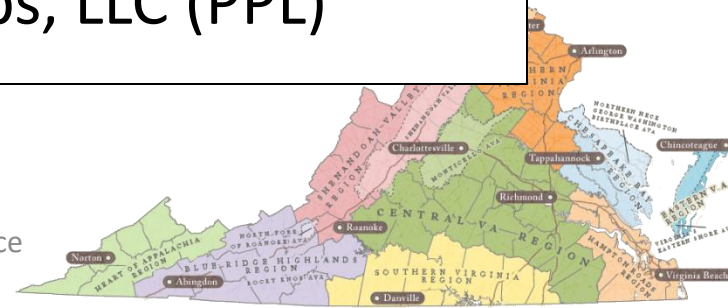


Win-Win for Self-Direction: Maximizing Participant Choice and Maintaining Program Integrity

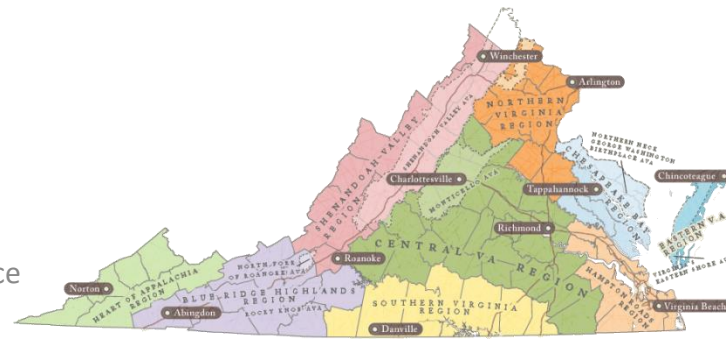
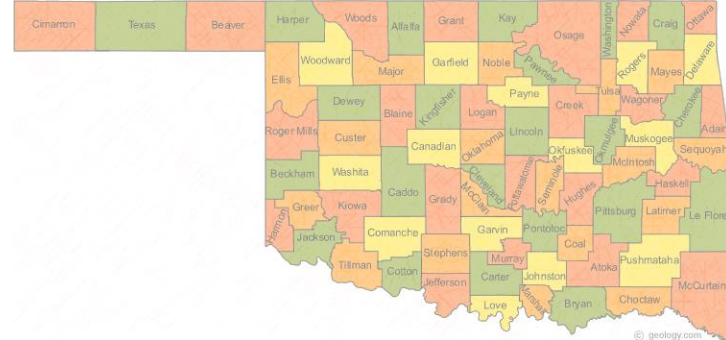
Jointly presented by:

Virginia Department of Medical Assistance Services
(DMAS), Oklahoma Department of Human Services
(DHS), and Public Partnerships, LLC (PPL)



Objectives

- Explore natural tension points between Participant authority and service integrity.
- Review the design and management of the Virginia and Oklahoma self-directed service options supporting independence, choice and control.
- Examine a variety of financial management service provider supports that reinforce program quality and integrity.



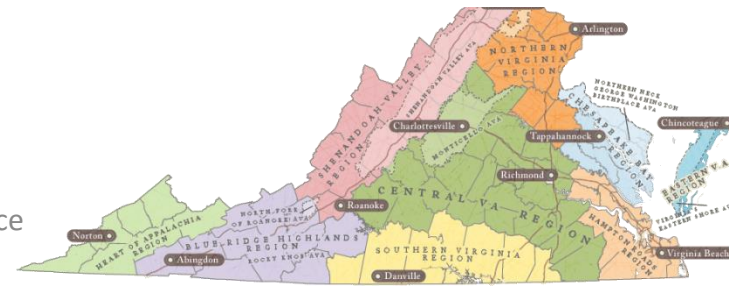
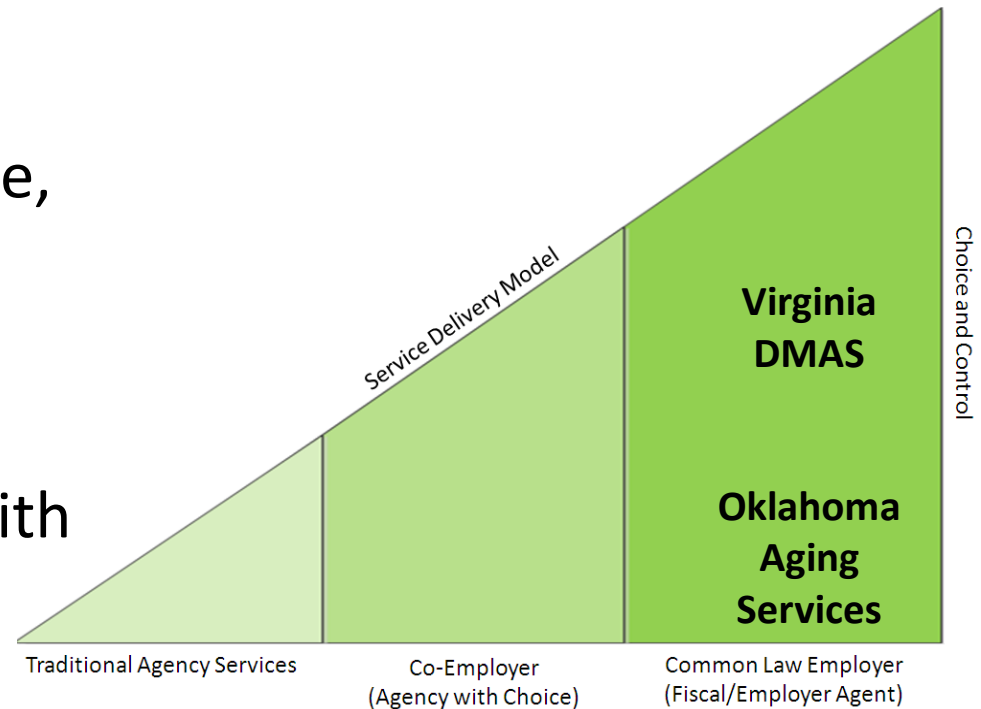
Promoting Participant Independence and Authority

