

West Virginia Medicaid Aged and Disabled Waiver  
 Quality Improvement Advisory Council Meeting Minutes  
 April 23, 2024

Attendees:

LuAnn Summers	Radene Hinkle	Lori Tyson
Mark Fordyce	Susan Silverman	Mandy Filippelli
Brian Holstine	Nicki Nesmith	Sherry Wooten
Terra Muncy	Tonya Barnett	Joe Bonaza
Tania Hardy	Lorrie Crigger	Suzanne Messenger
Marcus Canaday	Teddi Craddock	Vanessa VanGilder
Tammy Grueser	Brittany Powell	Jennifer Bragg
Brittany Powell	Martha Canterbury	Melissa Daugherty
Shari Heinaman	Jennifer Ferrell	Brenda Landers

Ripley

- I. Welcome. Mark Fordyce welcomed Council members to the meeting and introduced new members to BoSS, Lori Tyson and Jennifer Bragg. The meeting continues to be conducted virtually. All attendees introduced themselves to the group.
- II. Meeting Minutes. Minutes from the January 23, 2024, meeting were reviewed. Terra Muncy moved to approve the minutes and Tonya Barnett seconded.
- III. Take me Home (TMH) Transition Update. Sara Martin gave the March 2024 update:

Referrals	21
Intakes	19
Transitions	5
Waiver slots requested	2
3 transitions 3 new ADW Slots	
Pipeline	82

First Quarter – January, February, March

Referrals	62
Intakes	53
Transitions	17
Waiver Slots	10
Pipeline	84
Transitioned	13

16 tap rv's applied for housing or have in place and eligible for waiver.

Pre-Transitions closures 32 - 7 transitioned to community without TMH, 7 preferred institutions, some unable to process the paperwork, 1 passed away, 11

closed post transition and out of the 11, 8 completed 365 days and 3 were re-institutionalized.

### Brian Holstine

#### Goals/Initiatives: Brian Holstine

Take Me Home is a “Money Follows the Person” grant initiative and is one in the transition program. Another is to improve Medicaid Home and Community Based Services (HCBS) for those who want to transition to the community.

No Wrong Door. Also known as Bridging Resources, West Virginia. One of the current initiatives is working with Justin Knapp on behalf of Medicaid to explore Administrative Billing on behalf of Aging and Disability Resource Center (ADRC) staff to help them get some type funding stream and they are working with Administration for Community Living (ACL) to do that. ACL has provided a presentation on how that billing stream occurs. West Virginia has not participated at this point, but we are working with Bridging Resources and Medicaid to explore this initiative. This will not be a quick process but something we will explore. The key is the State is already putting up the money that we could be sharing a 50% match, so we want to take advantage of that.

Extended Telehealth. BMS funded a pilot program with WVU to look at the efficacy of using Telehealth services. Early on there were challenges getting participants enrolled into the pilot. Since then, they are currently collecting data from 18 participants and several folks have consented to participate and they are currently getting them enrolled. One of the objectives is to look to see why people do or don't use telehealth services. BMS leadership continues to explore other options for people to participate including members currently on the ADW, TBI, or IDD Waiver programs as well as others who don't currently use telehealth.

Online Case Management Incident Management System. Looking to fund this initiative. CMS originally approved us to fund the ADW program but has since expanded this to all HCBS services as well as the State Planned Personal Care. We are currently waiting for formal approval from CMS to expand the core of what the money will be used for. The funds have already been approved and we are waiting for the Scope of Work. We don't anticipate any issues; we are just waiting for final approval from CMS.

Staffing Updates: Marcus is still on staff as a contract employee utilizing him on special projects. He will be assisting Brian Holstine, Randy Hill, Mandy Filippelli, and other staff to look at HCBS quality measures to meet CMS' expectations. MFP money was allocated in the 2024 budget for this project which was submitted to CMS on Marth 29, 2024. Currently we are waiting for approval and/or what questions CMS will have. This is a big undertaking, and we need a plan for this. They have hired a new Transition Manager, Jennifer Ferrell. Currently, they are fully staffed.

#### Quality Initiatives: Mandy Filippelli DATA and quality analyst

Reviewed minutes from previous meeting to see if there were follow-ups and everything is still in progress. Have had two data snapshots go out. If anyone would like to be on the distribution list, send an email to Mandy Filippelli.

- Re-institutionalizations. Three sessions so far. This report will do a deep dive into re-institutionalizations within 30 days of a transition. We hope to use this information to train staff internally as well as our partner agencies.
- Referrals - TMH is trying to increase their external referral networks, reaching out to hospitals and other LTC facilities. They are expanding these networks through Section Q MDS, an internal referral system.
- TMH has also begun working with a peer group from other states. Discussing different experiences and levels of experiences. This is a nice way to connect with other people in the MFP program.
- IMS – working with ADW and TBI for checks and balances of reports in the IMS system as well as others such as Health Information Network (HIN) or Gainwell, to see if we are getting the correct information on re-institutionalization, hospital visits, and emergency room visits from all systems.

