Division of Developmental Disabilities

District 1: July 8, 2020
District 2: July 15, 2020
District 3: July 22, 2020

Service Coordination & Provider Meeting
3rd Quarter 2020

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Agenda

- Welcome
- Electronic Visit Verification (EVV) in Nebraska
- Incident Reporting / GER Guide
- Incident Investigation / Follow-up Guide
- DD Policy Manual
- Upcoming Amendments to DD Waivers
- Provider Bulletins
- State Transition Plan – Final Settings Rule
- The CARES Act
- Appendix K Payment Summary
- Open Discussion

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Electronic Visit Verification (EVV) for Medicaid Services

EVV Launch for Developmental Disability Providers

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Project Overview

- The Electronic Visit verification (EVV) project was result of a federal mandate requiring through the 21st Century CURES Act, signed into law December 13, 2016, State Medicaid Agencies have in place EVV solutions for certain services.
- The goal of the project is to implement an EVV solution so that all providers billing for services that include assistance with personal care are using EVV to record attendance to submit billing claims by the end of 2020.
- The purpose of this kick-off meeting is to introduce the Therap EVV module

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Project Background

To fulfill the federal requirement, an EVV system must record the following information:

- Date of service
- Location of service
- Time the service begins and ends
- Identity of the person providing the service
- Identity of the person receiving the service
- Type of service provided

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

What is EVV?

EVV is a process that uses electronic technology to verify visits:

- **Accurately verifies visit activity** and services delivered that include providing assistance with personal care and home health care;
- **Provides transparency** via real-time data to improve health outcomes, operational efficiencies and program integrity;
- **Improves communications** between provider agency coordinators and providers in the community who are delivering services to participants;
- **Reduces Medicaid fraud, waste, and abuse**; and
- **Improves claims processing and provider payments**.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Benefits of EVV

Participants

- Better health outcomes
- Better assurance of receiving services
- Ownership of care
- Flexibility for appointments and services

Providers

- Paperless billing
- Better insight into agency provider activity
- HIPAA compliant messaging
- Centralize authorizations
- Billing automation
- Faster payment

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Therap: An EVV Option for DD Providers

- Therap EVV module will be an option for DD providers providing services subject to EVV:

HCBS Developmental Disabilities Waivers Services (CDD and DDAD)		
Service	**Service Code**	**Provider Type**
Independent Living	2639	Agency and Independent
Supported Family Living	7494	Agency and Independent
Medical In-Home Habilitation	9220	Agency
Behavioral In-Home Habilitation	1796	Agency
Respite	2656	Agency
Respite (In-Home)	8148	Independent
Homemaker	9393	Independent
Homemaker	9769	Agency

- The Therap EVV module is being offered to DD providers at no cost.
- Visit information will be sent from Therap to Tellus.
- Claims submission will still occur in the Tellus application.
- DD providers who chose to use the Tellus solution will need to notify DHHS-DD at DHHS.DDProviderRelations@nebraska.gov so the EVV module in Therap can be disabled.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Nebraska EVV for DD Providers

Justin Brockie

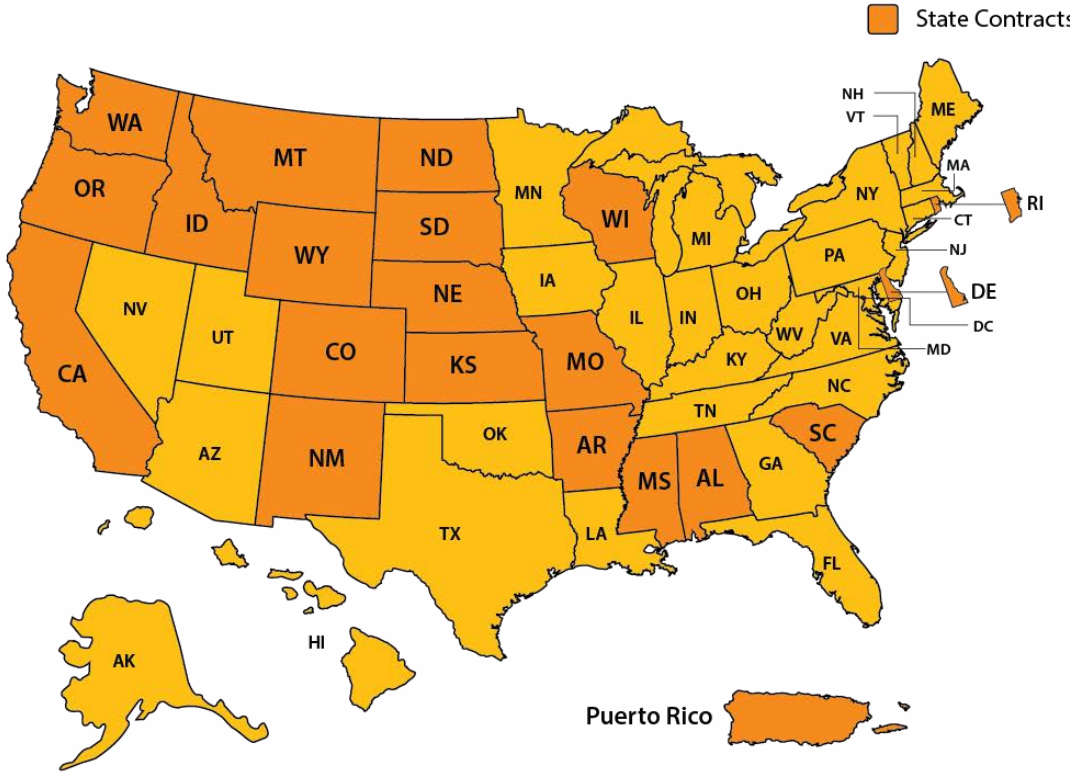
July 2020

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

© Therap Services 2003 - 2020. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103