Employer Authority:

- Enables participants to hire, schedule, supervise, and dismiss direct care workers/attendants.

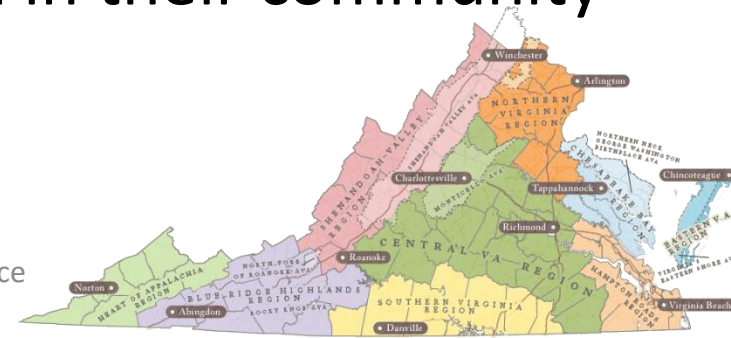
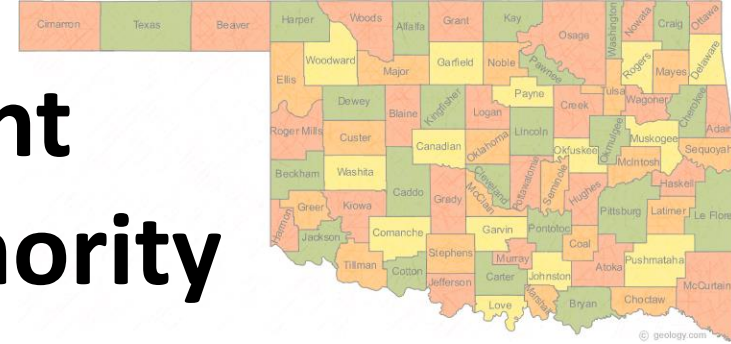
Budget Authority:

- Provides participants with a flexible budget to purchase a range of goods and services to meet their needs.



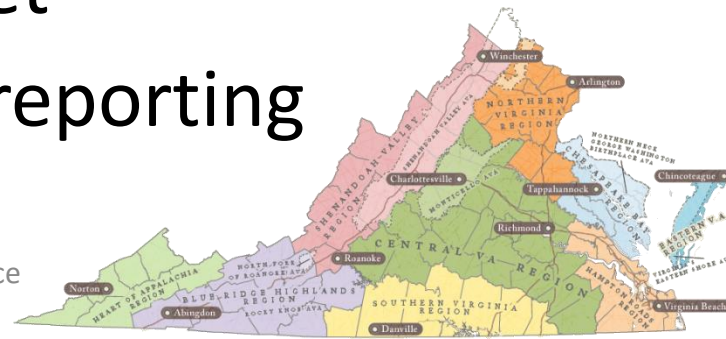
Promoting Participant Independence and Authority

- Flexibility in scheduling
 - Participants can decide when services are provided
- Ability to hire
 - Participants decide who will assist them in daily living activities
- Remaining independent
 - Participants remain integrated in their community and in their homes!



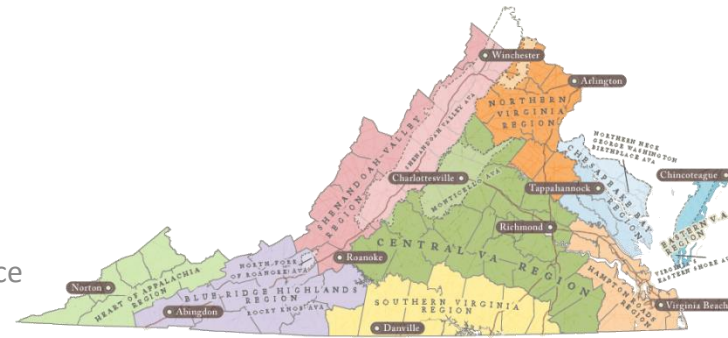
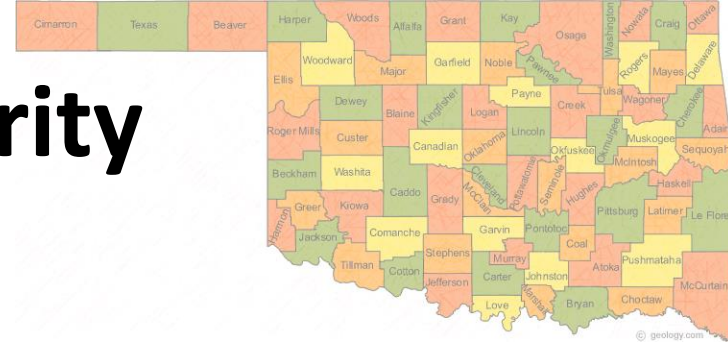
Keys to Program Integrity and Quality

