NEBRASKA DEPARTMENT OF HEALTH AND HUMAN SERVICES
BALANCING INCENTIVE PROGRAM
STAKEHOLDER ADVISORY COUNCIL MEETING

November 24, 2014
1:30 to 4:00 PM
Lower Level Conference Room D
Nebraska State Office Building
301 Centennial Mall South, Lincoln, Nebraska

Members in attendance: Keri Bennett, Kim Falk (by phone), Mary Gordon, Amber Hansen, Jan Henderson, Tim Kolb, Julie Kaminski, Steve Morris, Dani Ohlman, June Pederson, Mike Schafer, Joni Thomas, Shelley Wedergren, John Wendling (by phone)

Members not in attendance: Heath Boddy, Michael Chittenden, Penny Clark, Kathy Hoell, Mark Intermill, Kathleen Mallatt, Cheri Mundt, Janet Seelhoff, Thomas Smith

DHHS staff in attendance: Cynthia Brammeier, Julie Docter, Chad Frank, Julie Gillmor

Welcome and Introductions

Julie Docter welcomed the Council members and introductions were made.

Level I Screen

Julie Gillmor reviewed the general format of the draft Level I Screen, and an opportunity was provided for Council members to review and discuss it with other Council members prior to a large group discussion using the questions provided. Comments and recommendations were as follows:

- Level I Screen in general:
  - Ask current clients to test for accuracy of results
  - Evaluate the adequacy of the Screen to make sure it is serving its purpose
  - Provide a glossary of terms
  - Define what the Aging and Disability Resource Center (ADRC) is and what it does; emphasize it is for all ages
- Welcome page:
  - Clarify that completing the Level I Screen is not mandatory to apply for Medicaid and provide a link to the Medicaid application on the welcome page
  - Give examples of Medicaid-funded community long-term services and supports (LTSS)
  - Edit the second sentence of the third paragraph to read, "If . . . you choose to share your results with a specialist, you are agreeing to let . . . "
- Screen questions in general:
  - Complete a reading level check
- Specific Screen questions:
  #4: Add brain injury as an example; double check with Division of Developmental Disabilities staff, as Developmental Disability waivers seem to be interpreted as only for individuals with intellectual disability
  #7: Revise the question to ask about the stress level of the individual for whom the screen is being completed.
  #12: Add brain injury to list
  #14: Provide definition or description of disability
  #15: Offer additional household situation scenarios
  #18: Clarify income pre or post taxes
- Results pages:

- If respondent indicates developmental disability, concurrent referrals will be made to the Division of Developmental Disabilities and for a Level II assessment.
- Provide an explanation for why a respondent screens not likely eligible for Medicaid-funded community LTSS

Marketing the No Wrong Door Network

Ms. Docter reviewed the plan to market and outreach to external partners who may potentially refer to the No Wrong Door (NWD) network. Other components of marketing will include outreach to the general public and literature made available to individuals inquiring about Medicaid-funded community LTSS.

An opportunity was provided for Council members to review and discuss the "Marketing and Outreach Plan to Potential Referring Partners" document with other Council members prior to a large group discussion using the questions provided. Comments and recommendations were as follows:

- Plan objectives:
  - Add an objective that marketing and outreach be clear, simple and enable individuals to "connect the dots" to access services and supports they need
- Potential referring partners:
  - Add assisted living facilities, health care associations and tribal medical clinics to the category "Healthcare professionals and providers"
  - Add social organizations such as Catholic Charities and Lutheran Social Services
  - Add other organizations/programs, i.e., domestic violence entities; homeless shelters; Federally Qualified Health Centers, e.g., One World Community Health Centers and Charles Drew Health Center; Children's Home Healthcare; Money Follows the Person project; Disability Rights Nebraska
- Key messages:
  - Add "Medicaid-funded" to Key Message #1
- Marketing mediums:
  - Use thirty second commercial when marketing to the general public
  - Use social media when marketing to the general public
- Performance measures:
  - Add number of individuals who choose to share their Level 1 Screen results with a LTSS specialist
  - Add follow-up when individuals choose to share their Level I Screen results with a LTSS specialist
  - Objectify performance evaluation by implementing a third party review
- What agencies can do to promote the NWD network:
  - Agencies can use their own websites, newsletters, Facebook pages, and public services announcements to promote the NWD
  - Agencies can disseminate Division of Medicaid and Long-Term Care (MLTC) provider bulletins

Implementation Work Group Updates

Ms. Docter and Ms. Gillmor provided updates about the work currently being undertaken by implementation work groups:

- DHHS is considering information technology (IT) options for automation of the Level I Screen and Level II assessment
- MLTC is in the process of contracting with a vendor to conduct the Core Standardized Assessment/Core Data Set (CSA/CDS) crosswalk required by CMS
- DHHS is considering supplementing the existing Aged and Disabled Waiver child and adult assessment instruments to serve as its CSA. Additional questions have been identified. This plan and the additional questions will be reviewed by the Level II Focus Group by early to mid-January.

- DHHS Balancing Incentive Program (BIP) team members are identifying the strengths and weaknesses of case management provided by the BIP impacted programs and plan to consult with the BIP technical assistance provider, Mission Analytics, about strategies to mitigate conflict. The first meeting of the Case Management Work Group will be convened soon.
- The Data and Outcomes Measures Work Group continues to meet and has begun to identify gaps in the data currently collected by the BIP impacted programs. The work group has recommended two quality criteria be measured pertaining to fee for service home health care and Personal Assistance Services.
- The Marketing and Outreach Work Group will consider the two additional components of the marketing plan indicated above: outreach to the general public and literature made available to individuals inquiring about Medicaid-funded community LTSS.
- The Training Work Group continues to meet and has discussed training content and materials for the NWD network entities. Training content and materials for Level II Assessors will also be considered.

Project Timeline

Chad Frank reviewed the project timeline. A recommendation was made case management protocols to mitigate conflict be developed and communicated to case management entities prior to the time the NWD network/Level I Screen/Level II Assessment goes live April 1, 2015.

Program Updates

Ms. Docter explained a supplemental funding request has been submitted to the governor's office to reallocate a portion of the BIP enhanced federal funding from client aid (as required by LB690) to administration. Approval of this request would allow enhanced funding to be used for program technology needs and to implement structural change requirements.

Ms. Gillmor briefly reviewed the structural changes funding plan, and Ms. Docter reviewed the plan for expending the enhanced federal funding. It was recommended Medicaid providers bulletins be used to communicate service rate increases.

Aging and Disability Resource Center Implementation Plan

Cynthia Brammeier, Administrator, State Unit on Aging, updated the Council about the implementation plan for the Aging and Disability Resource Center (ADRC). The ADRC has been identified as the BIP required 1-800 number and informative community LTSS website. The plan is to contract with the Nebraska Association of Area Agencies on Aging for statewide phone coverage. Calls to the ADRC would be geo-routed to appropriate Area Agencies on Aging (AAA) according to prescribed phone prefixes. If the system cannot identify a prefix, the call would be routed to Aging Partners, the Lincoln area aging agency. Also, the community LTSS resource base on the website would be enhanced, particularly for adults and children with disabilities.

Next Meetings

The next meeting of the Council is scheduled for Wednesday, January 14, 2015, beginning at 1:30 to 4:00 p.m. in Conference Room Lower Level D, Nebraska State Office Building, Lincoln. Additional meetings have not been scheduled.

Public Comment

No public comment was received.