Therap® State Team



Users in all 50 states and contracts with 20 states

Helping People Live Better Lives.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

MPSCT001 Last update: 04/20

© Therap Services 2003 - 2020. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290,#10622103, #10622103.

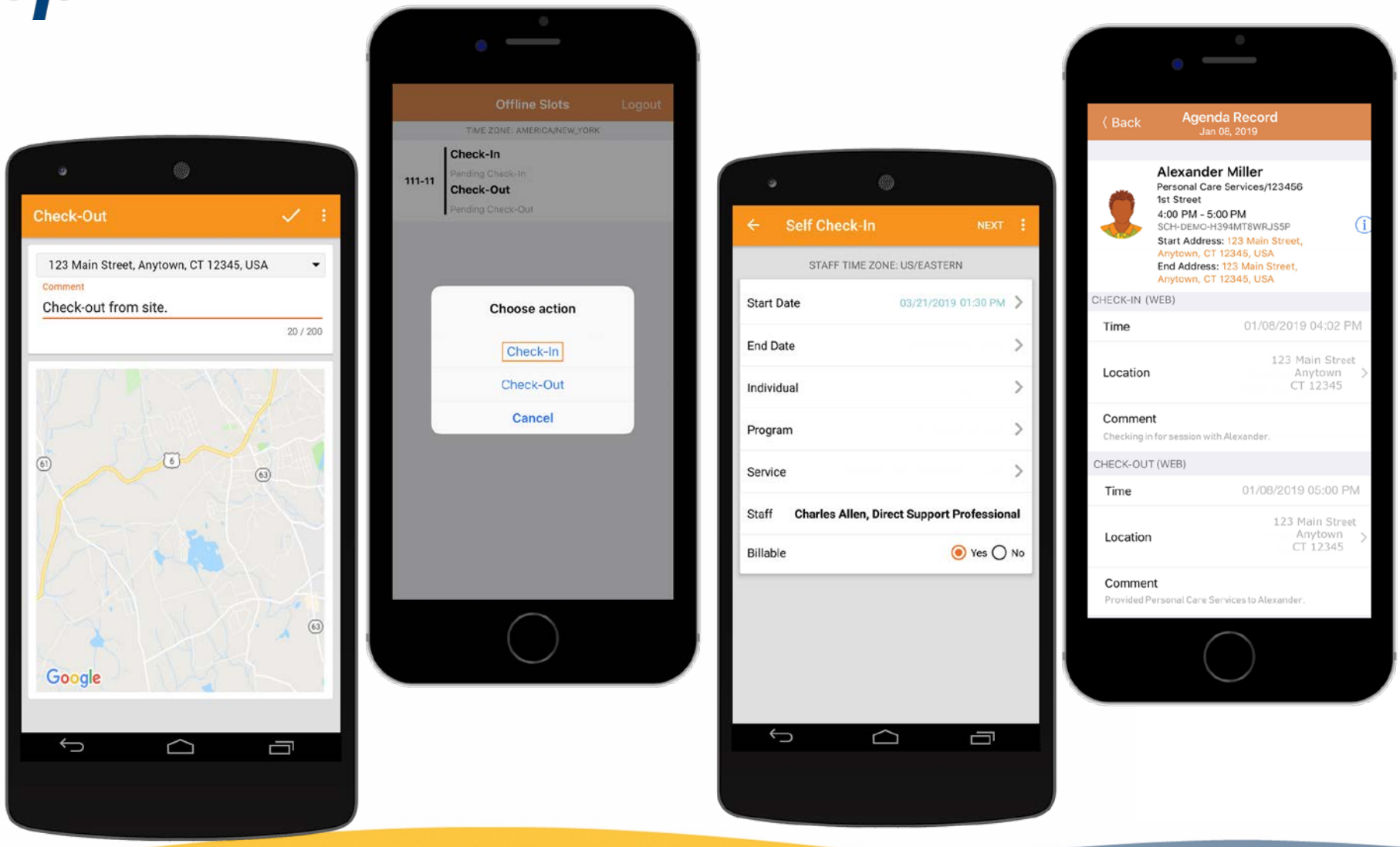
Electronic Visit Verification

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

© Therap Services 2003 - 2019. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

