WV Aged and Disabled Waiver (ADW)
State Plan Personal Care Services Program

Quarterly Provider Meeting

Arlene Hudson, Director of Medicaid Operations, BoSS

August 21, 2019

Summersville, West Virginia

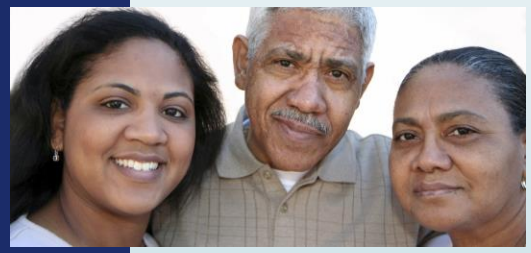
Agenda

- Welcome
- Take Me Home Transition Program Update
- Aged and Disabled Waiver Application Update
- Personal Care Policy Manual Update
- Continuing Certification Update
- "I Have a Situation"- Interactive Activity
- WV Incident Management System Management Update
- Questions and Answers

Take Me Home (TMH) Transition Program

Waiver Providers Update



August 2019
Marcus Canaday, Director
Take Me Home West Virginia

WEST VIRGINIA Department of Health & Human Resources
BUREAU FOR MEDICAL SERVICES

TMH Updates

- All states were required to end their Money Follows the Person (MFP) Transition Programs by December 31, 2018.
- States participating in the MFP demonstration were encouraged to incorporate transition services into their home and community-based service programs once their demonstration programs ended.
- When the MFP Transition Program ended in West Virginia, the following Waiver and Transition Coordination services were incorporated into the Aged and Disabled Waiver (ADW) and Traumatic Brain Injury Waiver (TBIW) on January 1, 2019:
  - Community Transition Services; and
  - Pre-Transition Case Management.

TMH Updates (Cont.)

- In February 2019, Congress passed, and the President signed into law legislation making additional funds available for states to extend their MFP demonstration programs.
- West Virginia requested these "extension" funds and in June 2019, was given approval by CMS to "restart" its MFP transition program, TMH, effective January 1, 2019.
- The MFP dollars are now being used to support the TMH Transition Program and Waiver transition services put into place January 1, 2019.

Contact Information

Marcus Canaday, Director

Take Me Home, West Virginia

West Virginia Department of Health and Human Resources

Bureau for Medical Services

350 Capitol Street, Room 251

Charleston, WV 25301

Phone: 304-356-4847

Email: Marcus.Canaday@wv.gov

ADW Application and Personal Care Manual Update



Continuing Certification



Continuing Certification (CCR)

- Submit affidavits July 1st-July 31st (reporting period is always July 1- June 30)
- Only enter employees who provided services to Aged and Disabled Waiver or Medicaid Personal Care Program members. The best practice is to not enter an employee into the CCR system until they have actually worked with a member. The system gets confused if an employee is entered and then removed.
- The start date on the CCR website is the date the employee started providing services (not their hire date)
- Trainings should be completed prior to their expiration date
- Fitness Determination dates expire, by law, exactly 5 years after the issued date.
- The CCR system was recently updated to reflect this. The provider must manually update all employees for this change to be reflected in each employee's CCR record. To do this, the provider must delete the Fitness Determination (CIB) and then add it back for the system to update the record. This can be completed anytime before July 31, 2020.



Bed Bugs

Have You Seen a Bed Bug Lately?



Why are Bedbugs a Problem for Seniors?

Skin infections, lesions, compromised immune systems, unable to spot them, isolates them.



