

## Residential Provider Advisory Committee Meeting Minutes

*Via Zoom*

June 4, 2020 at 1:00 PM

**Attendees:** Cory Nourie, Marissa Catalon, Stacy Watkins, Katie Howe, Kami Giglio, Jennifer Garcias, Wanda Goldsborough, Karen Wilson, Carey Hocker, Laurie Smith, Jennifer Tozer, Lyndse Marriott, Brittany Blizzard, Ashley Drummond, Colleen Jones, Tony Avallone, Jessica Lolley, Erik Hochrein, Sean Brookins, Charles Bryant, Leslie Hailey, Saundra Hale, Rob Paxson, Tiffany Stewart, Donna Melton-Togbamyahn, Faye Taylor, June Schuler, Vanessa Deloach, Clarence Mitchell, Suzanne Cash, Gary Cassedy, Cindy Story, Katina Demetriou, Laura Strmel, Thomas Cook, Christy Cugno, Amy Gruszka, P. Crutchfield, Junika Woodall, Kevin McGivney, J. Dehoff, M. Schumucker, Vivian Turner, Joy Salyer, Ellis Fagbami, Jennifer Moccia, Susannah Eaton, Bill Sowers, Terri Hancharick, Patrick Malone, Shenika Kirby, Cindy Sterling, James Sellers, Magan Aguilera, Y. Coleman, David Frye, J. Crouch

### **COVID-19 Guidance Review & Update**

**Cory Nourie**

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We are currently at 44 individuals that have tested positive with 6 deaths.

- In most cases when service individuals test positive on the residential side, other individuals at the same location are testing positive.
- Please continue to routinely monitor symptoms.

We are currently in phase one with limited visitor access. As of 6/1/20 families can have a meeting outside of the home. We will continue moving forward with the visitor restrictions being that people that are living in a provider managed setting can have visits outside in an open-air environment (ex. Park, backyard of the family home, etc).

- The family members should wear masks and practice proper hand hygiene at all times.
- Service recipients should wear masks when possible.
- If anyone tests positive no visitors should be allowed at that location.
- Day services will remain suspended for phase one and two.
- All services that have been delivered through remote monitoring will continue that method of delivery through phase two.

The Appendix K amendment has given us the authority to modify the way day services are offered. If providers have creative ideas for ways to offer services please contact [Stacy.Watkins@delaware.gov](mailto:Stacy.Watkins@delaware.gov).

- Some providers have stated that they have smaller rosters, and would like to consider reopening. Cory has asked that they refrain from reopening until advised.

Letters containing a link to survey information were sent to the families of individuals that participate in day services.

- The purpose of the survey was to assess what concerns families are having regarding the reopening of day programs.
- As of today we have received 282 survey responses.
- There was about a 50/50 split on individuals that are ready for their loved ones to attend services again vs those that prefer to wait in fear that their loved one will contract COVID.

*\*Retention payments will be distributed to day service providers first and residential will follow.*

CMS has stated that they are considering an audit or look back approach regarding retention payments.

- Keep excellent notes of your expenditures in case they double back to check for overpayments.
- Overpayments will potentially be recuperated from providers.

### **New Referrals for Transitioning Youth**

**Cory Nourie**

We are still accepting new referrals and having talks regarding new recipients.

- Virtual tours should be conducted whenever possible.
- We are talking to families to clarify the fact that people can sign up, but we are not currently allowing anyone to attend the sites.
- Jenn Tozer will be conducting virtual Q & A sessions regarding transition. Interested providers should email [Jennifer.Tozer@delaware.gov](mailto:Jennifer.Tozer@delaware.gov).

### **Staff Stability Surveys**

**Cory Nourie**

Providers should have received the Staff Stability Surveys from the vendor CDS.

- Some providers still have not clicked on it.
- Katie Howe will be reaching out to you if you have not completed it.
- This survey is an important tool in determining the effectiveness of the services that currently offered.

### **Retention Payments**

**Stacy Watkins**

Our original plan was to begin the service authorizations for retention payments this week. However, many of you are aware of the denials due to the mass adjustment that providers will be receiving.