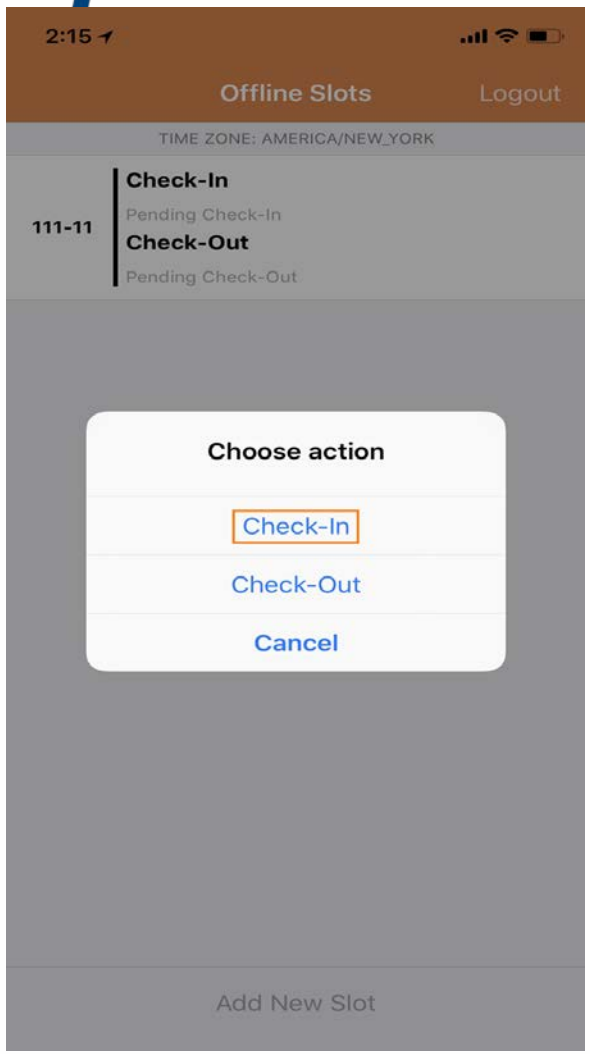
Primary Data Collection Method: GPS via Mobile App

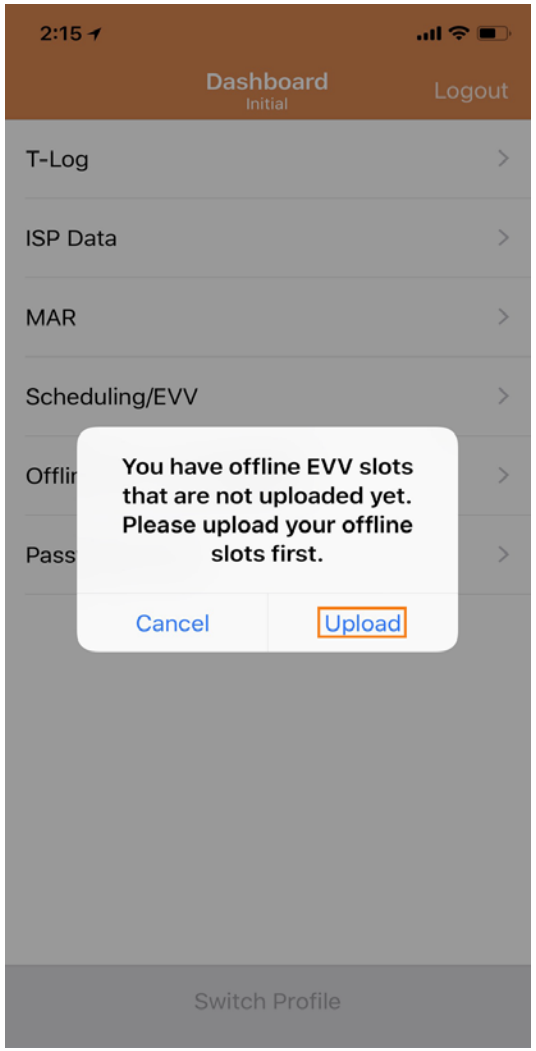


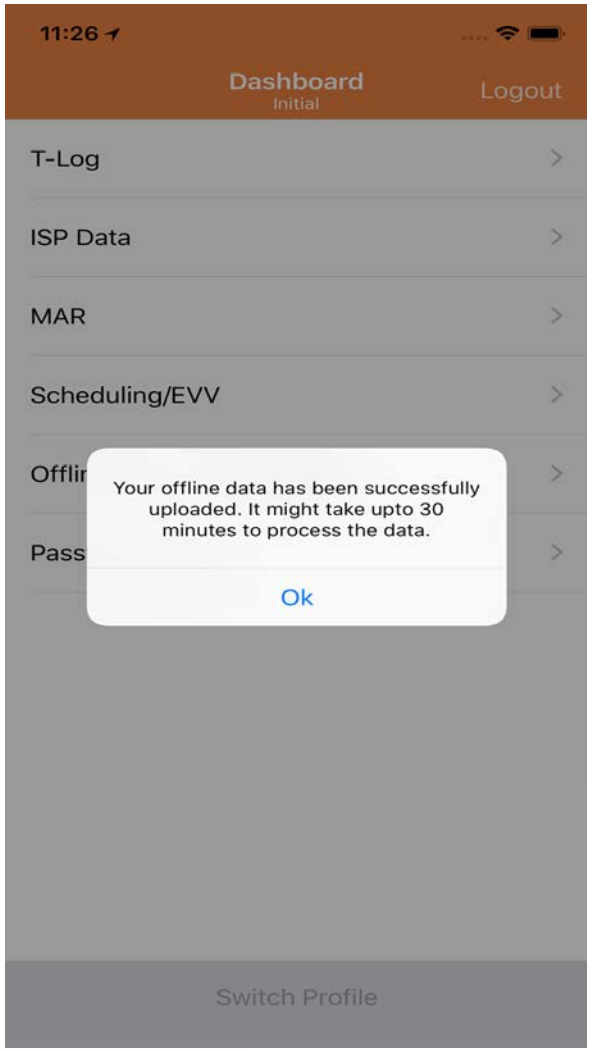
Helping People Live Better Lives.