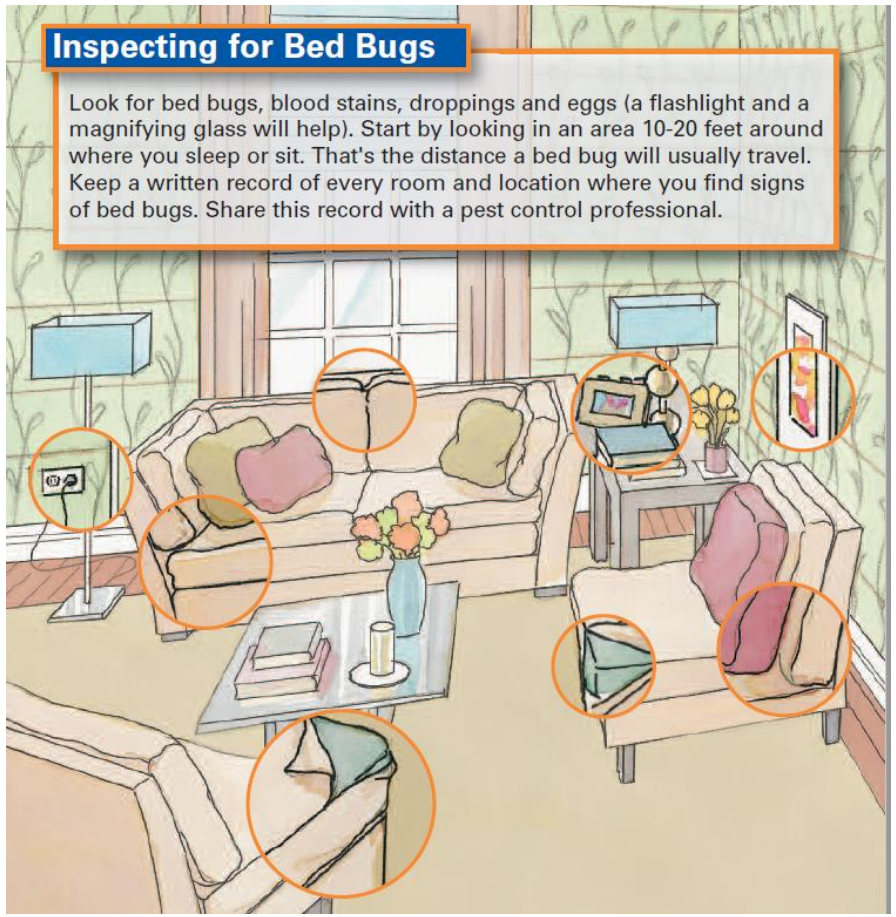
Getting Rid of Bed Bugs

Contact an exterminator.

Ask for an action plan on how to prepare for treatment and prevent them.

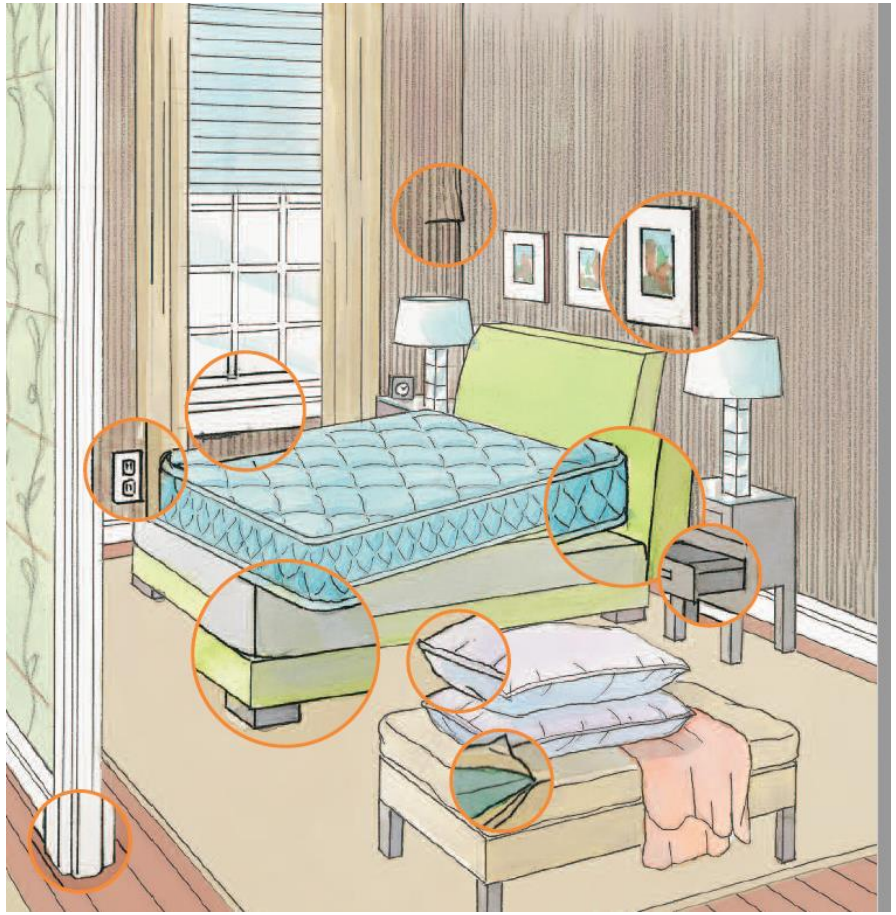
Less clutter, more visits. More infestation, more visits.

