

**Participant Directed Programs Policy Collaborative Meeting
January 27, 2021**

Draft Stakeholder Notes for Stakeholder Approval

Executive Summary: A good chunk of the meeting was spent discussing serious problems with Telligen. We also approved creating a recommendation to allow people use housecleaning services in addition to individuals for homemaking to alleviate shortage issues in rural area. We will consider voting on a proposal to request that attendants be allowed to work at age 16 not 18 next month.

John Barry called the meeting to order at 1:00

There were about 45 people on the call, phone attendance was taken and voting rights conferred.

Minutes

Renee had the following corrections:

- 1) Page 2 2nd line Telligen was mis-spelled.
- 2) Page 3 last paragraph end of line three and beginning of line 4 the link was not inserted.
- 3) Page 5 3rd paragraph 2nd line capitalize Erin.
- 4) Page 7 another place saying to insert. This was the presentation and it was sent but the notation will be deleted. **Motion by Curt and seconded by Julie to approve the minutes, the minutes were accepted with these changes unanimously. Andrea abstained.**

Open Forum #1:

Nathan Wofford: Previously he got info from someone and he called back but he never heard and wanted to make sure they knew they were not ignored, and he is still open to communication if the issue is not resolved.

Curt Wolff: Two issues

- 1) Telligen and approval process. There are issues and he would like to review the report to get more information.
- 2) He heard there are updates regarding EVV and compliance and this needs to be considered if this is not already being discussed at another meeting.

Cheryl Hargett-Dorsett: She was put in appeal because there was not medical documentation of her son's allotment there was discussion about preventing this from

happening and she wants to discuss today. This is her son's case, but the policy issue is asking for 10 days is not reasonable. Her doctor took two weeks. This timeline is not reasonable. Curt said this was his issue as well. Erin said we have time on the agenda to discuss this during subcommittee and workgroup updates.

Julie Reiskin: Requested that we put on the agenda next month to take a vote on making a formal recommendation to move the age of hire for attendants from 18 to 16. It used to be 16 and changed at some point without our knowledge and we want to change it back.

Re-Envisioning the PDPPC

Curt has been asking people about issues we want to bring up as a group. He encourages people to reach out to him with ideas of items to address as a group to improve self-direction so we can make changes. He wanted to know if there are things to bring up now.

Andrea said that unskilled care under IHSS should be provided for people under 16 with combined disabilities.

Julie said she met with case managers about pain points about CDASS and they are meeting with Erin to discuss. CDASS is not growing because it is so unpleasant for case managers and they refer to IHSS even when CDASS would be more appropriate. It was noted that CDASS needs to be available to children.

At this point voting rights were conferred.

Voting Management: Linda Skafien after MANY years of doing attendance and voting documents is stepping down from this role. This is the last month doing the voting members. We need to find a way to thank her for the many years of volunteer work. We can do an electronic card that people can sign. Curt also thought he and Julie could write something expressing thanks as well on behalf of the group. John will find a time for her to come to a meeting where we can thank her directly.

We need a volunteer to do attendance and voting records. We need someone to track it. Three consecutive members makes one eligible to be a voting member and if they miss three, they need to start over. **Natalie Geer offered to do this, and John will send her the information and they can discuss details. It would be good to have a backup so it would be helpful if someone shared this role and was trained on it. Kitten Sheridan offered to be the backup.**

Feasibility Request Subcontracting Homemaker Tasks: People have a hard time getting people to driving long ways to do simple homemaking tasks and there was a request to allow us to subcontract with companies like housecleaning companies for these tasks. Curt is looking for thoughts and volunteers.