- Limit fraud and abuse
 - Ensure financial management services have payroll controls that enforce rules and service delivery compliance.
- Stringent documentation processing
- Payments against approved authorizations
- Medicaid Eligibility verification
- Signed timesheet/e-timesheet
- Monthly assurances/quality reporting



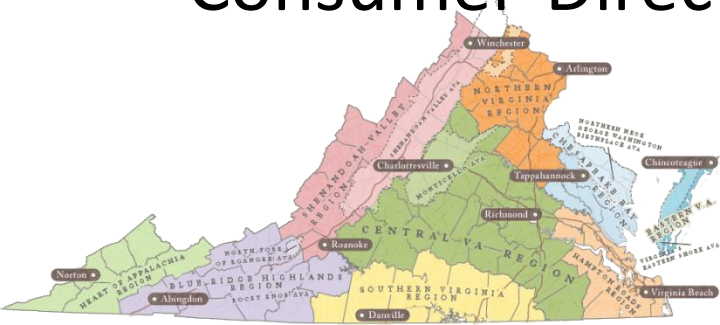
Keys to Program Integrity and Quality

- Ensure person centered outcomes are achievable
- Supporting participants adequately
- Multiple options for timesheet submission
- Timely payments to attendants
- Monthly spending reports
- LEIE database verification
- Criminal history checks



Virginia's Self-Direction In the Beginning

- Virginia home-grown
- Embraced by advocates for those with disabilities
- Challenged by advocates for the elderly with many questions outstanding
- Meetings held with Richmond Times Dispatch reporters in the room
- Merging of the Elderly or Disabled Waiver and Consumer-Directed Waiver laid foundation



Program Integrity

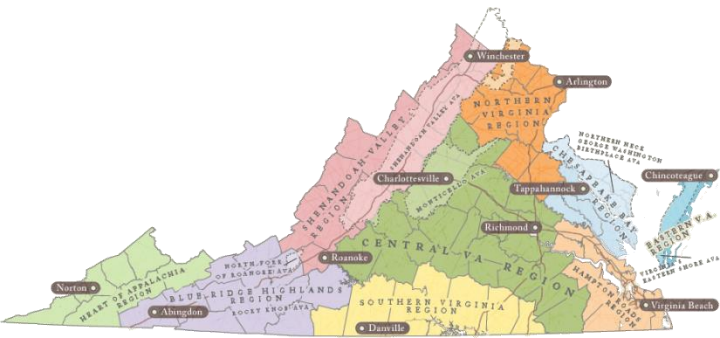
“The Early Days”



Program Integrity

“The Early Days”

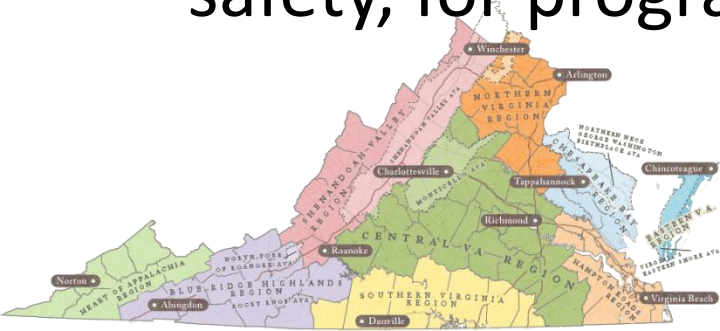
- Approximately 1,500 individuals self-directed
- Division staff placed timesheets in alpha order
- Timesheets keyed into an Excel spreadsheet
- Results sent to a bookkeeper to issue a check
- No federal tax withheld, only state
- W-2s issued
- Taxes? Errors? Confidence?



Program Integrity

The Contract

- 2005 RFP – Draft RFP was 15 pages in length
- Staff dedicated to writing the RFP
- Information from IRS, Department of Labor, national resources, consultants
- Initial contract with Public Partnerships, LLC in 2006; Subsequent rebid in 2012
- A partnership for self-direction safety, for program integrity



DMAS and PPL

“The New Era”

- Start-up initiated 128 business rules
- Ability to pay workers restricted by rules that are necessary to ensure program integrity
 - No time overlaps;
 - No payment while individuals were not in waiver;
 - No payment for more than one attendant for a time period;
 - No payment for unauthorized hours
- Up to 60% of all payroll could not be paid under automated system
- Department reports to Governor's office daily on statistics for payments and categories of non-payment



One Payroll Batch Period	1/28/2003	1/24/2006
Number of checks processed	557	1,954
Number of services hours paid	31,504	139,588
Total payroll amount	\$238,128	\$1,328,464
	DMAS 2001-2006	RFP 2006-06
Internal Controls		
Training Plan to stay current with Federal and State rules and regulations regarding vendor FEAs and household employers		x
Comprehensive FEA Policies and Procedures Manual		x
Turnover plan		x
Fiscal accountability through the effective use of internal controls such as audit trails and reconciliation		x
Technology		
Audit trails & user accounts in database	x	x
Static historical data		x
Secure website to review recipient reports and download forms		x
Electronic system for implementing & maintaining a record mgmt process		x
HIPPA compliant forms and database generated reports		x
Connectivity with VAMMIS for daily authorizations		x
Supported by accurate, flexible, up-to-date database that will serve consumers & attendants efficiently, even as program utilization expands		x
Obtain Federal and State Approval to be a Vendor Fiscal/Employer Agent		
Unique company FEIN to file tax forms		x
Collect and process IRS Forms: SS-4, 2768, 8821		x

