

**Participant Directed Programs Policy Collaborative Meeting
August 26, 2020**

Draft Stakeholder Notes for STAFF REVIEW

The meeting began at 1:00 PM using Google Meets for the first time.

Erin went through a short tutorial on using Google Meets that had been sent to the group. Some troubleshooting was done. Linda Skaflen went through August Voters. July 2020 minutes were passed unanimously.

Open Forum #1

Rebecca with PPL: Rebecca said Matt Dodson was no longer with PPL and she will be taking over.

Julie asked that PPL forward emails from Matt to Rebecca, so emails do not hang out and that people are not directed to PPL customer service. Some people reach out to Matt when they have issues or problems including some people that cannot use the phone. Rebecca agreed to do this.

Kirk Miller: Said he did not receive information until recently about how to get online for the meeting and was unable to get on by phone. His question was answered. John said he would follow up with Kirk or others after the meeting before the next meeting.

Jessica Corral: Later in this meeting, she will discuss the member FMS satisfaction survey. This was mailed in early July. Jessica put a link in the chat.

Maria Rodriguez: She is responding to the letter from the July minutes and had a couple of comments about this. (These notes are as verbatim as possible.) "First of all I have served on many advisory boards. This is my 13th group and this is the first that is open to the public, the others were boards. I have been involved with this for several years and it is a bit different in how it operates as opposed to other boards. I have concerns about this letter. First of all, it may have been anonymous because the person does not feel safe verbalizing these issues in the meeting. I wanted to point out the agreements we have including respectful, step up and step back, be solution-oriented, make the meeting a safe place, discuss what is and is not working, etc. Public policy is about competing interests. There will be people who disagree on matters and there are times I have disagreed with others, and we have all agreed to keep an open mind and listen to others. This letter feels like it is trying to target one person for bringing up an issue. I stated I felt we needed increased inclusivity and a more robust membership and apparently this person doesn't feel this way and feels efforts made to date are

adequate. I have not seen any of these efforts and I did research about inclusivity in the group and it is not happening. This is not just about race and ethnicity, but it somehow got targeted only to race and that was not what I intended. What I have found is not only in this group is there not adequate inclusivity, but in HCPF overall. Even what is referred to as the "glass ceiling" – people of diverse backgrounds are pulled and kept at lower levels and not higher leadership positions. I wanted to provide a touch of information about myself. I am a sociologist with experience working in multi-disciplinary situations and I am not just rambling off of the cuff. I have quite a bit of experience, but I do respect general comments. Some people get offended talking about things that they do not normally talk about, but that does not mean you should not talk about the issues. These issues need light shined on them if anything is going to get better. We cannot pretend they do not exist. Having said that, I have a comment that was in the meetings as well. Someone said that if this warrants an agenda topic one can ask for it and I want to know who said it and how it can happen. I want this to be an agenda item."

Erin did not remember who said it, but requests can be made through any staff and the two co-chairs.

John said the phone number did not look like a toll-free number, but he has been informed it is toll free. Maria said it is a long-distance number and she could not get through several times. John will research and let people know for sure if this is toll free.

EVV:

Update from David Navas (EVV team member with the Department): They are requiring use of systems and providers can be in trouble if they aren't making a serious effort. As of 1/1/2021, claims without EVV will be denied. This is a time to troubleshoot and familiarize with the system. Claims will pay as normal. They want people to identify issues and deal with training to see what areas are causing problems. There are Department memos on EVV on the [Department's 2020 Memo Series Web Page](#). One is about the address confidentiality program. Another is about regulations re DME and clarification on compliance timeline. They will have compliance penalties for people not providing earnest effort to implement. Links for these memos will be forwarded to the group.

Julie Reiskin asked what percent of providers are using system?

David said overall about 50% are using it, 30% are waiting on Sandata for credentialing so this in earnest effort. So 80% are in compliance. These are approximate numbers and the goal is 100%.

Kirk Miller: What is the difference between EVV and TVV? David said that TVV is using a landline instead of a GPS device because they know the location. Just a different method to accomplish the same goal. Kirk said we asked GPS to be off and he does not have a landline. Is he being tracked? David said location at time of services is mandated by CMS but Colorado does not use geofencing or require services only in certain locations. We do not track after you check in. There is a way for providers to verify and correct problems later and HCPF just collects info on how many errors are made and does not penalize at this time. Kirk said with Coronavirus this could impede attendant care and is there any leeway? Julie Reiskin answered, "NO, due to Diana DeGette's law there is no leeway. We got a year extension last year, but this has to be in place by January 2021, where there will be less room for exceptions.