© Therap Services 2003 - 2019. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Secondary Data Collection Method: Offline



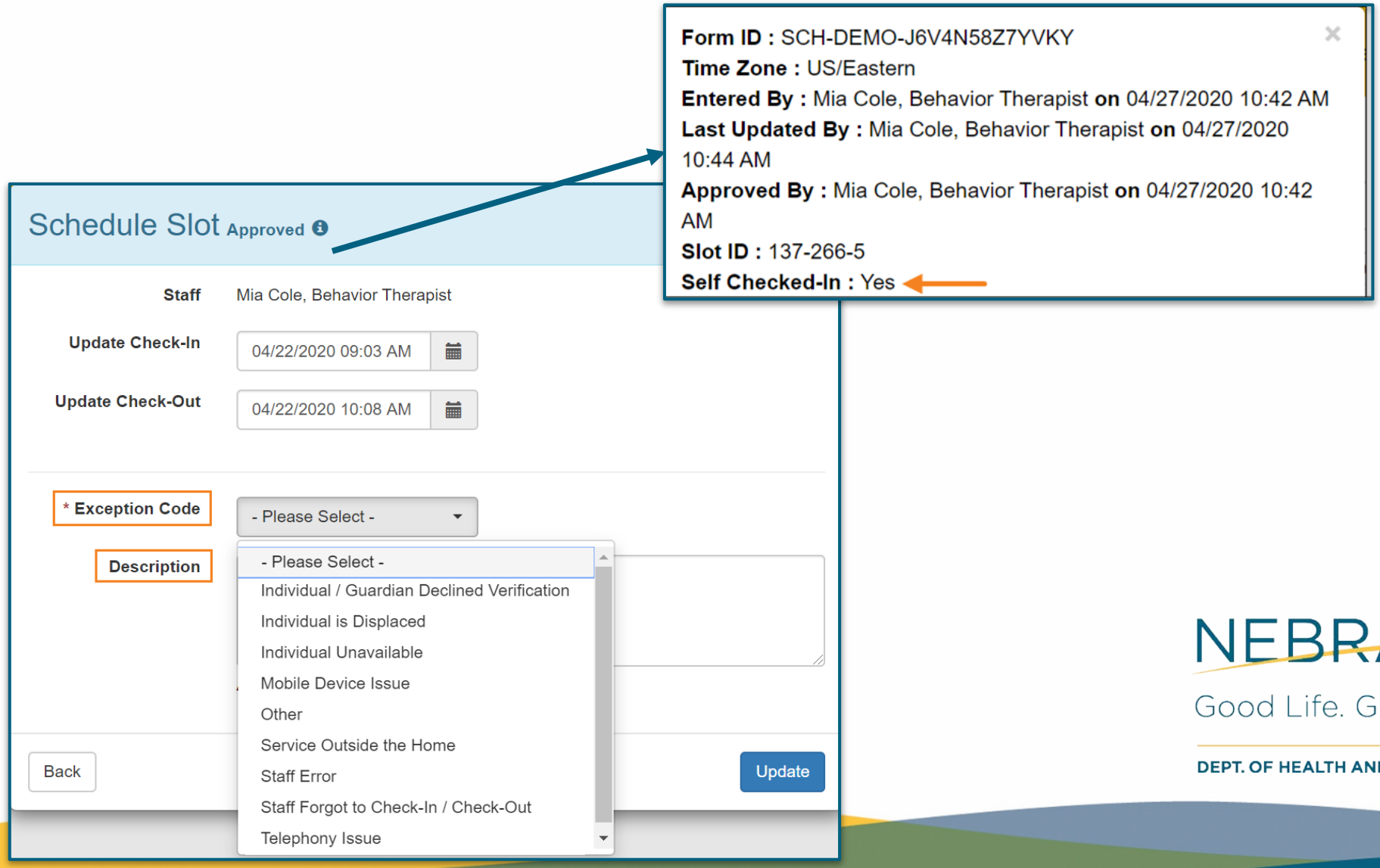




Helping People Live Better Lives.

