



Developmental Disabilities Administration (DDA) Coordinators of Community Services Meeting January 21, 2025



Agenda

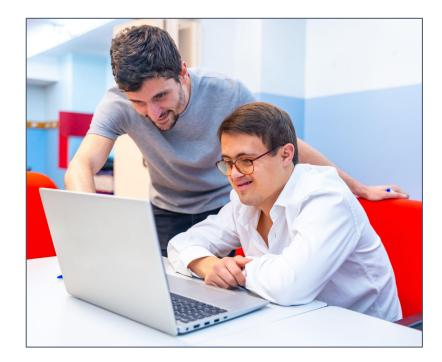
- Welcome
- Statewide Themes and Trends
- Policy and Program Updates
- Closing and Questions



Welcome

Spotlighting Targeted Case Management Agencies: Recognizing Excellence

- Share creative strategies and effective practices that enhance service delivery, improve outcomes, and address barriers for DDA participants
- Send your recommendations to <u>nicolette.paparoidamis@maryland.gov</u>





Statewide Themes and Trends



Comprehensive Assessments

Comprehensive Asses	sment							
Due Dates								
Date Due:								
Revised Due Date:								
Assessment Results-								
First Name:								
Last Name:								
Coordinator of Community Ser	rvices:							
Regional Office:								
Date of Initial Contact:**		0	05/14/2008					
Date of Interview: **	Date of Interview:**		8/31/2018					
Summary of application review	v: **							
Documents Reviewed								
Documents Reviewed Reviewed	≎ Title	0/23/15	\$	Source	¢	Date of Document	t.	•
Reviewed		<u> 23/15</u>	\$	Source	\$		1	
Reviewed		<u>23/15</u>	•	Source	\$			
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Communication:

- Explain why submitting documentation is important
- Provide instructions on how to obtain missing documents
- Maintain HIPAA compliance when seeking documentation
- If support is refused, document and follow-up with the regional office
 - → Why? It increases transparency and ensure timely access to service delivery



Initial Level of Care

Medicaid Waiver Eligibility

DEVELOPMENTAL DISABIL	ITIES ADMINISTRATION
Home and Community-I	Based Services Waiver
LEVEL OF C INITIAL CERTIFICA	
This is to certify that:	
(Name: First, Middle, Last)	(LTSS ID)
has been determined to need waiver services and meets	the appropriate Level of Care.
In accordance with DDA eligibility criteria listed belo chronic disability that:	w, the above named has a severe
Is attributable to a physical or mental impairment	nt, other than the sole diagnosis of
mental illness, or to a combination of mental and	
 Is manifested before the individual attains the age 	ge of 22;
 Is likely to continue indefinitely; 	
 Results in an inability to live independently with regular assistance; and 	hout external support or continuing and
Reflects the need for a combination and sequence	ce of special, interdisciplinary, or
generic care, treatment, or other services that are	e individually planned and coordinated
for the individual.	
I verified that the participant has a "Developmental Di Determination Form in LTSSMaryland.	sability" as noted in their Eligibility
Coordinator of Community Services:	Date:
Signature	
Coordinator of Community Services: (printed name):	

Initial Level of Care Form Effective Dates:

- Effective date matches Medicaid Waiver Application signature date
- Complete the Initial Level of Care Form when meeting the participant/family to complete the Medicaid Waiver Application
 - Make sure all forms are signed and dated
 - → Why? It streamlines the process to avoid

unnecessary delays



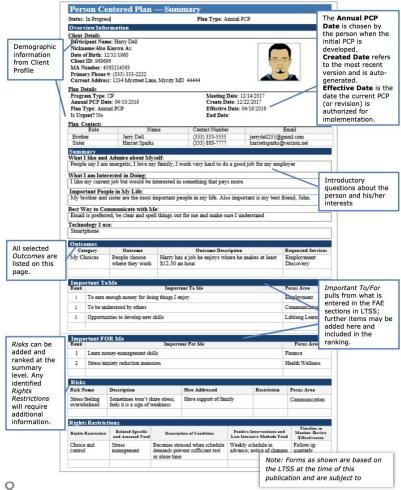
Medicaid Waiver Eligibility

Once completed, remember to submit the Level of Care Annual Recertification

- Use LTSS*Maryland* reports to support your review of compliance
 - → Why? This ensures participants receive uninterrupted services



Person-Centered Planning



Ensure Participants receive a copy of their Person-Centered Plan:

- Provide a copy before they sign
- Explain the contents, address questions, and ensure they understand
 - → Why? Promotes trust by supporting the core principles of person-centered planning, such as informed choice and active engagement



Person-Centered Planning

Requested services <u>must comply</u> with federal authority and include supporting documentation. Support individuals by:

- Utilizing the <u>Guidelines for Service Authorization and Provider Billing Documentation</u> to explain the requirements
- Document action in LTSS*Maryland*
- Alert the Regional Office of the risk of plan denial but still <u>submit the plan</u>
- After 3 unsuccessful clarification requests, a Person-Centered Plan will be denied
- People can exercise their right to appeal. Ensure they received a copy of their denial letter with appeal rights
- → Why? It strengthens transparency and clarity to support informed decision making



