Division of Developmental Disabilities (DDD)

Support Coordination:
2013 Age-Outs and New Presenters

April 15, 2013

Follow-Up from Previous Sessions

❑ Supports Program Overview & Support Coordination Info Sessions

   ❑ Held in November/December 2012

   ❑ Slides & link to videos available on Supports Program web page at
   http://www.nj.gov/humanservices/ddd/programs/supportsprgm.html

❑ Changes to Timeline for SP Implementation

   ❑ Stakeholder Input

   ❑ Rate Study & Provider Recruitment

Phase 1 of SC Implementation

❑ "Interim System" of Support Coordination Services for:

  ❑ 2013 Age Outs

  ❑ New Presenters after June 1, 2013 (except CCW people)

Supports Program Overview

- ❑ Major DDD Initiative included in the Comprehensive Medicaid Waiver

- ❑ Services/supports for individuals living in their own homes or with their families

- ❑ Provides Individualized Budgets (based on assessed level of need):

  - ❑ Employment/Day Supports
  - ❑ Individual/Family Supports

Overview of Support Coordination

- ❑ Mandated care management service

- ❑ Billed monthly

- ❑ Assist individuals in gaining access to needed services (program, State plan, other)

- ❑ Develop & maintain the Service Plan

- ❑ Provide ongoing monitoring

Key Information

❑ Distinct from Supports Brokerage (different service and separate agency)

❑ No mandated ratios <u>at this time</u>

  ❑ Must be able to meet deliverables

  ❑ Must report ratios, which will be monitored

  ❑ Division may eventually institute caseload limits

❑ Must serve a minimum of 1 county & 60 people

Key Policies

- ❑ Zero Reject & Zero Discharge policies
  - ❑ SC Agency must accept all individuals
  - ❑ SC Agency cannot discharge individuals
    - ❑ DDD may discharge individuals for failure to comply with SP eligibility or policies
- ❑ Conflict Free policy
  - ❑ SC Agency must avoid any conflict of interest between the delivery of SC services & the delivery of direct services to the individual

Conflict Free - Preferred Option

❑ SC Agency is a separate & distinct business

    ❑ Best practice

    ❑ Separate Boards, CEO/staff, finances, etc.

Conflict Free – Acceptable Option

❑ SC agency may not deliver direct services & SC to the same individual

> ❑ Must wait 6 months after providing SC services before delivering direct services

> ❑ Direct service providers who want to provide SC must submit proposals to DDD for approval prior to application

Key Policies

❑ 24 Hour Coverage

❑ SC Agency must ensure that Support Coordination services are available at all times (at minimal, phone contact)

❑ Answering service is acceptable

Qualifications

- ❑ Bachelor's Degree or higher -AND-

- ❑ 1 year of experience in DD or care management/coordination in any social services field -AND-

- ❑ State, Federal Criminal Background checks and Central Registry check at the time of hire –AND-

- ❑ Completion of DDD required training

Application Process

❑ Follow the "Become a Provider" link for instructions to complete the Medicaid Provider Application.
http://www.state.nj.us/humanservices/ddd/programs/sppp.html

❑ Submit the application to Molina

❑ Molina will review application & notify agency if the packet is not complete

Approval for SC Services

❑ Application and qualifications reviewed

❑ If pre-approved, DDD will send a letter and fingerprinting forms

❑ Agency executive officer is fingerprinted and background check completed

Approval for SC Services

❑ If approved, the SC agency will receive a MMIS provider number and the SC service code will be applied

❑ Providers must agree to adhere to the Provider Agreement and SP Policy Manual

SC Roles

❑ Manages Support Coordination services for each participant

❑ Individual Discovery

❑ Plan Development

❑ Plan Coordination

❑ Plan Monitoring

SC Responsibilities

❑ Using and coordinating community resources and other programs/agencies

- ❑ Individual's family, neighborhood, community
- ❑ Programs/services by other local, State, federal agencies
- ❑ Using and making referrals as appropriate
- ❑ Coordinating services between the agencies so DDD's compliment, but do not duplicate, services

SC Responsibilities

❑ Developing a thorough understanding of the services funded by DDD

❑ Ensuring services are utilized in accordance with the SP Policy Manual

❑ Interviewing the individual/family, reviewing assessments/evaluations, facilitating completion of discovery tools

SC Responsibilities

❑ Developing, distributing, reviewing, and monitoring the Person Centered Planning Tool (PCPT) & Individualize Service Plan (ISP)

❑ Knowledge of the approved providers & ability to match the provider with the individual

SC Responsibilities

❑ Obtaining prior authorization for DDD-funded services

❑ Follow up regarding delivery of services

  ❑ Ensuring delivery of quality services

  ❑ Provided in a safe manner

  ❑ In consideration of individual's rights

❑ Maintaining a confidential case record

SC Responsibilities

- ❑ Reporting suspected abuse or neglect and following up as necessary
- ❑ Incident reporting
- ❑ Providing notice when services are changed, reduced, or terminated
- ❑ Notify DDD of any suspected provider issues

SC Responsibilities

- ❑ Entering information into the e-record within 5-10 business days of the event/activity that is being documented

- ❑ Ensure individuals/families are offered informed choice of service provider

- ❑ Notify individual regarding any pertinent expenditure issues or trends

SC Supervisor Responsibilities

❑ Review and approve all ISPs

❑ Provide, or assign as appropriate mentoring of new SCs during the ISP training process

❑ Ensure all qualifications, standards, and policies explained in the SP manual are followed

SC Deliverables

- ❑ Monthly contact

- ❑ Quarterly face-to-face contact

- ❑ Annual home visit

- ❑ Completed monthly/quarterly monitoring tool

- ❑ Completed PCPT & ISP (30 days from date the individual was assigned)