Educate on how to prevent



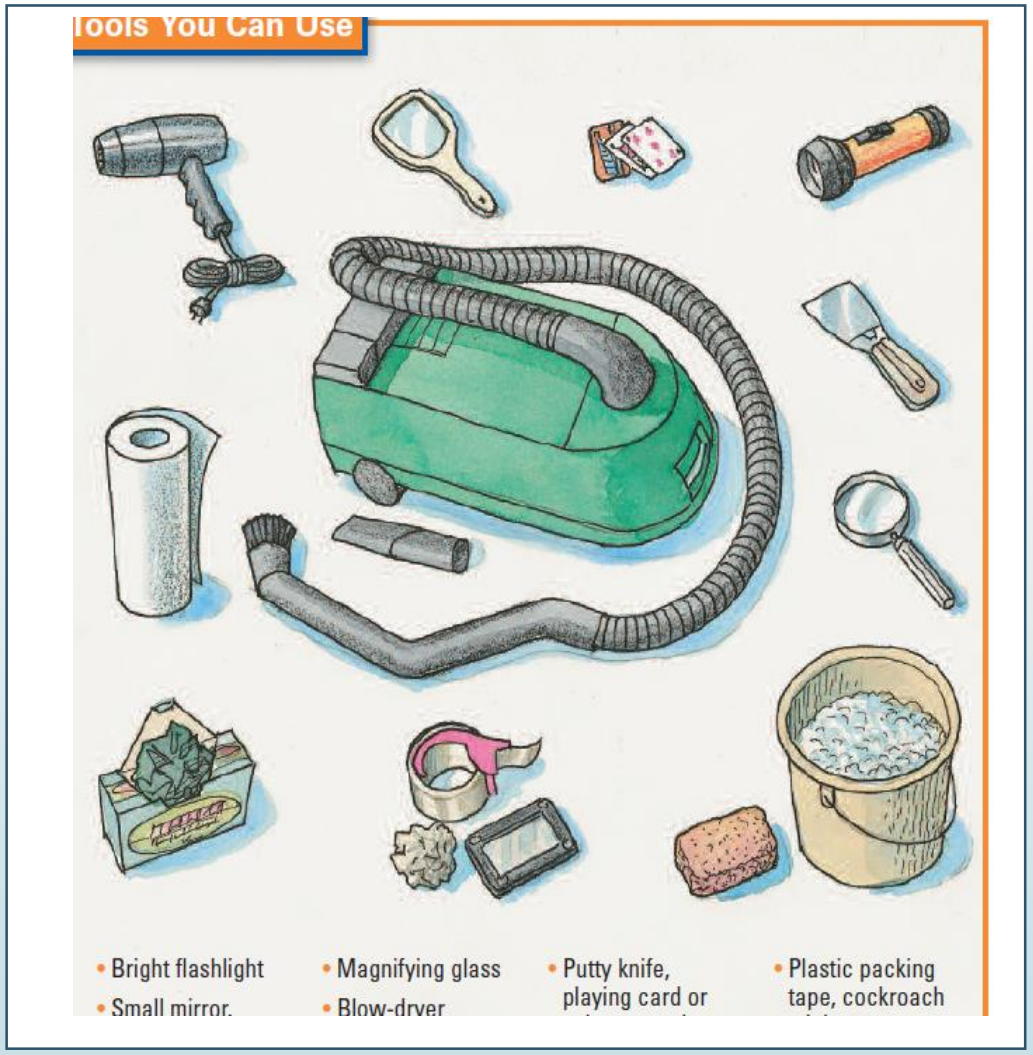
Where Do Bed Bugs Hide?

Living Room



Where Do Bed Bugs Hide?