Person-Centered Planning

Person-Centered Plan Approval and Denial Letters

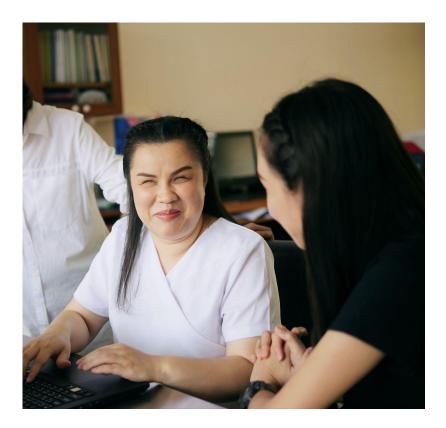
- Both are mailed directly to the individual's mailing address
- Coordinators of Community Services should support the individual/family with next steps and appeal rights
 - → Why? The Coordinator of Community Services is responsible for supporting the person in navigating DDA services



Monitoring and Follow-Up Visits/Form Submission

Tips to support timely completion:

- Scheduling visits ahead and blocking out time
- Supervisors monitor, delegate and empower teams
- Build a collaborative team culture
 - → Why? Monitoring and follow-up activities anticipate challenges in order to implement solutions before issues escalate, and they are required.





Monitoring and Follow-Up Visits/Form Submission

Ensure that the form has been submitted by:

- Reviewing LTSS*Maryland* data reports regularly
- Monitor submission trends
- Check for completeness and accuracy
- Follow up during one-to-one meetings
- → Why? Data verification safeguards integrity, supports quality assurance, address oversights, and addresses challenges promptly



Policy and Program Updates



Application Renewals

Targeted Case Management Recertification/Renewals

- Reminder emails have been sent by the regional office with instructions and deadlines
- Renewal checklist will be included for added support that will include:
 - Direct links to resources and required forms;
 - Applicable regulations to ensure compliance; and,
 - Disclaimers





Coordinators of Community Services are responsible for identifying and connecting participants with available resources— both within DDA and in their community.

May be assessed through:

- Monitoring and following process
- Person-Centered Planning



Easy-to-use Benefits Screener on <u>myMD THINK</u>

A Benefits Screener helps someone discover benefits programs people may qualify for, including:

- Food Assistance
- Cash Assistance
- WIC (Women, Infants, and Children) Program
- Medical Assistance
- Energy Bill Support



Maryland Center for Developmental Disabilities

The Resource Finder

- Childcare
- Educational
- Recreational
- Financial and Housing



Developmental Disabilities Administration

Maryland Resources, Support, and Services

- Social and Spirituality
- Healthy Living
- Daily Life and Employment
- Safety and Security
- Community Living
- Advocacy and Community Engagement



Reminders

DDA Communication - December 30, 2024

CCS State-Only Report Update

- Inability to run the report
- The state payment activities will appear on the January 2025 invoice, which will be generated on February 1, 2025
- Please contact Deneice Robinson at

<u>deneice.robinson@maryland.gov</u>or your regional fiscal team for other immediate questions

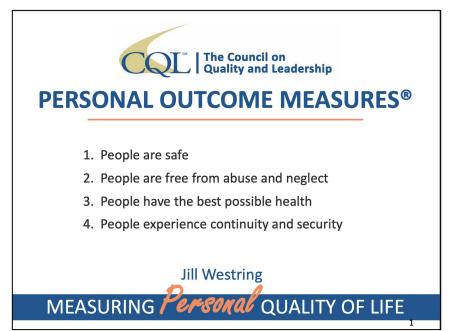


Reminders

The DDA Connection - December 20, 2024

Personal Outcome Measures®

- A Standard Operating Procedure that details how Personal Outcome Measures[®] conversations are conducted is available on DDA's website.
- For questions or concerns related to the Personal Outcome Measures[®] summaries you receive, please contact Amber Rose, Quality Manager at Liberty Healthcare at Amber.Rose@LibertyHealth.com.





Reminders





Marlana R. Hutchinson Deputy Secretary Developmental Disabilities Administration

On November 15, DDA staff and I were honored to participate in the Maryland Department of Disabilities Direct Support Professional Awards. It was truly a privilege to recognize the important work that Direct Support Professionals do for Marylanders with disabilities <u>every day</u>.

As I mentioned at the event, we celebrate you as professionals and acknowledge the significant commitment you have made to the community of individuals with disabilities that we serve. Thanks to your dedication, many citizens with disabilities in Maryland can live more fulfilling lives in the communities of their choice.

In collaboration with the Maryland Department of Disabilities, the Maryland Department of Health's Developmental Disabilities Administration proudly celebrates Maryland's Direct Support Professionals. Although one specific week in September is dedicated to honoring your



Sign up for the DDA Connection (archive available <u>here</u>)

If not receiving the DDA Connection, please send the email address not receiving the communications to

Nicolette.paparoidamis@maryland.gov and

donna.will@maryland.gov



Closing

Please send agenda topics, questions, or details about your agency's accomplishments and ideas for the next meeting to Nicolette Paparoidamis, Director of Coordination of Community Services, at <u>Nicolette.Paparoidamis@maryland.gov.</u>



Questions