- Adding retention authorizations and PAs into the system will be an effort in futility will not help anyone until we get the corrections made.
- We have deployed every available resource that we have to try to get those things corrected.
- We anticipate having the work done by midday tomorrow and will begin the process of issuing service authorizations and entering PAs.
- One person within DDDS will be assigned to complete one provider at a time.
- Your program authorization will look like a roster as it will have every person that you serve on it. Once you receive it you are able to bill.

- We will begin the process with the providers who have indicated that they need the payments to start the earliest.
- If you bill through Therap you can find attendance billing and ISP billing guidance.
- Stacy has also created an ISP template that is for retention payment billing only.
- If you are a provider of both day and residential services and you are receiving COVID exceptions residentially for folks you cannot continue to bill for the COVID exception and bill retention for them if they do not return to your program for actual service delivery billing, because you are already being compensated.
- There will be a bundle of information sent to each provider and it will include billing guidance.
- If you have someone who has tested positive for COVID you should have already submitted that information to Cory.
- If you have any questions or concerns contact [Stacy.Watkins@delaware.gov](mailto:Stacy.Watkins@delaware.gov)

### **Billing Information**

**Stacy Watkins**

Billing procedure codes T2025 and T2016 were initially created, and used for tracking purposes.

- T2025 = Wavier service unspecified.
- T2016 = Residential habilitation in a provider managed setting.
- Having these two billing codes has caused mass confusion and billing issues, so we are getting rid of the T2025 code.
- When the annual plan is due and new service authorizations are issued it will have the T2016 procedure code on it.

### **New Senior Leadership Members at DDDS**

**Kami Giglio**

Mark Lettavish, Chief of Administration replacing Darlene Sturgeon

Dione Grant, Director of Service Integrity Enhancement replacing Jim Dickinson

Dr. Jody Roberts, Director of External Relations and Strategic Partnerships

**Additional DDDS Structure Updates:** Client Benefits and Eligibility have transitioned under Community Services. Stacy Jones, Management Analyst III, will be managing these two areas. She will be supervising Sharon Speed, Giselle Landry, and Shawna Rodriguez as they perform tasks in these areas.

### **\*Therap Updates**

**Tony Avallone**

We are developing a workgroup that will be helping in preparation of the development of long-term electronic case records solutions.

- We are currently under contract with Therap and we are looking for an extension with an expiration date of 6/20/2021.
- We hope to extend them for another year.
- This workgroup will consist of DDDS subject matter experts as well as representation from the service provider group.
- This core group will facilitate expanded discussions on internal and external processes and data collection methodologies to enhance the process on requests for proposals.
- Steve Perales will be reaching out for participants within the next week or so.

We are looking to move towards a unified IDF across all provider accounts in Therap.

- Providers will still have the flexibility to update the most of the same components in the system.
- We are currently working to sync demographic information to make sure that it is consistent across the board.
- This information will be locked and controlled within DDDS in the future and we will have a process put into place for any edits that need to be made.
- We are in the process of collecting the data from all existing IDFs and verifying the validity of existing information. All inconsistencies will be corrected internally.
- We will notify providers if your information is identified as being incorrect.
- The internal process should be completed by the end of July.

\*The Business Intelligence Pilot tool for reporting will be rolled out some time in June.

- Keystone and Salvation Army will be testing it, so we will be checking with them to see how the tool is working with running reports.
- We will eventually bring in more people to use the tool.
- GERS, demographics, and billing can be utilized within the tool.

\*If anyone is having issues with Therap feel free to contact [Stephen.Perales@delaware.gov](mailto:Stephen.Perales@delaware.gov) or [Anthony.Avallone@delaware.gov](mailto:Anthony.Avallone@delaware.gov).

### **FY21 Professional Service Contracts**

**Kami Giglio**

The MCO carve-in was rolled out last year and several services that were not previously covered are now covered. Therefore, some of our professional services contracts will be discontinued.

- Please work with your support coordinators, nursing consultants and the support team to make sure individuals have been referred to appropriate providers.
- We will continue with the following contracts:
  - Planned Parenthood contract for psychosexual evaluations and sexuality training.
  - The Courageous Hearts contract for equine-assisted psychotherapy.
- The rest of the psych contracts will be discontinued and will need to be billed through their appropriate insurance.
- Our nutrition contracts and ophthalmology contracts with providers will be continued.
- The dental contracts will also continue for FY21.
  - The State of DE began to fund dental coverage for adults starting in FY20. The original target date was April 1<sup>st</sup>, but due to COVID and other issues, the implementation date has been pushed out to sometime in October. At this point, we are not certain that the October date is a reality. We are anticipating that the dental contracts will continue at least through FY21.
- DDDS coverages should continue to be accessed after all other coverages have been utilized.