Bedroom



Tools That Can Be Used

Vacuum, flashlight, putty knife or playing card, blow dryer, plastic tape, paper towels/cleaner, bucket of soapy water/sponge

- Get rid of clutter to reduce places bed bugs can hide. After checking them for bed bugs, consider putting non-essential belongings into storage until the bed bugs are gone from your home. Check all items again before returning.



- Wipe off dead bugs, blood stains, eggs and droppings with hot soapy water.



- Wash all items showing bed bug stains in hot water (140°F) and dry on the highest setting for at least 20 minutes. Other clean items suspected of having bed bugs should be placed in a hot dryer for at least 20 minutes to kill bed bugs. After drying store items in sealed plastic bags until you are sure you have gotten rid of bed bugs.



- Vacuum carpets, floors, bed frames, furniture, cracks and crevices daily, using the brush and crevice tools. Empty the vacuum or seal and dispose of its bag outside of your home after each use.



- Enclose infested mattresses and box springs in a cover that is labeled "allergen rated," "for dust mites," or "for bed bugs" for at least a full year. Periodically check for rips or openings and tape these up.

Clean and Disinfect

Helpful Tips for Informal Supports or Family Members



Be Prepared

Bed Bug Containment Kit: Plastic Storage Container with a Sealed Lid

- Disposable gloves.
- A roll of duct tape (light colored).
- Small plastic garbage bags or a roll of clear plastic drum liners (50 gallon garbage bags).
- Flashlight (to see the bed bugs) and narrow banded spatula (for crushing bed bugs if you find them on you or clothes).
- A fresh container of wet wipes and antibacterial wipes.
- **Suggestion:** May want to keep a change of clothes/shoes in the car.

Preparing for the Visit

- Always wear simple clothing when visiting a client's home.
- Avoid shirts with buttons and pockets (professional looking, long-sleeved, light colored tee-shirts are advisable).
- Avoid cargo pants or pants with cuffs.
- Simple shoes that can be thrown in a hot dryer, and that have minimal tread are also recommended.
- Do not accessorize with anything, particularly scarves, jewelry or handbags.
- Sit on a hard surface.
- Use a fanny pack for personal items (cell phone or ID)
- Before going in the home, you can ask about any infestations. If they say yes, ask about bed bugs. Approach it in a tactful, matter-of-fact manner as if bed bugs were the most common thing in the world. It is a sensitive topic.
- If bed bugs were a problem within the last 12 months, take precautions.

Use of the Dryer

- Heat is an excellent bed bug killer.
- Remove your work clothes as soon as you come home. Your clothes, including shoes, can be tumbled in the dryer on high for 30 minutes and emerge bed bug free.
- Regularly wash and heat-dry your bed sheets, blankets, bedspreads and any clothing that touches the floor.
- This reduces the number of bed bugs. Bed bugs and their eggs can hide in laundry containers/hampers Remember to clean them when you do the laundry.
- Black plastic bags in the sun might work to kill bed bugs in luggage or small items, if the contents become hot enough.

Suggestions From Professionals

- Keep your vehicle clear of clutter, vacuum it weekly and inspect it periodically for bed bug presence.
- Keep a dedicated pair of shoes for use only in clients' homes or a jacket in sealed plastic containers in your vehicle.
- Discourage people from sharing vacuum cleaners with others as this is a potential source of infestation.
- Bed bugs are excellent hitchhikers so people should be discouraged from accepting or borrowing clothing, furniture, or other items from friends and neighbors.
- Be prepared to offer basic bed bug information.
- Encourage the use of a pest management professional experienced with bed bugs.
- It may be difficult to find a source of payment for exterminating fees as it can be expensive. Ask if the company can discount the price or if multiple sources can pool together funds.

Is it a Bed Bug?

First, check to see if it is a bed bug.





Triage for Safety

How to Triage: The RN or CM assigns a degree of urgency. We are triaging immediate needs, not medical status.

- **Assess the member's immediate needs:** Identify priority areas of member need(s).
- **Priority 1- Health and safety:** Inability to maintain basic life safety without assistance. *Example:* Can't get out of bed, feed self, etc. **The less the person can do alone, the higher the health and safety risk.** A) Health and Safety only. B) Inability to help self in all areas.
- **Priority 2- Basic needs:** Food, shelter, medications, etc. Ensure that the member's basic needs are met. Look at other resources as well as ADW Services.
- **All Others:** ADL's and IADL's.