SC Deliverables

❑ Notes/reports

❑ Annual satisfaction surveys

❑ Reporting data to DDD

Person Centered Planning Tool

- ❑ Mandatory discovery tool used to guide the person-centered planning process and assist in the development of the ISP

- ❑ SC facilitates the development

- ❑ Completed by, or based on input from, individual, guardian, family and/or other people as identified

Individualized Service Plan (ISP)

❑ Identifies the individual's needs

❑ Describes the needed services to be provided and outcomes to be attained

❑ Directs the provision of safe, secure, and dependable support and assistance

❑ Establishes outcomes consistent with full social inclusion, independence, and personal/economic well-being

ISP

- ❑ Developed by a Planning Team
    - ❑ Individual
    - ❑ Parent or guardian, if any
    - ❑ Support Coordinator
    - ❑ Other identified people/support
- ❑ Informed by the DDRT, PCPT, additional assessment/evaluations, and other discovery tools such as the Information Gathering Tool

ISP – Plan Coordination

❑ SC is the Plan Coordinator

❑ Identify team members and schedule meetings of the interdisciplinary team

❑ Notify team members of Planning Team meetings

❑ Provide copies of all current evals/assessments team members

ISP – Plan Coordination

- ❏ Actively participate in team meetings
- ❏ Coordinate meetings of the planning team as outlined in SP manual
- ❏ Write the ISP
- ❏ Distribute copies of the completed ISP & PCPT
- ❏ Ensure all data is entered into e-record

ISP – Plan Coordination

❑ Monitor and review the ISP

❑ Complete other assignments as determined by the Planning Team

❑ Ensure the individual/family receive services to meet medical/functional needs

❑ Monitor/oversee budget

ISP Approval

❑ SC Supervisor – will review all plans and approve

❑ State Staff – will approve any plans containing non-standard services or services exceeding pre-set cost limitations

❑ State Staff – will approve any bump-ups and or services related to bump-ups

PCPT & ISP

❏ PCPT is currently available in PDF format
http://www.nj.gov/humanservices/ddd/documents/Documents%20for%20Web/PCPT%203-13-13.pdf

❏ ISP is currently available in PDF format
http://www.nj.gov/humanservices/ddd/documents/Documents%20for%20Web/NJISP.pdf

❏ Form versions of the ISP will be available by the end of April on the SP website
http://www.nj.gov/humanservices/ddd/programs/supportsprgm.html

Training – Online Orientation

- ❑ Through the College of Direct Support (CDS)

- ❑ Gives an overview of basic concepts – Support Services, Communication, Working with Families, Rights of People with Developmental Disabilities

- ❑ CDS System Administrators or go through DDD to gain access to courses

Training – Additional Requirements

- ❑ Mandatory prior to delivering services
  - ❑ Danielle's Law
  - ❑ UIR training
  - ❑ Prevention of Abuse/Neglect
  - ❑ Overview of DD – different than current version and will be renamed
- ❑ Within 30 days from time of hire
  - ❑ Medicaid 101

Training - Classroom

❑ Three Day Classroom Training

- ❑ Person-Centered Planning

- ❑ Building Collaborative Relationships

- ❑ Problem-Solving and Conflict Resolution

- ❑ Identification, Development, and Connection to Supports

- ❑ ISP

- ❑ Monitoring Supports

Training – ISP "Guided Practice"

- ❑ Develop 2 ISPs with support/review by an experienced mentor/supervisor

- ❑ If an agency is new to the Division, TA will be provided through the Regions in the interim to increase experience

- ❑ Useful Review Tool will be provided

- ❑ Verification of Review will be required

Training

❑ 7 SC classroom training sessions are currently scheduled (end of April – mid August)

❑ Registration online

❑ Can attend prior to becoming an approved SC Agency

    ❑ Approved agencies will receive priority status if registration goes above capacity

Reimbursement

❑ Draft interim rate or final rate will be established through formal rate study (currently underway)

❑ Phase 1

  ❑ DDD's voucher process

  ❑ Send DDD voucher with necessary justification on a monthly basis

❑ SP Operationalized – Medicaid claims

IT – Electronic Record

❏ DDD will provide an electronic system which will house all pertinent data regarding participants of the SP

❏ NJISP

❏ PCPT

❏ Case Notes

❏ Contact Notes

❏ Demographics

❏ FEA/DDRT

❏ Supporting Documents

❏ Budget

❏ Utilization

❏ Prior Authorizations

IT – Provider Search Tool

❑ DDD will host a provider/service search tool that will assist SCs and individuals/families in identifying and linking to local service providers

❑ Search based on Keyword/Taxonomy, Service, Provider, or Proximity

IT - Claiming

❑ DDD will not provide electronic claiming software (ECS) for submitting claims to Medicaid

❑ Claims can be submitted

❑ Through the Medicaid website - one at a time, free

❑ Through electronic claims software – in bulk, a list of software is available by clicking on "Approved Vendor List" (left side of website) at http://www.njmmis.com

Indicators of a Quality SC

- ❑ Ongoing & Timely Communication & Follow-Up
- ❑ Meets deliverables on time
- ❑ Understanding of services/resources (beyond those provided by DDD) & how to access them
- ❑ Problem solver
- ❑ Flexible

Keep in Mind…

- ❑ Adjustments and changes will be made as implementation continues
    - ❑ PCPT, ISP
    - ❑ Training
- ❑ SCs will need to complete an updated training once the SP is operationalized
- ❑ Rates may not be finalized during this initial phase and could change

Summary of Differences

❑ Available services/supports

❑ Training

❑ Reimbursement

❑ IT

Questions?

Questions should be emailed to the Supports Program Help Desk at:

DDD.SuppProgHelpDesk@dhs.state.nj.us