

## Residential Provider Advisory Committee Meeting Minutes

*Via Zoom*

July 2, 2020 at 1:00 PM

**Attendees:** Stacy Watkins, Kami Giglio, Katie Howe, Marissa Catalon, Carey Hocker, Susan Brown, Bill Sowers, B. Shipley, Catherine Strouse, Charles Bryant, Chrissy McHugh, Crystal Thawley, Debra Crosson, Dione Grant, Elizabeth Drobot-Blair, Fran McDonald, Jenn Garcias, Jenn Tozer, Jody Roberts, Karen Wilson, Katina Scott, Kira, Kreiss, Krystal Messick, Laurie Smith, Leslie Hailey, Linda Masten, Lisa Green, Laura Strmel, Marie Jansen, Michael Beil, Michele Mirabella, N. Cannon, Rob Paxson, S. Dickson, Sean Conley, Stephen Reilly, Tolson, T. Vasquez, Vanessa Deloach, Wanda Goldsborough, Biana Allegro, Bob Goodhart, Mark Letavish, Stephen Perales

### **Retention Payments**

**Stacy Watkins**

---

The billing guidance that went out on last Friday is now being updated.

- CMS has changed from a maximum of 30 days of retention billing to a three 30 day (estimated 18 weeks) periods for day services. Unless you have someone that attended part time pre COVID, which extends it a little further.
- Service authorizations have started, but the end dates will need to be adjusted due to the extension issued by CMS.
- The retention payments will start with the folks that need them first. However, the payment issuing process will not take long.
- If you have any questions about the ISP template please contact [Stacy.Waktins@delaware.gov](mailto:Stacy.Waktins@delaware.gov).

### **Mandated Reporting**

**Stacy Watkins**

---

If you have an issue that occurs with someone returning from home, or that involves a family member that is not related to your staff or service delivery, it needs to be reported to Adult Protective Services.

- Adult Protective Services must be notified.
- Make sure reports are very detailed so that the situation is investigated and addressed appropriately.

### **Training Updates-MANDT Handout**

**Kami Giglio**

---

MANDT grace period for training has been extended to 9/30/2020.

- The attached handout includes all dates and current DDDS offerings for this training.
- Training for chapters 1-3 that were modified versions (initial or recertification) to fit the current social distancing guidelines will have to take the second half of the training when the social distancing restrictions are lifted.
- DDDS will continue to honor expired certifications through the grace period.
- If you have any questions please contact [Kamin.Giglio@delaware.gov](mailto:Kamin.Giglio@delaware.gov).

CPR certification extensions of 120 days have been issued by the American Heart Association beginning in March 2020.

- Cards that were originally due in July have been extended in November.
- Cards that were originally due to expire in March 2020 are now expiring at the end of July 2020. AHA has not yet issued updated guidance for these cards. We are still in the middle of COVID and we are not conducting in-person training. If providers have folks that expired in March it is their option if they decide to resolve this now or wait for further guidance from AHA. Further guidance IS NOT guaranteed
- If your agency uses American Red Cross or National Safety Council for your CPR training please follow their guidelines regarding expired certifications.
- If you have any questions regarding this please contact [Kamin.Giglio@delaware.gov](mailto:Kamin.Giglio@delaware.gov), [Leslie.Hailey@delaware.gov](mailto:Leslie.Hailey@delaware.gov), or [Charles.Bryant@delaware.gov](mailto:Charles.Bryant@delaware.gov).

We have a tentative Grafton-Ukeru in-person training scheduled at the end of July.

- We have figured out how many people we can fit in our Fox Run training room within social distancing guidelines. We can fit 10-12 more individuals.
- Please let us know if you would like to sign additional staff members up for this training.
- Remain aware of the possibility that the training may be postponed.

Relias

- We have started planning for the required in-person trainings. Please enter the live certification dates for all your staff into Relias from January 2020 forward.
- If you have staff that have been laid off or furloughed, please be sure to change their status as inactive. This will extend the 90 day clock for training requirements.
- Residential, supported living, and day habilitation training plans are now live on Relias. That grace period is ending on July 31<sup>st</sup>.
- Supported employment training plans for new hire and recertification are now available on Relias.
- The grace period for supported employment, community participation, and consultative nursing training plans is 7/1/2020-9/30/2020.
- We still need to get together with work groups to form training plans for Prevoc.