DMAS and PPL

“The New Era”

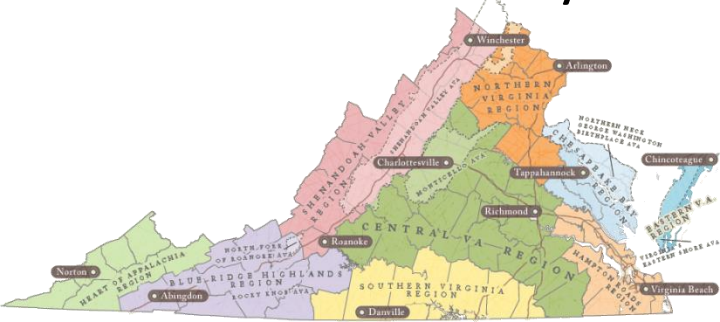
- Dual systems required
- “Good to Go” to PPL for payment
- Outside business rules to bookkeeper for six months
- Extensive education, fact sheets, customer service calls
- Training provided in 58 locations throughout the Commonwealth with staff that “volunteered” to take part



DMAS and PPL

“The New Era” Innovations

- Background checks for workers
 - Criminal Record Checks
 - CPS and APS Checks
 - LEIE
- Direct feedback from participants
 - Annual recipient satisfaction surveys
 - Interviews as part of quality management reviews
 - CD Advisory Council



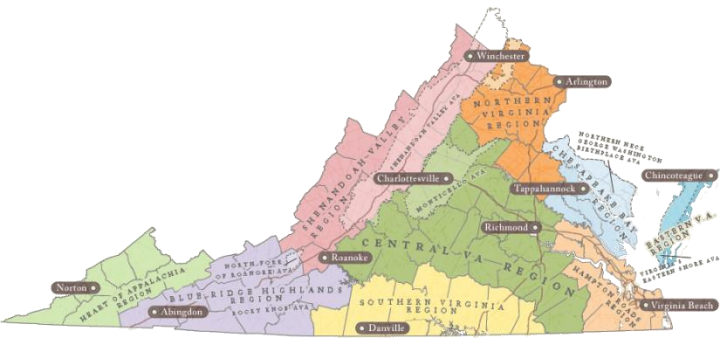
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DMAS and PPL

“The NEW ERA” INNOVATIONS

- Structured processes to identify and report fraud and abuse
 - LTC, Program Integrity, Medicaid Fraud Control Unit, Bi-Weekly Meetings
 - Active prosecution
 - Adult Protective Services (Financial Exploitation)
- MFCU adds specialist for self-direction



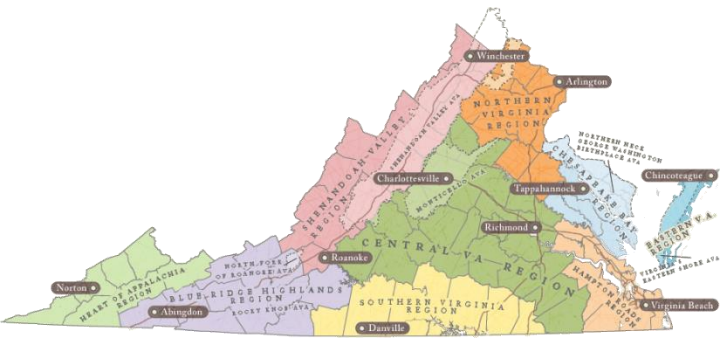
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DMAS and PPL

“The New Era” Innovations

- Electronic Submission of Timesheets – CMS Approval
- Debit Cards
- Service Facilitator Training
 - Development with Virginia Commonwealth University of training modules
 - Regular PPL training
- Customer Service Call Center Innovations
 - Internal controls to track length of time for return messages
 - E Blasts –Proactive with Information



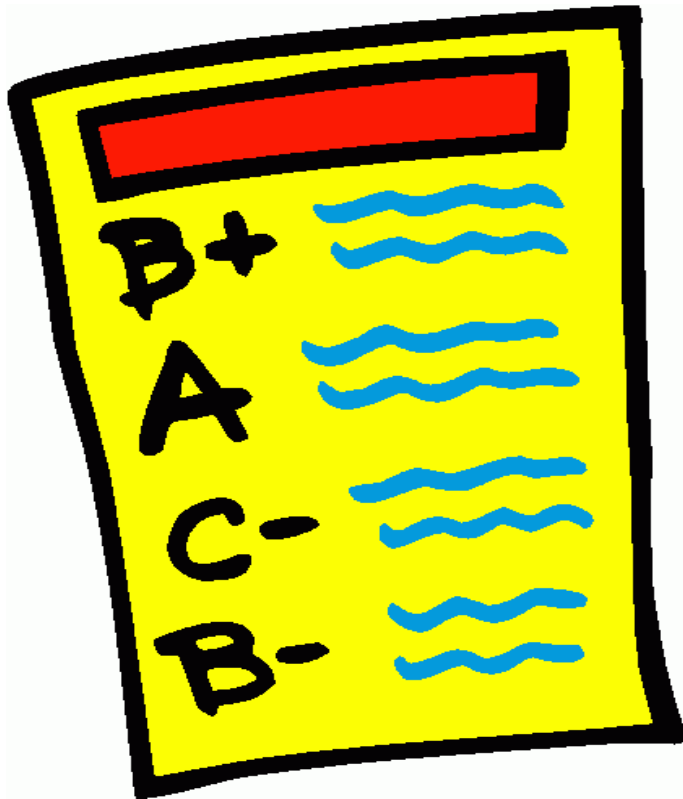
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DMAS and PPL Report Card



