaho) for Care Connection LLC Zachary was nominated by PAO Member Linda Weiss, Owner Care Connection Home Care LLC:</li> </ul>

		<p>“Zach has many years in the health care field and shows great compassion and competency in providing hands on care to clients.”</p> <p>Dana Gover made the motion to accept Jacobs nomination and Judy Taylor seconded</p> <ul style="list-style-type: none"> <li>• Welcome Jacob and Zach</li> <li>• We currently have 4 vacancies <ul style="list-style-type: none"> <li>• 1) Participant Statewide</li> <li>• 1) Participant from the Central HUB</li> <li>• 2) Participants from the Eastern HUB</li> </ul> </li> <li>• If you know of a person that would be interested in serving in either of these positions – Please talk to them and use the “Join Here” button on the DHW website at Join Here</li> </ul>
<b>MONITORING</b>		
<i>Medical Transportation Management (MTM) Update (Attachment)</i>	<i>Dori Boyle Contract Monitor</i>	<p>Action:</p> <ul style="list-style-type: none"> <li>• A flyer was sent out with the agenda introducing the new Idaho Non-Emergency Medical Transportation provider, MTM</li> <li>• Dori surveyed the committee to see how the transition from Veyo to MTM was going and if there were any problems or questions</li> <li>• No problems were reported</li> <li>• MTM announced that they will be expanding their Idaho Call Center</li> <li>• To schedule a ride call: 1-877-503-1261 M-F 8-6 (24 hrs. in advance)</li> <li>• Urgent transportation requests are available 24/7</li> <li>• To file a complaint, call 1-866-436-0457 or visit <a href="http://www.mtm-inc.net/contact">www.mtm-inc.net/contact</a></li> </ul>
<i>Quality Assurance 4<sup>th</sup> Quarter 2017 Reports (Attachment)</i>	<i>Alexandra Fernández Bureau Chief</i>	<p>Action:</p> <ul style="list-style-type: none"> <li>• Alexandra presented the Bureau of Long Term Care Quality Improvement Strategy 2017</li> <li>• This report is compiled from data gathered quarterly, summarized yearly and reported to Centers of Medicare Medicaid Service (CMS). These reports act as assurances that Idaho Medicaid and our providers are following federal regulations and that Medicaid participants are getting the best care possible.</li> <li>• Highlights to the 19-page report are: <ul style="list-style-type: none"> <li>• Page 2 System LOC Determination Accuracy is at 100%</li> <li>• Page 3 Internal Audit Clinical Determination - What is the quality of narratives? Increased from &lt;70% to &gt;90% accuracy</li> <li>• Page 4 Annual Assessment Timelines Due to staffing shortages, Medicaid is struggling with timely re-assessments. We have put some stop gap measures into place to ensure that participants will not lose services as a result</li> <li>• Page 13 Service Plan: Participant Acknowledgement for Provider/Service Choice This task measures the number of participants for PCS and A&amp;D Waiver services that has been given the choice of Providers and that choice is documented</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>• Page 15 Complaints and Critical Incidents This graph is measuring the number of reported cases, If DHW responded, did QA staff take timely corrective action, was it documented correctly</li> <li>• If you have questions about this report, please contact Chris Barrott, BLTC QA Manager at Chris.Barrott@dhw.idaho.gov or (208) 732-1482</li> </ul>												
<i>Idaho Home Choice Update (Attachment)</i>	<i>Tammy Ray IHC Project Manager</i>	<p>Action:</p> <ul style="list-style-type: none"> <li>• Tammy gave an overview of the Idaho Home Program, the history, intent and progress</li> <li>• IHC Program has completed 512 Transitions to date</li> <li>• IHC Program has completed 18 Transitions for CY 2017</li> <li>• IHC Program minimum benchmark for 2018 is 87</li> <li>• IHC Program is waiting on 2018 Budget approval from CMS</li> <li>• IHC Staff are currently working on 2019 Sustainability Plan</li> <li>• For additional information on the Idaho Home Choice please click on Idaho Home Choice</li> </ul>												
<i>Medicare Medicaid Coordinated Plan (MMCP) Update</i>	<i>Alexandra Fernández Bureau Chief</i>	<p>Action:</p> <ul style="list-style-type: none"> <li>• Alexandra gave an overview and update on the Medicare Medicaid Coordinated Plan (MMCP) history, intent and progress</li> <li>• There are 27,000 Dual Eligibles in Idaho and currently there are 3,271 of those members enrolled in a MMCP health Plan</li> <li>• Below is the contact information for the two health plans that are currently operating in Idaho</li> </ul> <table border="0" style="width: 100%;"> <tr> <td></td> <td style="text-align: center;"><i>Blue Cross of Idaho</i></td> <td style="text-align: center;"><i>Molina Healthcare</i></td> </tr> <tr> <td>Website</td> <td