Identify Informal Supports/Resources

Identify any informal support or alternative resource to utilize when the PA/DCW cannot or will not enter the home:

Who can perform the **critical** activities on behalf of the member?

Level 1: Health and Safety Only-

a. They do **NOT** have informal supports.

b. They **DO** have informal supports.

Level 2: Basic Needs Only

a. They do **NOT** have informal supports.

b. They **DO** have informal supports.

Identify Strategies to Meet Immediate Needs and Priorities

Identify strategies to meet the immediate needs with safety in mind:

- Can meals be delivered and dropped off at the door (provided member can eat meals on their own)? How frequently does he/she need meals delivered? Who will deliver it? How to pay for the meals? Can the person receive meals from the senior center?
- Can medications, groceries and clean clothes be delivered to the door? Please keep in mind, you must identify how to pay for these items. Options, temporary assistance from a church, food pantry, senior center meals, local charity, etc.
- Can member bag dirty laundry temporarily in the home?

Priority Needs Assessment + Resource Assessment + Strategies for Priority Needs

Health and Welfare - Leadership

- We will be scheduling a meeting with directors to discuss incident reporting.
- The purpose of the meeting is to address incident reporting and incident follow-up.
- WV must show marked improvement in our incident data.
- We did not pass the "Health and Welfare" CMS Assurance on the 3-year evidentiary report to CMS.
- Over the last year, Quarterly Provider Meetings have been a source of education about the IMS to improve health and welfare. It did not improve.
- If we continue down this path, the noncompliance will directly affect services.
- We are coming to you to urgently solve this issue. It directly affects the waiver.



“I Have a Situation”

- Interactive Activity.
- Remember, all situations are not the same. The more information you have, the better. Prioritize safety. Educate member on responsibilities. Implement safety measures and do referrals. Document!
- And then, eat chocolate.



Triage and Causal Factors

TRIAGE

INCIDENT (S)

Facts and Frequency

WH Questions

Level of Risk

CAUSAL FACTORS

1. Medical/Physical
2. Cognitive/Behavioral
3. External or Other

Risk Assessment and Action

RISK ASSESSMENT

May be able to implement actions to ensure safety of the member and the worker.

Immediate Threat to the Worker.
No further **action due to risk.**

ACTION

- Contract
- Referrals
- Action to ensure safety
- Education on Member Responsibilities

- Assess safety and risk.
- Gather evidence.
- Complete appropriate referrals and action.
- Submit for request to close with evidence.

PC Services Reminder

- When a person requests a hearing within 13 days of receipt of the closure letter for all reasons except unsafe environment, PC services are to continue until the hearing decision is rendered by the Board of Review. Melody Cottrell with KEPRO issues a service continuation that lasts until the last day of the month in which the hearing is scheduled to allow the provider to continue to receive payment for services.
- When a person is on PC and applies for ADW, TBIW, or IDDW and receives a slot, the PC services are to continue until the day before the ADW, TBIW, or IDDW services begin to avoid interruption of services.

PC Services Reminder (cont'd)

- If person is receiving PC services and adds ADW, TBIW, or IDDW services for dual services, the PC services must continue through the process of onboarding the person for waiver services. To receive dual services, a person must:
  - ADW -Be assessed at a level D (and utilize ADW hours between 140 to max and still need additional assistance).
  - TBIW - Reach the maximum budget of $35,000.00.
  - IDDW
    - Child -7,320 service units/service year
    - Adult - 11,680 units/service year and
    - Have an ICAP service level of 1, 2, 3, or 4.

Questions and Answers



Contacts

West Virginia Department of Health and Human Resources

Bureau for Medical Services

Home and Community Based Services

Phone: 304-558-1700

Fax: 304-558-4398

Website: www.dhhr.wv.gov/bms

LuAnn Summers, ADW Program Manager

Phone: 304-356-4913

Email: Luann.S.Summers@wv.gov

Teresa McDonough, Personal Care Program Manager

Phone: 304-356-4924

Email: Teresa.M.McDonough@wv.gov

Contacts

West Virginia Bureau of Senior Services

Phone: 304-558-3317

Toll-free Complaint Line: 877-987-3646

Fax: 304-558-6647

Website: www.wvseniors.gov

KEPRO

Phone: 304-343-9663