Program Data and Trends 2015



Time Capture

- Timesheet Performance: 2,004 Timesheets pending less than 30 Days.
- E-Timesheet Processing: 53% of timesheets processed through E-Timesheet.

Customer Service

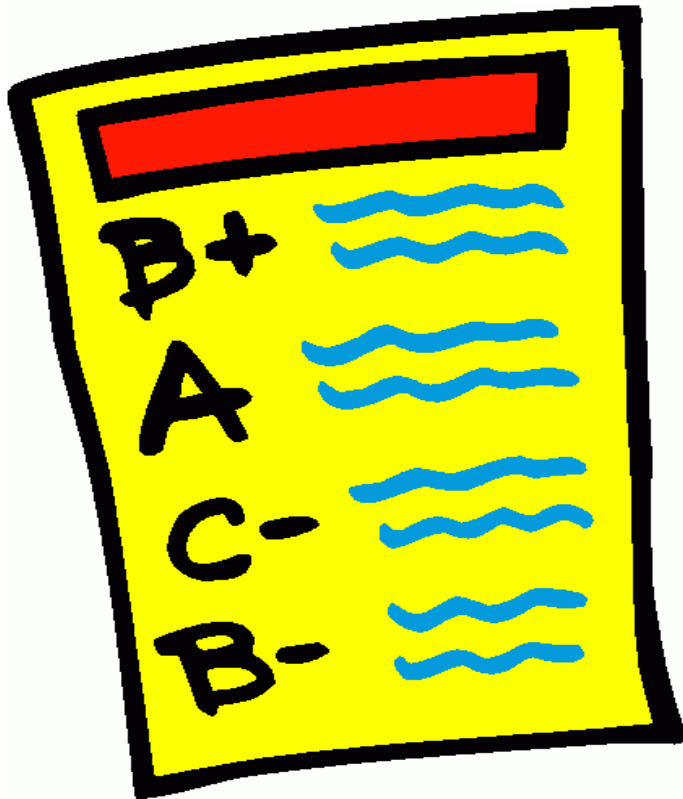
- Inbound Calls: 100% of Inbound Calls answered within 3 minutes
- Voicemails: 100% of Voicemails returned within 24 hours
- Abandonment Rate: 2.6% of calls abandoned. This includes the Live Ops transfer line



DMAS and PPL Report Card



Program Data and Trends 2015



Consumer/Employer of Record Processing

- Active Consumers: 16,107 active consumers for June 2015.
- Fiscal Agent Request Forms: Processed 99% within 3 Business Days.
- EOR Packets: Processed 100% of packets within 5 Business Days.

Attendant Processing

- Active Attendants: 20,446 active attendants for May 2015.
- Attendant Packet Processing: Processed 100% of attendant packets within 5 Business Days.



FEA Specific Supports

- Extensive and ongoing configuration design discussions with DMAS
- Better ability to support program integrity with understanding of FEA system



Key Attributes for Program Integrity

- Documentation-based approvals
 - Documentation management
 - 270-271 checking
 - Signed timesheet/e-timesheet
 - Mobile app



FEA Components

- Regular reporting to participants and clients
- Ongoing formal and informal quality monitoring of PPL by DMAS



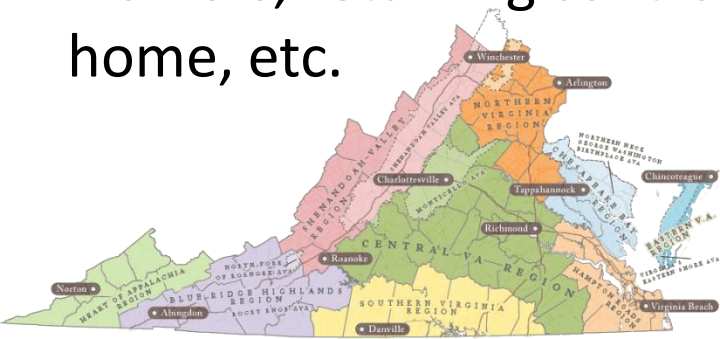
Virginia: Balancing Choice with Program Integrity

Program Integrity

i.e. programmatic controls, training initiatives, structure/design, quality standards, etc.

i.e. flexibility in scheduling, managing one's own needs, not relying upon a provider agency to send direct care workers, retaining control over one's own home, etc.