Andrea emailed Curt how to do this through CMS. She was not sure he received it. He asked her to resend. It would have to be something where the case managers would submit a waiver through CMS. Julie said we may not need a subcommittee, just to vote on it. We need to agree on language and then vote. She also said we should not ask case managers to do one more thing because they will dislike the program more. **Curt asked if Andrea, Curt, and the FMS folks can help so Curt can put a proposal together for us to vote. Mark moved and Kirk seconded that we proceed with a proposal. Unanimous approval.**

Subcommittee and Work Group Updates:

Erin led the discussion

- **Agency as Authorized Rep:** They are needing to discontinue agencies in IHSS acting as ARs for members. This workgroup has been in place and they are working on solutions.
- **UR/UM Subcommittee** which is happening Monday. This is where we discuss the Telligen issues. This work started in March of this year and they just got data from May and they are reviewing to identify action items. They will have Telligen do a walk-through of their portal. This will let people see their system. She wanted to know if there are questions about Telligen:
 - Cheryl Hargett Dorsett
She wants to be part of these meetings. She expressed great concern about expectation of ten-day turnaround from doctors. Why are they forcing clients to go through an appeal before they finalize their decisions? The CM submits a request to Telligen and they have 2 business days for rapid review and 4 for standard review. If they need information or questions or paperwork, then they put in request for information to case manager and they have 10 days. There is a documentation guide to outline when you actually need documentation. Only require a physician order for exercise and she shared the guide in the chat. They are interested in hearing if there is a disconnection between CM and Telligen. Curt shared they are reviewing every single minute, and this is bogging down the system. Cheryl said case management did what was asked immediately and Telligen did not respond to case management. This is adding time to the process then Telligen wants to rush the doctor. If anyone is on vacation it creates a backlog. Erin reiterated that people should bring problems to HCPF so they can figure out what is happening like Telligen not responding on time. Cheryl says as a guardian who is responsible, she does her part with due diligence and speed it is frustrating when others are not moving with the right level of urgency. Erin said that one important process we have in place is that if for any reason things are not in place by the end of the certification process case

management has to send a notice of action to prompt an appeal so you can appeal and keep services going during the interim. It is very important to do this. The biggest worry is services not being in place due to a paperwork issue. HCPF wants services to be kept going during any process.

- Cheri Scheffell of People Care: The scope of practice is supposed to be review HMA only not personal care, is this correct? Erin said yes but in the assessment they are seeing other tasks and in some areas, they can look at everything. They also do Over Cost Containment reviews for people who are over \$285 a day and that means all services are reviewed.
- Robin Bolduc just went through the process with her husband and the process was horrible. They do not talk to case manager, they asked for a document they had and did not open the file and forced the case manager to do an appeal. The case manager had to do a bunch of work because Telligen did not do their job and the CM did not know she had to submit paperwork in two different places. The fact that they do not talk to anyone is a real problem. This caused a ton of work and stress because they do not talk to people. Lots of the problems are caused by no way to talk to someone. Robin said appeal processes does not work for CDASS because the FMS checks every day if you have services and they do not know if there is an appeal. There needs to be a window to appeal and still keep services that is automatic. Erin said the FMS system does not work exactly as described but appeal initiation should go through case management and should keep services open.
- Kidron Backes from HCPF Case Management asked Robin to share specifics situation with her and can add this to what they are telling case management agencies to look out for. She understands it is frustrating to have to appeal through an 803 to keep services in place. They are trying to not get to the end of the period.
- Mark Simon: His concerns are what happens if case manager did not do their job and does not timely file the appeal? He has a family member who has lost services three times in 3 years because the case manager did not do his job. He is also concerned that no appeal should ever have to happen because someone in the system does not do their job or over paperwork and deadlines are to short. There needs to be a way for someone to pick up the phone and reach an informal resolution first. Appeals are not cheap, and this is using money that could go to clients. Even if the case is dismissed. Also notices sometimes come after the appeal deadline. Sometimes the postmark is generated days later. Why not have a phone call or email that could solve the problem. This should not happen. Kidron shares the concern and worry about timeliness which

is why they are spending a lot of time trying to give good direction and technical assistance.