© Therap Services 2003 - 2019. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

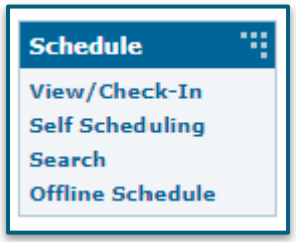
Check-in Exceptions



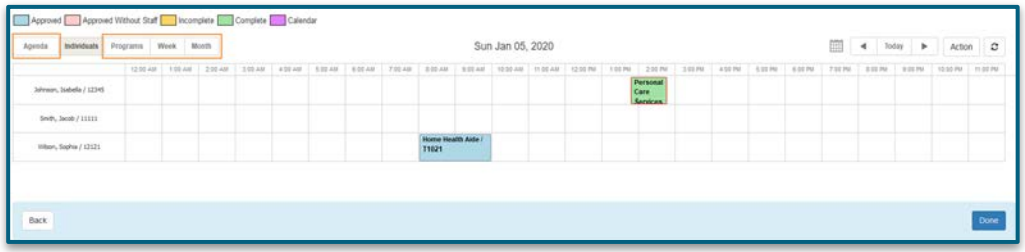
NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

© Therap Services 2003 - 2019. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

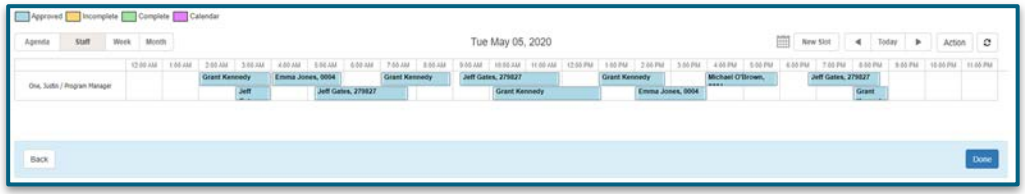
Scheduling Options



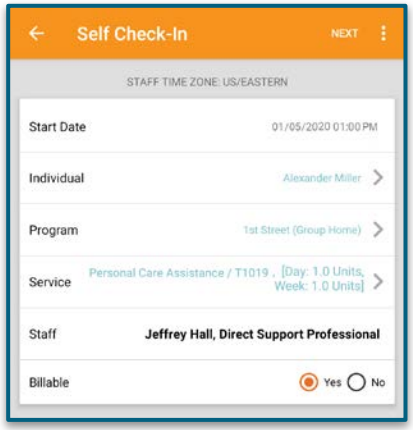
- Pre-Schedule:



- Self-Schedule:



- Self Check-in:



NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

© Therap Services 2003 - 2019. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Demonstration

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Implementation, Training & Support

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

Implementation Process

- Phase I: Q2&3
  - Practice
  - Use scheduling in your regular account, based on current (attendance-based) Service Auths
  - No Billing
- Phase II: Q4&1
  - New Service Auths will come from DHHS-DD
  - Billing will be based on EVV data for EVV Services
  - Interfaced with Tellus for claims
  - Attendance billing still available for other services

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.

© Therap Services 2003 - 2019. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Implementation, Training & Support

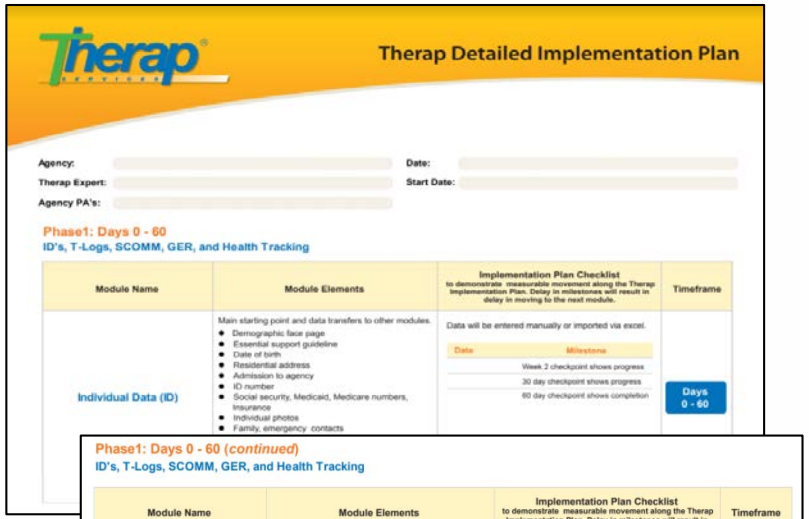
Scheduling/EVV

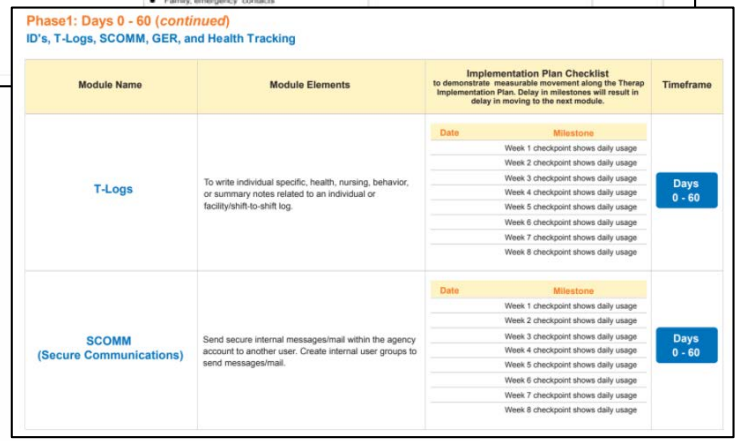
Disclaimer: The sample below is only a sample. It is merely a guide as to how Implementation is conducted. Each provider should exercise independent judgment when developing timelines and consider their own unique operations and circumstances.