Service Access

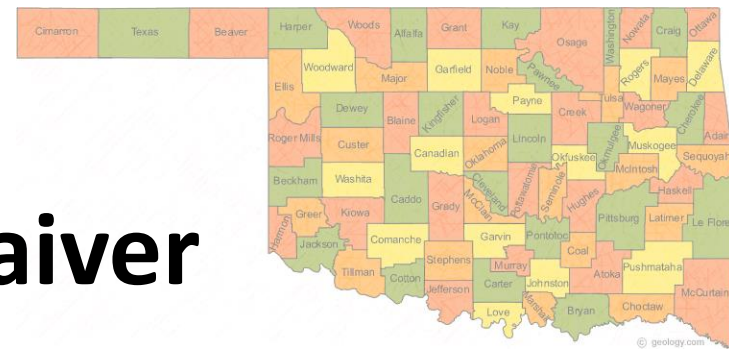


FEA Specific Supports



- System designed to support independence and responsibilities of the employer within program rules
 - Hiring workers
 - Managing services

Oklahoma DHS *ADvantage* Program Waiver



- Serving Oklahomans since 1994
- State-operated 1915(c) waiver for aging (65 and older) and disabled populations (age 21 and older)
- Service delivery provided by contracted private companies
- Serving 18,000 (approx.) Oklahomans each year



Consumer Direction in the *ADvantage* Program Waiver

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Public Partnerships, LLC

- Began serving as the Fiscal Reporting Agent for CD-PASS in 2009
- CD-PASS served 325 Members
- High Service Levels Agreement standards for Customer Service
- OK DHS sought a vendor that could support state wide expansion

Oklahoma *ADvantage* Program Consumer Direction



Consumer-Directed Personal Assistance Services and Supports (CD-PASS) service option

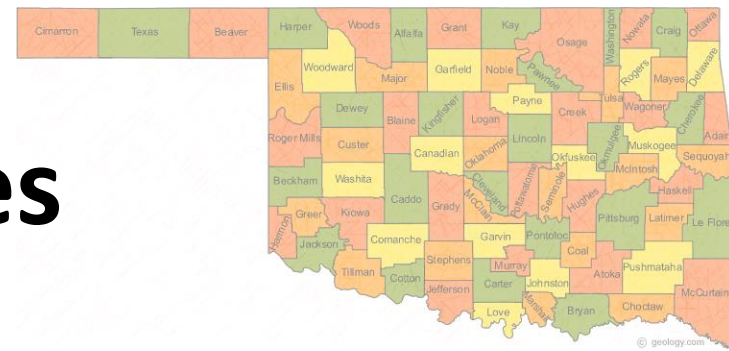
- Started in 2006 – piloted in 5 counties
- Currently serving 850 Members in 57 counties
- Focused on the most used services in self-direction:
 - Personal assistance services



Consumer Direction in the *ADvantage* Program Waiver

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Maximizing Choices



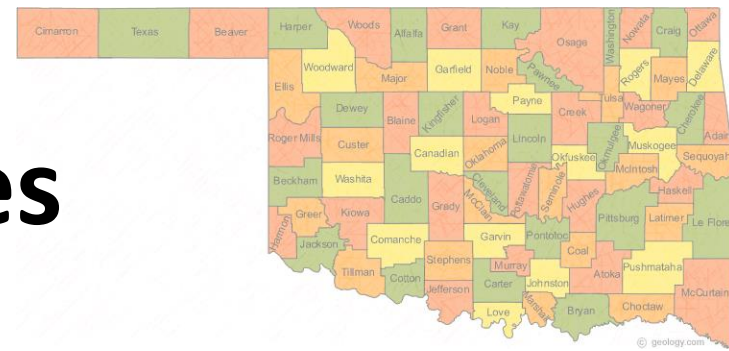
- Choice of available providers for every service
- Any Member may choose CD-PASS (if eligible)
- Member also chooses:
 - Who to hire, wage to be paid, schedule of worker, who to fire, etc.
- Member also may end or return to CD-PASS as desired



Consumer Direction in the ADvantage Program Waiver

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Maximizing Choices



- CD-PASS Members received approximately 7% more of their authorized services, compared to agency care.
- Employer Authority to hire
- Budget Authority allows Member to:
 - Ability to pay higher wages
 - Allocate funds for bonuses, mileage, training (i.e. CPR), and other non-durable employer-related expenses



Consumer Direction in the ADvantage Program Waiver

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FEA Specific Supports

- Self-direction offers increased choice and control, but inherently means more responsibility for the Member.
- As the Fiscal Reporting Agent for CD-PASS, PPL views ourselves as a key component of the Member's support system

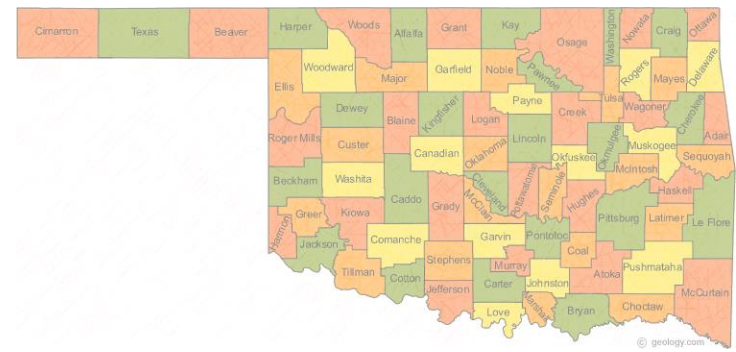
Quality Customer Service

- PPL has consistently made enhancements to our customer service capabilities to ensure Members get the information they need timely.
 - BLAZE auto-calls
 - Integrated voice recognition for timesheet verification
 - Configurable Messages of the Day

