

Affiliate Provider Meeting

08/02/18

Discussion Items:

- Jamie Cooper (BASIS) discussed importance of TCM's/providers following up on BASIS assessments and insuring that they are scheduled. Group discussed ways that other CDDO's schedule assessments, including ways to electronically schedule. Sabrina will follow up with Cottonwood CDDO as it is reported that they electronically schedule via BCI w/. assessors' schedules in BCI.
- Jamie Cooper (BASIS) discussed importance of providers having new documentation/tracking information available prior to scheduled BASIS or at the meeting. Discussed that requirement is documentation must be submitted w/in 24 hours of meeting.
- Jamie Cooper (BASIS) reported that she is leaving CDDO. Sabrina reported new person starting in August.
- Coleen Hernandez (QA) discussed new Support Plan template in regard to no changes can be made to the document that was provided by the state. You cannot copy to a Word document and alter the template. If there are tabs that do not have enough room, then you should attach a sheet of paper to include additional information. Tracey Herman with TARC reported that a new email is coming out from the state that should have a workaround for the tab lengthening issue. Coleen/CDDO will forward this to providers when it is received.
 - Member of the group inquired about whether all providers attending the plan meeting should sign the signature page. Not required by the state but recommendation is that anyone attending meeting should sign.
 - Member brought up that signature page does not have enough lines. Group reports that they are drawing more lines.
 - Member inquired about whether TCM's are required to go back and make changes to plans that were done before date of change; no TCM's do not have to go back but moving forward.
 - Discussed that Larry will be writing agencies up if plan is altered or in a different format.
- Coleen Hernandez (QA) discussed CIR's and the importance of submitting those within 48 hours of an incident. Discussed that TCM's should also be reporting incidents. Discussed that incidents that should be reported are medical issues, legal/law enforcement issues and any other unusual circumstances issues. Discussed AIR reporting. Discussed that if an agency is having an issue with a CIR not working or not submitting, contact the CDDO to address.
- Sabrina Winston (Director) reported that the IT position has not been filled at this time. Agencies should continue to submit Help Tickets though so that issues can be tracked. Reminded providers that if passwords need reset or something basic, the CDDO will address immediately, otherwise issue will be submitted to the contracted person. Discussed that if you have new TCM's they must complete the state TCM test and then submit the certificate to the CDDO in order to obtain access to BCI. Staff should not be using another staff persons' BCI access information to use BCI. If you are locked out or have not used BCI in several months and need to update, contact CDDO.

- Robert Smith (FUNDING) discussed Status Action Forms and the importance of completing them entirely. Contact Robert with questions.
- Jess Reling (LIAISON) discussed Outreach Referrals & Admit to state facilities. These referrals/forms should now be scanned to Jess Reling. Group requested that Checklist for Outreach be included in minutes, see attached. Jess also reported that KNI does Vision Clinic, discussed how to request this on Service Request form (fill in Other section). Discussed importance of submitting an outreach referral through the CDDO, otherwise the social worker just calls Jess and it delays the process.
- Jess Reling (LIAISON) discussed that TCM waiting list is currently @ 14.
- Angie Reinking presented about United Health Care's Value-Added Benefits. Discussed specific benefits to I/DD children and those specific to I/DD adults. She provided brochures, see attached. Angie would be happy to work with any providers specifically to see if a member could qualify for a certain benefit and you can reach her @ angela_reinking@uhc.com or call her directly @ 785-749-9464.
 - Member of group asked about getting a family reimbursed for a YMCA membership or a Parks & Rec cost that has already been paid. Angie reports that they do not reimburse families. UHC will pay YMCA or Parks & Recs directly. Annually it comes out to about \$50 or one class/program per year per kid. Will not cover an entire membership to the YMCA. Currently Parks & Rec contract w/. UHC needs to be updated & she is scheduled to meet w/. them next week.
- Becky Smith w/. UHC discussed the new changes w/. state Support Plan template. She reports that UHC is not putting units/hour time constraint on TCM's for completing the new document. If they feel TCM's are using too many units, they will address on a case by case basis. UHC is trying to be as flexible as possible with new template, but they will follow state recommended timelines and providers will not get paid if plans are not completed on correct forms. She recommends everyone attending meeting sign the plan. UHC staff are more than willing to communicate with teams/TCM's if you are struggling with writing a support plan, just call or email. She provided direct contact information to reach her @ Rebecca_l_smith@uhc.com the middle part of her email address is underscore, lower case L.
The general email address for questions about wavier members is: uhcksltss@uhc.com.
- Sabrina Winston (DIRECTOR) discussed goals and tracking. Discussed the importance of not focusing on a client's diagnosis, more on ways to support them. Discussed making sure that goals are client-focused, not group focused or agency friendly. A goal should not be that a client will brush their teeth daily. Discussed behavior tracking and the importance of keeping the original tracking sheet if you are going to submit an electronic tracking form. Discussed that current plans need to be in every program that a client is utilizing, for example if a client has Day services @ TARC and Residential services @ EVF, plan needs to be both places and staff need access to the plan. During licensing visits it is apparent that some staff have not seen the plan or do not even know where it is supposed to be located.
- Upcoming Meeting 10/04/18: Aetna speaker, Joshua Boynton will be presenting.

Attachments:



PSHout.docx



KNlout.docx

Value Added Benefits for Adults on Waiver Programs:

https://www.uhccommunityplan.com/content/dam/communityplan/plandocuments/misc/KS_ABD_Value_Added_Flyer.pdf

Value Added Benefits for Pregnant Women & Children:

https://www.uhccommunityplan.com/content/dam/communityplan/plandocuments/misc/KanCare-Value_Add_Benefits.pdf

Main Page for UHC Value Added Benefits:

<https://www.uhccommunityplan.com/ks/medicaid/community-plan/member-information.html>