FMS EVV

Jason with PALCO: Went live Saturday 8/1 overall went pretty well, caregivers logging in and out and using telephony. People experience issues with any major change involving technology. They anticipated problems and had customer support team answer calls and troubleshooting issues. Some issues were with the mobile app, password work, device ID was case sensitive, etc. They made mistakes by typing in wrong numbers, as it goes on it gets easier for all of us, caregivers, members, and PALCO staff. Some trends included 48% caregivers using mobile app, 18% using telephony and 34% are exempt. He anticipates good things going forward and is happy to help.

Julie suggested that we have this next month also, so FMS's have time to fix issues as this is still new. She said PALCO customer service has been great, but the app is not great and she wants to see if they will fix issues first before bringing it up here.

Kitten Sheridan also said she has questions but wanted to give it more time to see if they will fix them before bringing them up here and wanted to have this session repeated next month.

Julie Miller wanted to give a shout out to Jason at PALCO. She said that last month, people were having problems getting through to the FMS and Jason did a great job helping people get through the process.

Rebecca Sturdevant PPL: More than happy to talk about this in coming meetings. Launched EVV on July 01-their app is Time 4 Care and it has been around for a while,

but it was new to many people. Things have been going well, good percentage of use and things move smoothly. PPL ran into a few issues:

- 1) One was getting people on and getting rate changes to the 3 areas there was a connection issue the first week. That caused problems and they rushed to get it resolved and it was an inconvenience. They were able to avoid payment issues for the most part.
- 2) They also had "system busy" issue. When they go into the app and enter time they get a system busy message. They worked on performance enhancing solutions and better connectivity so people do not get message. They changed the message, so people understood the entry and data is saved. When the app connects again it will update. This eases peoples' minds.
- 3) They were aware of a slow login issue and they did optimizing to improve performance so login times faster and improves buffering. There was a manual entry issues for overnight shifts. It was triggering a duplicate entry if someone puts an auto entry.
- 4) They also had a notification reminder issue. If someone is clocked in for 6 hours it sends a notification saying do not forget to clock out. The worker had clocked out but were still getting this notice. This was tied to older Android systems. PPL fixed it so people will not get reminders after they clocked out. There is a way to disable these reminders as well.

They will put these updates in their newsletter. They also have a customer service center and an EVV help desk specific to EVV issues. She will share all of the contact info with John to be sent to the group.

Julie asked if they can keep login information and the answer is that they can stay logged in for 5 days at a time or they have a fingerprint option. Julie asked if there are multiple clients can the attendant see the different clients or do they have to look for them each time? The answer is the screen asks them to select the member and all members they have are right there and they pick the person. Sandy Kasprzack with PPL said she is happy to answer questions.

Kristie Blickman with Acumen: Appreciates engagement with training sessions and have had 12 live sessions and last one is tomorrow. They have done multiple one on one trainings. They are assessing the need for more and if they do more, they will send it out and they offer recorded link for anyone that cannot make the sessions and it is also on the DCI help page which is on the dashboard and this is Colorado specific mobile app and phone videos. They are also translating the recorded app to Spanish. They made positive upgrades to their app and that caused an outage stopping people from

punching in and they had to work with people during that time to get payroll done. She welcomes walk-throughs on enhancements or other issues. She said they are grateful for people sticking with them throughout the changes. They are happy to help

Louise Apodaca said she was frustrated by not getting any response back from Acumen. She is on perpetual waiting status and told someone would contact her once bugs were worked out and they could use EVV again. She got a letter about training and did attend as did attendant and followed everything and it still did not work. Why was she not followed up with. Kristie apologized and said she would meet one on via phone and resolve any questions or problems. She said Louise can schedule a time to resolve this.

Michelle: Was on the training and had troubles and they did not get a full training. Was told she would be contacted and never were and she trained herself and nothing changed other than a small change in dropdown. She has 5 attendants. She has had to move some in due to the virus. The live is do not have to log in and out but she tried to get someone going and it would not let someone sign in until they had a sign out. This is not appropriate. This system does not work until they leave. **Is this PHI?**

Kristie said that the training problem was rescheduled an hour later and apologized that she was not notified. She will work to fix the problem with the employee because this is not how it is supposed to work. Kristie will call Michelle tomorrow between 11-3 when that caregiver is present.