Tasks Completed: 0/9

X	Due Date	Task	Timeline
		Training for Those Setting Up The Module	Week 1
		Identify Team Responsibilities ▪ Provider Admins ▪ Billing/Accounting Staff ▪ Schedulers ▪ Front line staff	Week 2
		Identify Equipment Needs ▪ Device/equipment needs - mobile devices with geolocation capabilities if using the EVV component; download Therap app to mobile devices ▪ May use laptop/desktop/other devices if not using the EVV/geolocation component	Week 2
		Develop Policies and Procedures ▪ Review state requirements on how EVV data is going to be provided ▪ What services will have schedules created by a scheduler vs staff using self-check-in? ▪ Will web check in be permitted? (This is a global setting, so policies might be developed for different services for whether they should use it) ▪ What will be the daily/weekly hour work limits? ▪ Whether to require strict address validation for check-in? ▪ How will authorized units per period be used in the service authorizations? ▪ Process for reviewing/editing check-in/out times ▪ How to deal with open shifts ▪ Expectations for when to check in. What is the expectation/process if checking in or out late? (What to include in your comment, contacting the scheduler, etc.) ▪ How to handle overnight shifts	Week 4
		Contingency Planning ▪ Alternative check-in methods: Offline check-in, IVR/Interactive Voice Response (check-in via phone) ▪ Process for contacting scheduler if these options are not available	Week 4
		Develop Timeline/Training Process ▪ Select your go live date ▪ Choose training options: onsite, train the trainer, recorded webinars/videos, Training Academy (if applicable), ongoing training after go live	Week 4
		Complete Action Steps ▪ Assign appropriate super roles prior to training ▪ Create service description codes ▪ Create service authorizations ▪ Configure provider and manage staff ▪ Create individual and/or program based slots (for services that are not self check-in-able)	Week 6
		Training and Go Live ▪ Notify staff of go live date/transition ▪ Identify and Train staff on check in/out procedures	Week 7
		Reporting and Auditing ▪ Identify QA team ▪ Report library reports (Weekly Staff Report, Slot Report) ▪ Audit scheduling data against other types of data (ISP Data, billing) ▪ Staff follow up and retraining as needed	Week 8