Quality Customer Service

- Extensive Customer Service Metrics are reported weekly and on the monthly assurance report.
- Metrics include the following:
 - Inbound calls
 - IVRA calls taken
 - Hold time
 - Voice Mail rate
 - Abandon rate

Balancing



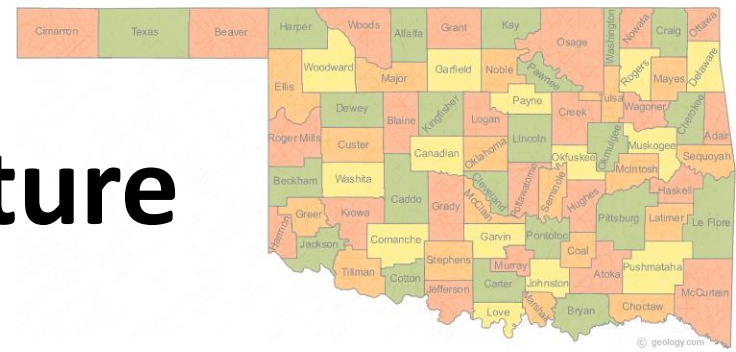
- Recognizes increased control and authority of Members and their appointed Authorized Representatives
- Empowers Members to realize full advantage of community-based services
- Prompt and direct in communicating program expectations
- Reliant upon strong partnership with contracted case management agencies throughout the state



Consumer Direction in the *ADvantage* Program Waiver

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Service Option Structure



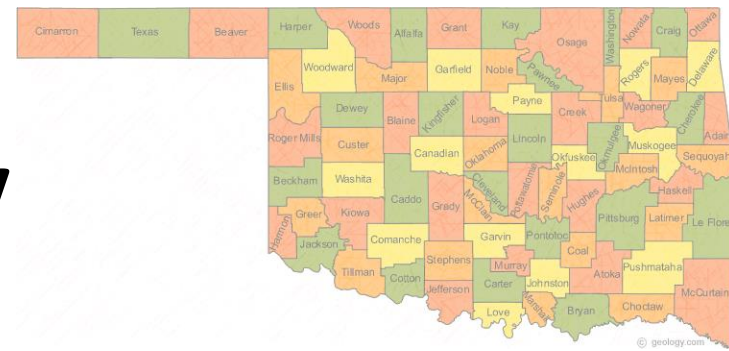
- State manages Applications and Eligibility
- Three service codes
 - Personal services assistance
 - Advanced personal services assistance
 - Optional expense account (i.e. overhead acct)
- Member is the Employer of Record
- FEA/FRA handles enrollment, payroll, billing, and monthly reporting



Consumer Direction in the *ADvantage* Program Waiver

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Program Integrity

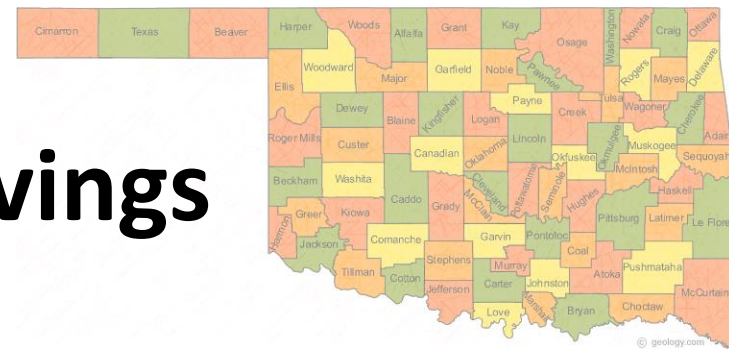


- Cost neutrality and cost savings
 - Unit rate discount factor, Per Member Per Month FEA costs, Budgeting tool
- Appropriate service use and outcomes
 - Monthly FEA contract reporting, FEA “Good to Serve”, Member statements, CDA/CM monitoring, training investments, FEA programmatic limits



Consumer Direction in the ADvantage Program Waiver

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Cost Neutrality/Cost Savings

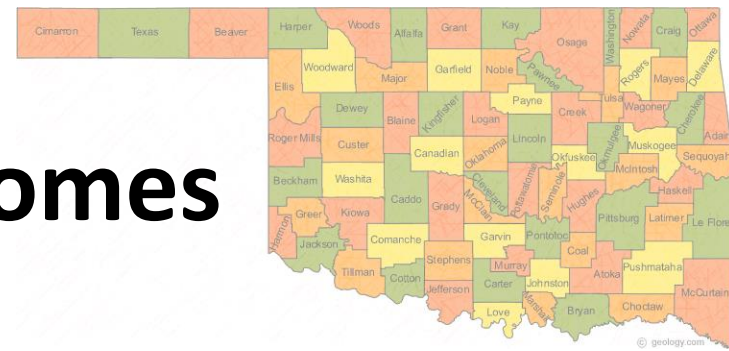
- CD-PASS rates are lower than agency care rates, resulting in lower cost for the equivalent amount services.
- Cost cap on individual Service Plans
- Service authorizations based on unmet needs
- Unused / unclaimed services return to the state



Consumer Direction in the ADvantage Program Waiver

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Service Usage and Outcomes



- FEA implements programmatic limits according to authorizations (dollars and units)
- Additional Program Limits (hpw/hpd)
 - Exceptions available for medical necessity
 - Prevents excessive fraud/misuse and is immediately detoured
- Overutilization notifications



Consumer Direction in the ADvantage Program Waiver

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Self-Reported Outcomes

- CD-PASS has a 97% recommendation rate among those enrolled (as in, they would recommend this to others)
 - 71% enrolled also reported improvements in overall quality of life since starting CD-PASS, along with nearly 60% also reporting improved health outcomes, independence, and access to the community.
 - Survey completed in Dec 2014, polled the current CD-PASS Members.



