

West Virginia Medicaid Aged and Disabled Waiver
Quality Improvement Advisory Council Meeting Minutes
July 26, 2016

Attendees:

Rashida Dickerson, Chair
Radene Hinkle, Vice Chair
Terra Muncy
Cecilia Brown
Teresa McDonough
Mark Fordyce
Rebecca Cline
Kathy Johnson
Tami Shamblin

Lou Ellen Blake
Marcus Canady
Kristin Blackburn
Vanessa VanGilder
John Raby
Rebecca Chambers
Susan Silverman

- I. Welcome. Rashida Dickerson, Council Chair, and Radene Hinkle, Vice Chair, were not present at the beginning of the meeting, therefore Terra Muncy, outgoing Chair, temporarily presided over the meeting. (Both Rashida and Radene joined the meeting later.)
- II. Meeting Minutes. Minutes from April's meeting were reviewed. John Raby made a motion to accept the minutes as presented. Mark Fordyce seconded.
- III. New Council Members. The Council welcomed two new members. Kathy Johnson and Wayne Worth. There are still spots open on the Council for a current or past participant and/or legal representative.
- IV. Take Me Home WV (TMH) Update. Marcus Canady was not present today to give an update; therefore, Vanessa VanGilder, who is on the TMH Advisory Board reported that the navigators are continuing to focus on identifying possible TMH candidates who are in nursing homes. Also, Marcus coordinated two workshops presented by West Virginia Assistive Technology, one in Morgantown and one in Charleston, which gave an overview of the many technologies available for people with disabilities. The workshops covered low-tech solutions such as different types of lighting along baseboards to help illuminate hallways at night to very high-tech solutions such as "e-homes", where everything from the lights, heating and cooling, door locks, etc. are controlled from your phone. West Virginia Assistive Technology also has a library of items that can be checked out so that you could try them out and see if any of these assistive devices would be of value to you. Arlene Hudson has made arrangements with this group to give a presentation at the next quarterly ADW and Personal Care provider meeting in October.
- V. Medical Transportation Survey Results. As discussed at the last Council meeting, a survey was sent to ADW and TBI providers asking for specific examples of problems they are experiencing with MTM, the Non-Emergency Medical Transportation (NEMT) provider contracted by the state. Approximately 175 responses were received, which was disappointing. In an effort to collect more data, the group discussed handing the survey out to providers at the next quarterly meeting in October. The data is being collected so

that BMS could take the results to the state MTM program manager to try and resolve the issues that providers are experiencing with the service. The group suggested adding some questions to the provider survey, such as, 1. When was the participant notified that their ride was cancelled? 2. Did it give them time to make other arrangements to get to their appointment?

After some discussion, the group decided that perhaps there should be two surveys, one for participants and one for drivers. Some questions to ask the friends and family drivers include:

- ✓ Are you being notified when reimbursements are added to your card for each trip?
- ✓ Are you able to speak with the correct person at MTM when you have a problem?
If yes, did they resolve your issue?
- ✓ Are you receiving reimbursement within the 6-week timeframe MTM promised?
- ✓ Can you tell which trip you are being reimbursed for?
- ✓ How do you submit your claim for reimbursement?
- ✓ Did you receive any educational information when you signed up to be a driver?

The Council may ask an MTM representative to come speak at one of their meetings. (MTM did speak at a previous Council meeting prior to services starting in WV.) Cecilia Brown will create the second survey and send it out to the Council for review. If provider surveys are handed out at the quarterly meeting, LuAnn Summers suggested keeping track of the number handed out so that results can be calculated based on the number of responses received. For the friends and family driver surveys, if we ask the service providers to distribute the surveys to the Personal Attendants and family members, we wouldn't know the number handed out so we would have to just calculate results based on the number of responses received. PPL should be included in the survey as well. The current Interim Director of MTM at BMS is Richard Ernest.

VI. Resource for Medicare Fraud Complaints. Marcia Meeks, Director, WV SHIP and Rebecca Gouty, State Coordinator, WV SHIP, (both at BoSS) are taking Medicare Fraud complaints. Examples of issues that should be reported include selling/trading medications, incorrect billings, etc. Cecilia Brown will send out contact information for reporting VA fraud complaints as well.

VII. Quarterly Provider Meeting Update. Arlene Hudson gave an update on the quarterly ADW and Personal Care service provider meetings. The first meeting was conducted via conference call and the next two were in-person, the second of which was held yesterday in Bridgeport, WV. Topics discussed at yesterday's meeting included how to create and implement a Quality Management Plan, discussion of protocols for participant verification of services, use of professional interns in the office, a timeline chart of Case Manager and RN responsibilities and Fact Sheets covering the Service Plan, Personal Attendant Log (PAL) and procedures for a Personal Options client who wishes to receive traditional case management services.