Julie asked the same question-do employees have to type their name and password each time or is it stored and are clients kept in the portal? Kristie said there is a remember me box and it should remember the log in information and all clients should be there on a drop-down menu.

Julie asked about after January 1, 2021, if someone needs to get a new phone. David Navas said the answer is in those situations reach out with an email to FMS vendor or HCPF at EVV inbox and they could provide exemption for specific provider for the time needed. HCPF can work with the FMS vendor.

Case Management Transition.

Victor Robinson from HCPF explained the history and transition and it was mostly successful with 5 new ones as of July 1, 2020. They are finishing the 2nd month and feels it has gone very well. They continue with internal and external regular meetings. There have been some snags with specific situations and they did their best to jump on these situations.

Irina Gavrilov, a provider, wanted to give Kudos to Rocky Mountain for a good job transitioning. She requested there be regular provider calls to address issues they are having. Victor will reach out to RMHS and suggest this as he said it was an excellent idea.

Julie Reiskin said the transition was good and most of the problems were caused by EQ or Counties and when issues were raised, they were addressed quickly.

Cheryl Hargett Dorsett wants Victor to mail her his business card and John Barry will get him her mailing address.

Background Check Workgroup:

Jessica Corral said the group has begun to meet and the purpose is to review the background check process. They are meeting every 3rd Thursday and will meet continuously through the end of the year, but this might change as they get through the year. This is an important process. They have representation from each FMS, Consumer Direct but only one CDASS participant and invite people to join. The goals are:

- A) Review the barrier crime list and determine if changes are needed.
- B) Review the enrollment packet and explore any need to additional tools or protocols.
- C) Review acceptance of responsibility form.
- D) Maybe review the FMS contract if there are many changes.
- E) Maybe develop protocols for members and AR.

Action items will be developed as they move forward.

Louise asked, are there going to be additional questions re COVID 19 like if they have been tested, had symptoms, etc.? Answer: no this is about the criminal past. She would like to have these things added. Jessica said she would bring this to the group and get back to Louise.

FMS Customer Satisfaction Survey

This survey was sent out in July and is on the HCPF website. It gives information about each FMS. Alyson Weitzel from Consumer Direct was asked to give a summary of this year's results. She explained the process and reports including a summary of the first page and then specific to each FMS after this. There was a return rate of 19% or 673 returned surveys. She reviewed the report including the last page which is new and

summarizes results for the FMS. She reviewed the reports and explained each section. There were no questions, but people can reach out to Jessica at a later time at jessica.corral@state.co.us.

Rate Decrease Update: Katie McGuire:

Effective 10/1/2020, there will be a 1% rate decrease and Case Managers will begin the revision process in September. Members should be receiving in mid-September a mailing that provides a current and future monthly budget. This is not a support need decrease, but an across the board decrease. It is not going to be retroactive. It will not be appealable because it applies to everyone.

Julie clarified this means it is not appealable that you get a decrease, the only thing you could appeal is if you think the math is wrong and then you can just reach out to your SEP or Katie to get it fixed.

Open Forum #2:

Louise Apodaca: Regarding the PDPPC meeting minutes, when people have comments or questions, their names are not being noted as to who asked or answers the question and she would like that. Julie said she would do it as much as possible.

Maria Rodriguez wanted to follow up on her comments from the first forum (as verbatim as possible): "This issue of inclusivity seems to have been twisted to be only about race. She has information about demographics and HCPF lists 15 categories that she read that include but not limited to religion, sexual orientation, age, national origin, etc. This is very broad and not only about race or ethnicity but about a lot of things. Recently someone asked, 'why bring color into this?' My response is simple and I cannot put 8 years of college full-time studies into 5 minutes but simply I can say "why not?" as food for thought. It is complex and something to give some thought to." Quote from Ida B. Wells a famous African-American Woman (this is not verbatim) Where there is a problem shine light on it-that is worth thinking about.

Betsy Murray said that the city of Aurora is looking at increasing the minimum wage as of January like Denver did. The state got funding for Denver and if this happens they will have to deal with this in Aurora.

The meeting adjourned at 3:40 p.m.

The next meeting is on the 4th Wednesday of September and we will do this virtually again and improve.