Optional Expense Account

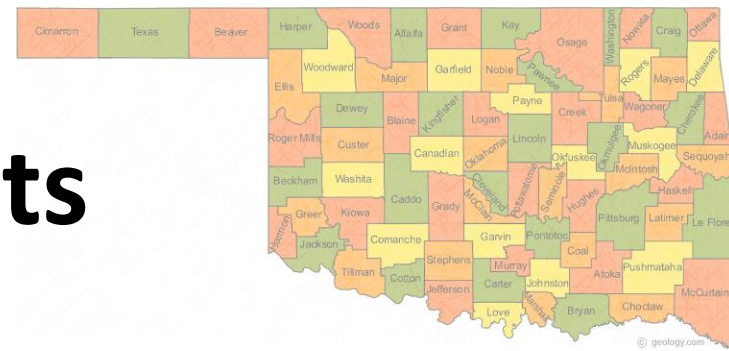
- Ability to budget “Overhead” expenses
- Used for bonuses, training, mileage, office supplies (non-durable), employee health insurance, employee vaccinations
- Structured claiming system:
 - Optional Expense Guidelines
 - State audits on claims at agreed upon level
 - Time limits, authorized payees, Member approval required



Consumer Direction in the ADvantage Program Waiver

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Training Investments



- Consumer-Directed Agent training for Case Managers (6.5 hrs)
- Comprehensive Member (Employer) and Employee Handbooks
- Member Training (Face-to-Face – 3 hrs)
 - **“The opportunity to ask direct questions”**
 - **“One-on-one explanation of service”**



Consumer Direction in the *ADvantage* Program Waiver

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Monthly Spending Reports

- PPL and OK DHS have made several revisions to the monthly spending report distributed to all Members.
- The current report includes detailed information on utilization rates.
- CD-PASS service plans are completed annually and therefore it is imperative they utilize services according to their plan.

Assurances Through Reporting

- PPL worked with OK DHS staff to develop a monthly Medicaid Assurances report
- The comprehensive report provides full transparency on program operations across a number of categories:
 - Utilization of services
 - Member enrollment
 - Service expenditures by type

Assurances Through Reporting



Over time, the report has evolved to include

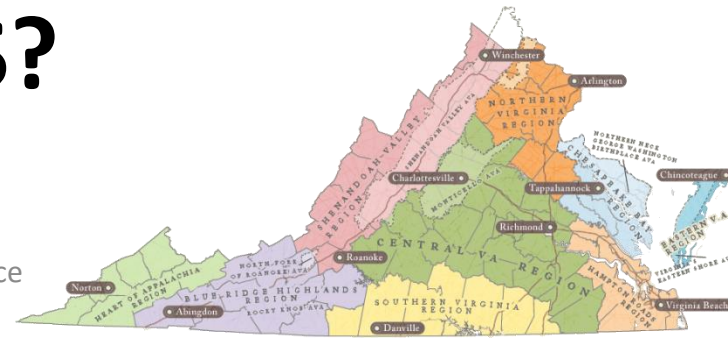
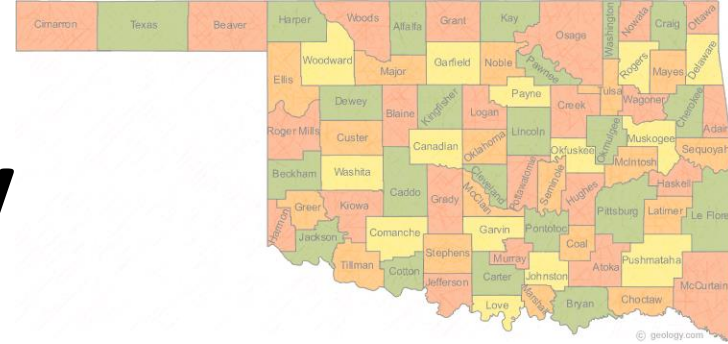
- Random sample enrollment audits
- Employee's first date of service
- Documentation processing

We make it easier for consumers to create their own opportunities.

Closing/Summary

- Oklahoma
 - Review of key program structures presented
- Virginia
 - Review of key program structures presented
- PPL
 - Review of structures to support service delivery

QUESTIONS?



Presenters:

- Colleen Fox, PPL: CFox@pcgus.com
- Terry Smith, Virginia DMAS: Terry.Smith@dmas.virginia.gov
- Mark Altieri, PPL: MAltieri@pcgus.com
- Megan Haddock, Oklahoma DHS: Megan.Haddock@okdhs.org
- Jonathan Vanbeber, Oklahoma DHS: Jonathan.Vanbeber@okdhs.org