- Rebecca Suttrdevant asked how Telligen impacts PAR revisions. If there is a change in health maintenance hours for a PAR revision, does Telligen have to approve before the case management agency enters into DXC/PPL portal? Or does any service change revision have to be reviewed by Telligen before those last steps happen? Time sensitivity for PAR processing is key for FMS as they rely on this for servicing. She is not sure of communication when there is an appeal. If there is a revision for HMA it does need to go to Telligen. There are some situations where they do not have to go through them like an agency closure where they have to move people quickly. Erin said re timeliness using June—case managers should know now (or two days ago) who is not done and let HCPF know because they need to get the PAR in place at least 2 days ahead of time to get everything done. When this does not happen, it puts people with major medical needs at risk.
- Cheryl Brown asks if the CM revises HMA but cannot get documentation and gets technical denial does the person lose all HMA or just change. Answer is it depends if they have had a review before. They are in process of putting in a procedure to rubber stamp prior reviews with no changes.
- Julie Miller said that they have seen only a review of the revision.
- Kirk Miller asked what happens when mail is delayed, and clients do not get notice. Erin said they have situations every month with something not happening and the staff is dedicated and pushes things through to keep services in place. They do everything they can.
- Julie Reiskin asked that HCPF remove language threatening payback if appeals are used to address lack of timeliness by people other than the client. Erin said she would bring this back to the Department.
- Cheryl Hargett-Dorsett asked if there was a freeze in services due to the public health emergency. Erin said that this only applies to eligibility and state plan Medicaid.
- If there is a problem with case management report it here:
https://docs.google.com/forms/d/e/1FAIpQLSc6EZ7EKpZt6Dt3x_cIc07kgdi3btNVt-dc-fs48m2MhGRu4A/viewform?vc=0&c=0&w=1&flr=0
- **Employer Training Group:** Emily Harvey is working with a group to host an Employer 101 training. They met once and next meeting is July 6th. Emily would love other people getting involved. Emily Harvey (CDCO). Employer 101 Workgroup Emily Harvey, CDCO 844-381-4433 or <mailto:emilyh@consumerdirectcare.com>.

Jessica Corral gave an update on **the background check group**—this group is being concluded by now. They will gather more research and allow the PDPPC revitalization efforts to take hold and will reconvene in 3-6 months hopefully with more people involved.

There is a new subcommittee re **CDASS/EVV compliance protocol**. Notification, process, etc. The first two meetings a bit scarce with attendance but some provided great feedback and personal experience and this most recent meeting there was more attendance and got good feedback. Tuesday July 6 10-11 am.

From Robin S. Has anyone done a test run of May re the 84% EVV compliance on each FMS? Is it 1%, 10%, 25%, 50%? We are pretending this doesn't affect lives and we are also pretending that employers have control over this. And even though I have been at 2 meetings of this subcommittee, since "exceptions" do not count as an error (corrected timesheet), if aides are paid, how do you get below 100% compliance? Erin answered that we pay differently than providers –units are penny units. She said these are good questions and we need to figure this out. We need to make sure members have what they need for FMS vendors but they cannot yet say what percentage of claims match. She really wants people to join.

Open Forum #2:

- Louise Apodaca made this comment: I, for one, am so very weary, frustrated, and downright angry that these issues have been discussed for YEARS. HCPF is heavy with staff and departments each and all with the same responses. Life with HCPF is like a pin ball machine, pull the lever and watch as they bounce you around. This is so similar to the "you're in our prayers, hearts and minds" government statements.
- Maria said she had her landline down and had someone call the Sherriff who scared her and asked if there was a rule about how fast we turn around phone calls. She also said she was the one Nathan referred to and she did try to return calls, but her landline was down. John said, regarding any interactions between stakeholders outside of these meetings there are no expectations, regulations, requirements, policing, rules, etc. Erin said that staff does care deeply about members and they were concerned and could not reach anyone. Erin made the decision to make a call to do a welfare check and glad it was not needed. They are mandatory reporters and apologized if she felt intruded upon.
- Kirk asked about the participant group that we discussed last time. John will let Curt know this was brought up.
- Nathan responded that this has not come together yet. This will be for direct advocacy. He was seeking out guidance.

- Cheryl thanked HCPF staff for stepping up to keep her sons' services.

We are meeting again the 4th Wednesday in July: July 28th, 1-4 p.m.

Julie mentioned there is an ADA event on July 26th the 31st anniversary of the ADA. She will get the link to John to send to the group. It is free and virtual.

Respectfully Submitted

Julie Reiskin