Implementation & Training

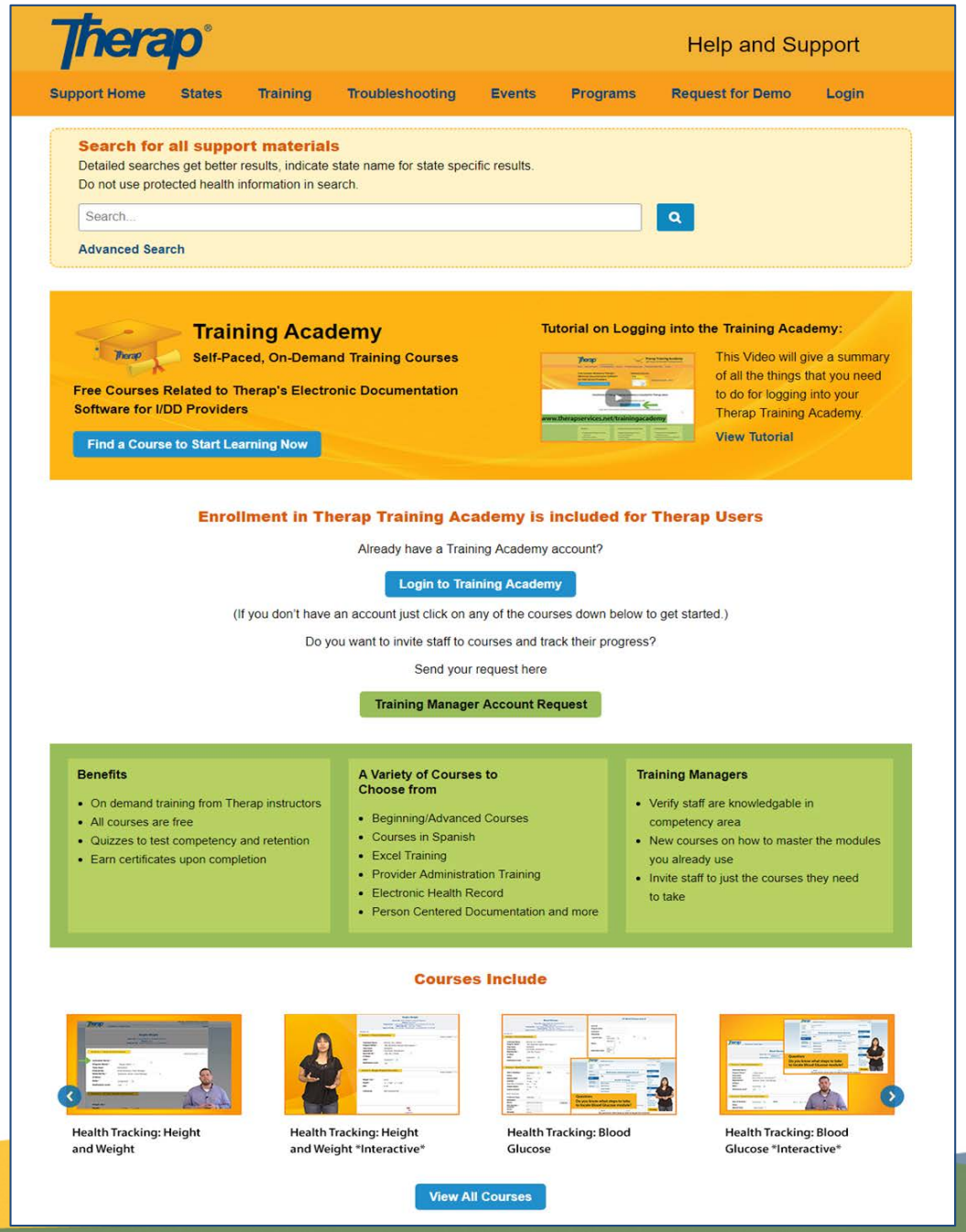




Helping People Live Better Lives.

© Therap Services 2003 - 2018. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Training Academy



NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

© Therap Services 2003 - 2018. All Rights Reserved. U.S. Patents #8819785, #8739253, #8281370, #8528056, #8613054, #8615790, #9794257, #10586290, #10622103.

Q & A / EVV Wrap-up

Questions:

DHHS.DDProviderRelations@nebraska.gov

http://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx

21st Century Cures Act

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Incident Reporting/GER Guide

- The updated Incident Reporting GER Guide is on track for the planned implementation in August 2020.
- The instructions in this guide are for **all providers of developmental disabilities waiver services** (both agency and independent) unless otherwise stated.
- The GER guide:
  - Outlines who is responsible for reporting incidents and timelines for required reporting;
  - Defines reportable incidents; and
  - Describes how incident information should be entered in Therap.
- The Supplemental COVID-19 guide was added to GER guide and stand-alone COVID-19 guide will be removed.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Incident Reporting/GER Guide

- The guide only covers incidents that must be reported to the Division of Developmental Disabilities (DHHS-DD) in Therap via a General Event Report (GER) with **high** notification level. Providers may choose to document other incidents in low/medium notification level GERs, but instructions for doing so are not in the new guide.
- The guide outlines DHHS-DD expectations for submission of GERs, but does not give instructions for access and use of the GER module in Therap.
- Therap user guides and training courses are available on the Therap Help and Support site.
- DHHS-DD will provide training opportunities for providers and service coordination prior to implementation.
- Tentative WebEx training for GER Guide: weeks of July 20 & 27.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Incident Investigation and Follow-up Guide

- The Incident Investigation Guide is planned for implementation shortly after the implementation of GER guide.
- The instructions in this guide are only for **certified agency providers**.
- This guide outlines requirements for investigation of reportable incidents including:
  - When investigation must be completed;
  - Timelines for completing investigation;
  - What the investigation must include; and
  - How the investigation is documented and submitted to DHHS-DD.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Incident Investigation and Follow-up Guide

- Each investigation includes:
  - Review of the initial incident report (GER – General Event Report), the participant's ISP, and other available information;
  - Assessment of whether supports and services were being provided as required immediately before, during, and after the incident, and
  - Determination of any action needed to ensure the safety of the participant and reduce the frequency and severity of reportable incidents over time.
- DHHS-DD will provide training opportunities for providers and service coordination prior to implementation.
- Tentative WebEx training for Investigation Guide: July 29, 30, and 31.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

DD Policy Manual

- The planned publication and implementation is August 2020.
- There will be presentations via WebEx for stakeholder groups. – TBD
- When changes are needed, a draft of the updated policy manual will be posted, with revisions clearly marked.
- The DD advisory group will seek input and feedback from stakeholders and recommend revisions to DHHS-DD.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Policy Manual Purpose

- The policy manual outlines the requirements and procedures for Medicaid Home and Community-Based (HCBS) Developmental Disabilities (DD) Waiver services.
- The manual contains no new requirements, but rather arranges the current requirements and procedures into a comprehensive single document.
- The manual will replace some publications currently posted on the DHHS-DD public website.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Authority of DD Policy Manual

The DD policy manual is a supplement to:

- Federal law, including 1915(c) of the Social Security Act;
- The Code of Federal Regulations (CFR), Title 42;
- The Medicaid HCBS DD Waiver applications approved by the Centers for Medicare and Medicaid (CMS);
- Nebraska Revised State Statutes (Neb. Rev. Stat. §); and
- The Nebraska Administrative Code (NAC) of Regulations.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

DD Policy Manual Intended Audience

- A person with a developmental disability, a family member, a guardian, or an advocate: The policy manual helps understand the system. It provides specific definitions and outlines processes. It supports people to navigate Medicaid HCBS DD Waiver services.
- DHHS-DD Service Coordinator: The policy manual helps effectively facilitate person-centered planning and services, provide resources and referral information, and monitor the delivery of Medicaid HCBS DD Waiver services.
- DD services provider: The policy manual helps deliver quality habilitative services and supports, and helps ensure the health and safety of those served. All providers of DD services must comply with this manual.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