### **New Site Procedure Updates & Feedback**

**Katie Howe**

Two meetings ago we introduced the new site procedure. Providers have been following the process.

- We have another month left in our pilot. If all goes well we will make it another policy and procedure for DDDS.
- Please contact [Katie.Howe@delaware.gov](mailto:Katie.Howe@delaware.gov), [Laurie.Smith@delaware.gov](mailto:Laurie.Smith@delaware.gov), or [Robert.Paxson@delaware.gov](mailto:Robert.Paxson@delaware.gov) with any feedback or questions.

### **NCI Staff Stability Survey Updates**

**Katie Howe**

We are six providers away from being 100% compliant!

- If you have not finished the survey, you will receive a phone call or an emailed reminder.

\*Bob Goodhart will be updating authorized services for each provider to match the services that providers elect and are currently offering.

**OBSS Updates & Contract Administration Contacts** **Mark Letavish**

OBSS is now fully staffed. All employees that were out on leave are currently back in the office minus one employee that is on maternity leave.

- We have four individuals that split the provider case load.
- Nes Carrano is the lead individual supervises the area.
- Please contact [Nes.Carrano@delaware.gov](mailto:Nes.Carrano@delaware.gov) or [Mark.Letavish@delaware.gov](mailto:Mark.Letavish@delaware.gov) if you have questions regarding what contract representative is handling a specific provider.

**FY20 Fiscal Closeout in Progress** **Mark Letavish**

First State Financials is currently closed for most users. It should be back up on or around 7/9/2020.

*Contact Information:*

[Mark.Letavish@delaware.gov](mailto:Mark.Letavish@delaware.gov)

302-744-9709

**\*Therap Updates** **DDDS Data Unit**

We have a couple of Therap updates to share.

We are currently planning for implementation of the unified individual information data form, also known as the IDF. Often referred to as the core data form.

- This form will be split up and the demographic information will be pulled into a new IDF called the individual demographic form.
- The new form will be synchronized and uniform for anyone that has access to the information.
- We are currently finalizing plans to review that the Medicaid id number and demographics are on point so that we will be ready when Therap rolls out the change.
- We are anticipating that this change will take place around the end of July or early August.
- Provider's work should not be impacted by this process.

Therap and DDDS have conducted user groups in the past to walk through certain pieces of the application to make sure people know how to best utilize the system.

- These user groups will start meeting again in August.
- Look forward to receiving communication directly from Therap regarding participation in this group.

There is an internal group looking at the medication administration record in Therap.

- We would like to understand how this application works before rolling out a new pilot.

\*If anyone has questions regarding Therap feel free to contact [Stephen.Perales@delaware.gov](mailto:Stephen.Perales@delaware.gov) or [Anthony.Avallone@delaware.gov](mailto:Anthony.Avallone@delaware.gov).

## **Provider Feedback on Future Topics**

## **Providers**

---

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:  
August 6, 2020 via Zoom.*

## **Glossary of Emails**

---

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)

Stacy Watkins: [stacy.watkins@delaware.gov](mailto:stacy.watkins@delaware.gov)

Kami Giglio: [kamin.giglio@delaware.gov](mailto:kamin.giglio@delaware.gov)

Katie Howe: [katie.howe@delaware.gov](mailto:katie.howe@delaware.gov)

Jen Tozer: [jennifer.tozer@delaware.gov](mailto:jennifer.tozer@delaware.gov)

Wanda Goldsborough: [wanda.goldsborough@delaware.gov](mailto:wanda.goldsborough@delaware.gov)

Karen Wilson: [karen.wilson@delaware.gov](mailto:karen.wilson@delaware.gov)

Carey Hocker: [carey.hocker@delaware.gov](mailto:carey.hocker@delaware.gov)

Greg Sweeney: [greg.sweeney@delaware.gov](mailto:greg.sweeney@delaware.gov)

Bank Statements: [client\\_benefits\\_banks@delaware.gov](mailto:client_benefits_banks@delaware.gov)

Bank Wages: [client\\_benefits\\_wages@delaware.gov](mailto:client_benefits_wages@delaware.gov)