IV. Olmstead Update: Carrisa not available to report.

V. BMS Update: LuAnn Summers gave an update on Aged and Disabled Waiver.

- With the recent application approval our slots are at 8,750 currently available. There are 7703 active members, and year-to-date we have served 8511 members. We are getting close to the maximum slots so possibly within the next couple of weeks, we may need to go back to a waitlist as we can't go over the allotted slots. Acentra keeps track of the applicants and right now we are getting between 30 – 40 MNER's a week.
- The manual with the most recent application was submitted for approval. Once approved, the manual will need to be updated and must go through the 30-day public comment period again.
- EVV – still working on bugs in the system.
- ADW program is looking to switch from CareConnection to Atrezzo through Acentra.
- There may be possible changes to the IMS system we are currently working with.
- CMS was here about a week ago and they are back now doing onsite reviews for selected providers.

VI. BoSS Updates. Susan Silverman gave an update.

- Susan welcomed Jennifer Bragg and Lori Tyson to BoSS. We are approaching being fully staffed.
- We have been pulling information for the CMS financial review gathering some of the ADW Monitoring Reports for CMS to review and to see we do audit and review our providers every year.
- Environmental Accessibility Adaptations (EAA) is now available for our ADW members. This service allows changes to the home or vehicle to make it easier for the member to stay in their home. To date we have received 14 requests and all but two have been approved as their request didn't fit the definition of the policy

– must be physical changes to the home or automobile. We have had requests for lift chairs, shower installations, and wheelchair ramps.

- Finished the ADW provider reviews and are now working on the PC reviews.
- Certificate of Need (CONs). Last year, the Health Care Authority (HCA) revised the CON application process by revising the calculation method for determining the need for PC services in West Virginia. So far, the HCA has approved 16 CONs, some for current PC providers who are just adding counties to their service area and some for new PC agencies who must go through the new PC agency certification process with BoSS. If any agency already provides ADW services, for example, and will use the same office location, we are accepting these locations without making a physical visit to the site. Once approved, all new PC agencies and locations will be added to the County Selection forms.

VII. Quality Council Update. Mark Fordyce reviewed the monthly trend report for Abuse/Neglect/Exploitation, Falls, Critical Incidents, Hospital stays and Deaths from hospital stays. Mark also talked about the Goals and Work Groups on the Quality Work Plan and commented on the status of each one:

- Reviewed the D&R reports. Some of the data is not 100% accurate due to the new system we are currently using.
- The Unsafe work environments group has been completed.
- Falls Workgroup. Falls can no longer be tracked in the Wellsky system. A PowerPoint was presented to the Council and sent to BMS for approval. This may be presented at the October Provider Meeting.
- Direct Care Staff Workgroup on hold.
- The Covid 19 workgroup is on hold due to the end of the public health emergency.
- Improving Provider Documentation. This PowerPoint presentation was reviewed, and it was determined that it may need more work. The group will make some changes and it will be presented to the Council in July with the entire report.
- Mark continues to work with Adult Protective Services to get updates on whether referred incidents have been substantiated. He is also working on getting reports back later to see outcomes. We will continue to ask for this as it is a CMS requirement. Mark is tracking this data for possible trends to help providers in decreasing numbers of incidents and help members being affected by these financial exploitation and neglect issues.
- Mark also reviewed the Council Roster – 15 members must be voting members of the council and five of those are supposed to be either present or past recipients of services, legal guardians, and family members. Four new provider stakeholders and one alternate (Jenni Sutherland, Regina Westfall, Janice Milson, Ladie Viars, and alternate, Anna Lawhon) were reviewed and approved by the membership committee. A motion was made by Terra Muncy and seconded by Mandy Filippelli.
- Radene Hinkle will continue to serve as Chair of the Council. Motion made by Terra Muncy and seconded by Tonya Barnett.
- Terra Muncy will serve as co-chair – approved.

VII

- PALCO. Radene Hinkle gave an update.
- PALCO continues to actively hire new Resource Coordinators (RCs). PALCO customer support are taking most of the calls currently. Radene will send the list of RCs email and phone extensions to Mark for distribution. RCs currently have caseloads of 120 or higher. PPL had 68 RCs and PALCO has hired 42 of them so far and hopefully more in the next two weeks. They are working to get as many members as possible transitioned and enrolled along with their workers to get them paid for services provided. The transition has been confusing but will continue to get better as more RCs are onboarded.

With no further business, the meeting was adjourned.

**Next Meeting: July 23, 2024**