style="text-align: center;">Blue Cross Website</td> <td style="text-align: center;">Molina Healthcare Website</td> </tr> <tr> <td>Phone Number</td> <td style="text-align: center;">(888) 495-2583</td> <td style="text-align: center;">Member: (844) 239-4913 Provider: (844) 239-4914</td> </tr> <tr> <td>Counties Served</td> <td style="text-align: center;">Ada, Bannock, Bingham, Bonner, Bonneville, Canyon, Kootenai, Nez Perce, Twin Falls In addition to above counties: Boise, Boundary, Cassia, Clark, Elmore, Fremont, Gem, Jefferson, Madison, Minidoka, Owyhee, Payette, Power</td> <td style="text-align: center;">Ada, Bannock, Bingham, Bonner, Bonneville, Canyon, Kootenai, Nez Perce, Twin Falls</td> </tr> </table>		<i>Blue Cross of Idaho</i>	<i>Molina Healthcare</i>	Website	Blue Cross Website	Molina Healthcare Website	Phone Number	(888) 495-2583	Member: (844) 239-4913 Provider: (844) 239-4914	Counties Served	Ada, Bannock, Bingham, Bonner, Bonneville, Canyon, Kootenai, Nez Perce, Twin Falls In addition to above counties: Boise, Boundary, Cassia, Clark, Elmore, Fremont, Gem, Jefferson, Madison, Minidoka, Owyhee, Payette, Power	Ada, Bannock, Bingham, Bonner, Bonneville, Canyon, Kootenai, Nez Perce, Twin Falls
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		<ul style="list-style-type: none"> <li>For additional information about changes coming to MMCP, dates and locations for upcoming informational meetings click on Medicare Medicaid Coordinated Plan (MMCP)</li> </ul>
<b>RECOMMENDATIONS &amp; OTHER UPDATES</b>		
<i>Assignment Update and wrap-up</i>	<i>Alexandra Fernández Bureau Chief</i>	<p>Action:</p> <ul style="list-style-type: none"> <li>Items discussed were:</li> <li>Linda Weisse thanked Medicaid for the Training WebEx's. It is a challenge to find, train and retain qualified caregivers. Providers work with Region 2 NM to ensure that participant's needs are being met.</li> <li>There is a desire at Medicaid, Department of Labor and Colleges to work together to train caregivers to fill this need.</li> <li>Discussion about provider reimbursement and cost surveys. <ul style="list-style-type: none"> <li>Providers report challenges retaining qualified caregivers when they can get more working at fast food restaurants and chain stores.</li> <li>With the Cost Survey – how much of that increase went to caregivers? Discussion about how agencies implemented the 1/1/18 increase differently.</li> <li>Medicaid cannot set cost caps on agency administrative overhead or revenue under current rules. There are discussions about someday negotiating this type of structure.</li> <li>Will regular cost surveys result in reimbursement rates being raised with cost of living? Linda suggested having cost surveys every 2 years.</li> <li>Group consensus was to have BFO give presentation about cost survey(s) at the June PAO Meeting: <ul style="list-style-type: none"> <li>Explain the purpose of the cost surveys and what is expected to be gained by them</li> <li>PowerPoint Presentation (The life of a cost survey and reimbursement from inception to pocket)</li> </ul> </li> <li>Electronic Visit Verification regulations (EVV) – group consensus to have a presentation for the June PAO meeting <ul style="list-style-type: none"> <li>Questions about impact to providers, participants? What does this look like for Certified Family Homes? What is the compliance timeline? What are the costs that could be incurred?</li> <li>At June PA meeting – provide overview, why, what other states are doing, what is it intended to look like, potential impact on Providers and Participants?</li> <li>If a work group or opportunity to comment on the EVV – several members indicated they would like to be involved if/when one is started.</li> </ul> </li> <li>Group asked about Mandatory MMCP <ul style="list-style-type: none"> <li>PAO members had heard that MMCP would be mandatory in July.</li> </ul> </li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>• Medicaid is moving forward with implementing a mandatory program for duals at some point. The earliest a program could possibly be implemented would be October 1, based on the requirements from our federal partner for public input and feedback.</li> <li>• Opportunities for public comment will be sent out to PAO members as they become available. They will also be posted at <a href="http://MMCP.dhw.idaho.gov">http://MMCP.dhw.idaho.gov</a></li> </ul>
<i>ADJOURN</i>		
		<ul style="list-style-type: none"> <li>• <i>Next Meeting will be on Wednesday, June 20, 2018</i></li> </ul>

*2018 Meeting Dates: March 21, 2018 (Video), June 20, 2018 (Video), September 19, 2017 (Video) and December 19, 2018 (Video)*  
*All meetings will be held on Wednesday from 1-3 PM (MT) and 12-2PM (PT)*