Cecilia Brown has created numerous 'Fact Sheets' and training material based on issues that have been identified during BoSS's review of ADW and Personal Care agencies. These materials have been disseminated to service providers in an effort to educate them in

areas where they need improvement. Most recently, Cece completed the training on Quality Management planning and implementation, which she will send out to the Council.

VIII. Quality Management Report. Cecilia Brown gave an overview of the new Quality Management Report which is based on new Performance Measures required by CMS. This report was discussed at length at the Council's last meeting. One area of note, however, was the measure of "Percent of applicants who received initial Level of Care Assessments within timelines". This stood at 78%, which is attributed to both the transition from WVMI to APS Healthcare, and the change of determining financial eligibility first and medical eligibility after, for the ADW program. (Since this is a lag report, the point was made that currently this measure stands at 90-plus percent.)

IX. Quality Work Plan. Along with starting a new Quality Work Plan from the topics discussed at the last meeting, a column for "Completed Date" was added to this report. Goals are as follows:

Goal 1, To increase Case Manager and RN understanding of Service Planning. Three activities were listed under this goal – to create Fact Sheets for developing a Service Plan/Personal Attendant Log, developing a Service Plan/Personal Attendant Log Update and to develop a Timeline Chart for Case Manager and RN responsibilities. These activities were completed in July 2016. Wayne Worth, however, would like to expand the Timeline Chart Fact Sheet and it was then decided to move this activity to a Training Committee under Goal 2.

Goal 2, To increase provider knowledge of the program. The Training Committee will be broken down into two sub-committees, 1-Case Manager and RN Training and 2-Personal Attendant Roles and Responsibilities. Thus far, sub-committee 1 members will include Wayne Worth, Kathy Johnson, Lou Ellen Blake, Amy Elliott, Arlene Hudson and Rasheda Dickerson and sub-committee 2 members will include Terra Muncy, Rasheda Dickerson and Radene Hinkle. A completion date of April 2017 was set for this goal.

Goal 3, To reduce staff issues in the program. Cecilia Brown will send out the Staff Management Toolkit that was developed a few years ago to Council members and see if this would be a good starting point, or if an entirely new document is needed.

Goal 4, To increase provider knowledge of ADW processes. Three activities were listed under this goal – to develop Fact Sheets regarding Emergency Back-up Plans, Professional Intern Protocols and Participant Services Verification. These were completed in July 2016.

Goal 5, To increase compliance with mortality reporting. Two items listed for this goal were revising the Death Notification form and developing a mortality reporting Fact Sheet. These activities were completed in July 2016.

Goal 6, To increase knowledge of the role of the legal representative within the ADW program. Two activities under this goal were to first, provide training regarding the role of the legal representative within ADW policy and second, to develop an informational resource list on the topic of legal representatives (WVU Center for Law and Ethics-Dr. Moss and the Center for End of Life Care). This goal will be carried over to FY 2017. The committee is in place and a completion date of June 2017 was set.

A Goal 7 will be added based on the information discussed in Section V. above, regarding MTM. Activities will include creating the two surveys and hopefully using the results to improve the services provided through MTM.

- X. Flood Relief Update. Medicaid approved the temporary provision of ADW and Personal Care services to participants in hotels/shelters and other forms of emergency housing due to the recent flooding in the state. In light of this disaster, the Council discussed the adequacy of providers' emergency back-up plans and thought that they should perhaps be expanded to include more severe, widespread emergency situations, such as the recent flooding. It may be helpful to have someone come speak to providers about disaster planning, and also ask some of the affected providers to share their experiences with the flooding as well. The Council discussed compiling a list with contact information for the Red Cross, FEMA, County Emergency offices, etc. that could be distributed to providers. Rebecca Chambers said that there may be money available for veterans who need housing assistance. She will send information to Cece to disseminate.
- XI. New Business. Apparently there is a man contacting people who are on the Managed Enrollment List (MEL) and offering personal attendant services while they wait for a slot. It's unclear how he is getting the information of who is on the MEL. The Council discussed notifying the providers and/or the Prosecuting Attorney or Attorney General. Nothing definite was decided.
- XII. Stakeholder Input. Terra Muncy is starting a group in West Virginia for people with disabilities which will focus on topics that affect them other than in-home care issues. The group will address disability issues on the ground. Although they will connect with groups already lobbying for disabilities, this group would deal with real accessible issues facing people with disabilities daily in their communities. Examples include access to physical activity, addressing sidewalk impairment issues, addressing ADA violations, etc. The hope is to educate not only the public but also people with disabilities as to their rights and responsibilities as citizens of West Virginia. Terra needs some information on American's with Disabilities (ADA) experience. The group referred her to Kim Knuckles, State ADA Director.
- XIII. Additional Business.
 - The new Incident Management System is almost ready. The manual must be completed first and when the system is ready, it will be rolled out.

With no further business, Mark Fordyce made a motion to adjourn. The motion was seconded by Arlene Hudson and the meeting was adjourned.

Next Meeting: October 25, 2016