### **Masks & Medical Appointments**

**Kami Giglio**

A number of medical providers have reached out to the Division and asked that we remind staff and service participants that masks should be used during face-to-face appointments.

- If you have a service recipient that will not/can not wear a mask please contact the provider in advance so that necessary arrangements can be made.

### **Therap E-Mar Pilot Update**

**Kami Giglio**

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One of our long-term goals with Therap was to roll out the electronic MAR. We have had a few providers volunteer to test out the electronic MAR to see how it works for us in Delaware.

- We will be meeting with Therap next week to put together a pilot plan to test out the MAR.
- We will need to have discussions with consultative nursing agencies and talking to the individual nurses that will be affected by this process and will make sure everyone has sufficient information to test out this pilot.
- The state wide roll out is still some time away.
- Email [Kamin.Giglio@delaware.gov](mailto:Kamin.Giglio@delaware.gov) or [Steven.Perales@delaware.gov](mailto:Steven.Perales@delaware.gov) if you are interested in participating or have questions.

### **Relias Advanced Employment Supports Module**

**Kami Giglio**

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These are a few updates on Relias.

- For supported employment providers, the Advanced Employment Support Training has been confirmed and all classes are available on Relias. These classes can now be assigned to your staff.
  - Once the supported employment training plans are established that information will also be updated in Relias and those training plans can be assigned.
  - The deadline for supported employment training plans has also been extended. You receive the final date via email when it is finalized.
- We have finalized a purchase with HRS for a Fatal Five training packet. Some of the Relias material is duplicative to what is in this new packet so the old information will be updated.
- Training plans for DSPs will have extended grace periods so that providers are not held accountable for training compliance. This will be extended through 7/31/2020.
- Staff members that are currently furloughed should be flagged in Relias as inactive. This will help to avoid inaccurate training requirements for those individuals.
- If you have any questions contact [Leslie.Hailey@delaware.gov](mailto:Leslie.Hailey@delaware.gov), [Kamin.Giglio@delaware.gov](mailto:Kamin.Giglio@delaware.gov), or [Charles.Bryant@delaware.gov](mailto:Charles.Bryant@delaware.gov).

### **Mandt Update**

**Kami Giglio**

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We are currently putting together a list of training extensions that Cory will be sending out very soon in the Provider Guidance.

- Updated certifications for staff who are already certified for Mandt, LLAM, CPR, First Aid, and AED training have all been extended.
- The current deadlines are for new staff members.
- Mandt and CPR trainings have in person requirements that will need to be fulfilled once we are able to conduct the class in person. Any staff that have taken a modified version of these classes will be required to take the in-person class.
- As of right now, we are still planning a Ukeru certification and recertification at the end of July at the DDDS Fox Run location. A final determination on whether the class will

take place will be made soon. Please submit all names for the class listing to [Leslie.Hailey@delaware.gov](mailto:Leslie.Hailey@delaware.gov).

### **New Site Attestation**

**Laurie Smith**

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The purpose of this process is to limit provider staff exposure to DDDS staff to minimize COVID exposure. Please refer to the attached handouts.

### **Provider Feedback on Future Topics**

**Providers**

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None

Please send all suggestions for future agenda items to [Florena.Berry@Delaware.gov](mailto:Florena.Berry@Delaware.gov).

*\*The next Day & Residential Provider Advisory Committee Meetings will be held on: July 2, 2020.*

### **Glossary of Emails**

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Marie Nonnenmacher, DDDS Director: [marie.nonnenmacher@delaware.gov](mailto:marie.nonnenmacher@delaware.gov)

Marissa Catalon, DDDS Deputy Director: [marissa.catalon@delaware.gov](mailto:marissa.catalon@delaware.gov)

Cory Nourie, DDDS Director of Community Services: [cory.nourie@delaware.gov](mailto:cory.nourie@delaware.gov)

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