DD Policy Manual Content

- The policy manual has nine chapters and three appendices.
- The chapters cover:
  - Introduction
  - Eligibility, Wait List, and Entry into Services
  - Participant Rights and Rights Restrictions
  - Service Coordination
  - Individual Support Planning and Implementation
  - Self-Direction
  - Provider Requirements
  - DD Waiver Service Definitions
  - Partnership with VR
- The appendices include Acronyms and Abbreviations, a Glossary, and Contacts and Resources.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Upcoming Amendments to DD Waivers

- Plan is to submit amendments to CMS in December 2020 for March 2021 implementation.
- Add new service definitions for Adult Day Habilitation (0394 and 4154), Child Day Habilitation (4154), Hospital Support (4154), and Therapeutic Residential Habilitation (4154).
- Remove Adult Day, Habilitative Community Inclusion, and Habilitative Workshop (0394 and 4154)
- Add clarification to Continuous Home, Host Home, and Shared Living (4154).
- Add unlicensed, non-certified independent agency provider type to Respite and Supported Family Living (0394 and 4154).
- Remove inaccuracies in Prevocational and Supported Employment – Individual (0394 and 4154).
- Add additional limitations to Behavioral In-Home Habilitation and Medical In-Home Habilitation (0394 and 4154).
- Remove partial daily rate for Residential Habilitation (4154) and Respite (0394 and 4154).
- Add additional limitation to Transportation (4154).
- Researching virtual support.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Provider Bulletins

DHHS-DD has recently published new bulletins and updating others.

- Updated Provider Bulletins:
  - PB 19-05: DD Services Fee Schedule - Updated 06/05/20
  - PB 19-02: Guardians Employed by Medicaid HCBS DD Agency Service Providers - Updated 06/15/20
- New Provider Bulletins:
  - PB 20-05: 2019 Novel Coronavirus (COVID-19) Reporting Requirements - Issued 5/21/20
  - PB 20-04: Notification and Assessment Requirements for New HCBS Sites - Issued 4/13/20

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

State Transition Plan – Final Settings Rule

- DHHS-DD is currently working on updating the “final” version of the State Transition Plan (STP) to be resubmitted to CMS.
- DHHS-DD is waiting on direction from CMS regarding the necessity of a public comment period for this iteration of the STP.
- Provider Bulletin 20-04 was written to support the STP, as we are required to assure all new settings are compliant prior to beginning HCBS Services in the setting.
- Monitoring of previously assessed settings will restart later this year.
  - Because monitoring will be done in-person, it is not clear when it will begin due to COVID-19 concerns.
  - Agencies will be notified once a timeline is determined.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Final Settings Rule Self-Assessments

The project to self-assess all currently-operating settings, which did not have an assessment previously, began June 8 and will go through the end of the year.

- Each agency provider was given a settings list and a specific timeframe in which to submit self-assessments via a specific Survey Monkey link.
- Reminder emails will go to agency providers the week before their assigned timeframe is to start.
- When timeframe ends, DHHS-DD will review assessments and respond within 20 business days of receipt of all assessments.
- Do not submit assessments prior to your timeframe. DHHS-DD cannot guarantee a timely response if submitted before the assigned timeframe.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

The CARES Act

CARES stands for the **C**oronavirus **A**id, **R**elief, and **E**conomic **S**ecurity Act.

- It became public law March 27, 2020.
- It is a $2 trillion economic stimulus package which includes provisions regarding:
  - Healthcare;
  - Relief to businesses and organizations;
  - Relief to individuals;
  - Defense contractors; and
  - Mail delivery.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

The CARES Act – Impact

- Waiver funds may be utilized for the provision of care/services in an acute care hospital for waiver participants as long as:
  - The care/services are identified in the participant's plan of care;
  - The services are intended to meet needs not met through the provision of hospital services;
  - Not a substitute for services the hospital is obligated to provide; and
  - The purpose must be to ensure smooth transitions between acute care settings and HCBS settings.
- **NEW** – CARES Act Provider Relief Fund:
  - An additional $15 billion has been allocated for Medicaid and CHIP providers.
  - Nebraska Medicaid Provider Bulletin 20-20 addresses the availability of these additional funds. This bulletin can be found online at: http://dhhs.ne.gov/Medicaid%20Provider%20Bulletins/Provider%20Bulletin%2020-20.pdf

Appendix K Payment Summary

Appendix K expenditures as of June 27, 2020:

Appendix K Provision	TOTAL
Retainer Payments	**2,060,443**
Rate Increase Payments	**11,796,329**
Alternative Setting	*1,836,713*
Remote Delivery	*17,684*
Rate Increase Only	*4,686,501*
*Retroactive Rate Increase Payments**	*5,255,431*
TOTAL	**13,856,772**
Agency Providers	*13,324,918*
Independent Providers	*531,854*

*Payments made for services already billed (provided 3/6/20 to 4/15/20).
** Includes additional FMAP during emergency declaration.

Important Reminder:

- In August 2020 DHHS-DD will complete a final review of paid claims eligible for rate increase for dates of service 3/6/2020 to 4/15/2020.
- To be considered this payment, all claims must be submitted for billing by 7/25/2020.

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Open Discussion

NEBRASKA
Good Life. Great Mission.
DEPT. OF HEALTH AND HUMAN SERVICES

Helping People Live Better Lives.