Developmental Disabilities Administration (DDA) Updates

Bernard Simons, DDA Deputy Secretary

September 18, 2020
Deputy Secretary’s Agenda

- Opening Remarks
- Deputy Secretary Update
- COVID-19 Regional Update
- Employment Data Initiatives Update
- Electronic Visit Verification Update
- Questions
Deputy Secretary’s Opening Remarks

• The DDA’s highest priority is the health, safety, and wellbeing of people with intellectual and developmental disabilities, their families, staff, and providers

• The DDA is committed to transparency with all of our stakeholders to ensure we are all working with the same information to support our shared missions

• Thank you for your continued support in joining me during these webcast so that we can stay in-touch and be able to provide you with the most current information
Direct Support Professional Recognition Week
September 13-19, 2020

The State of Maryland
Proclamation
From the Governor of the State of Maryland
DIRECT SUPPORT PROFESSIONAL WEEK
SEPTEMBER 13-19, 2020

WHEREAS, Direct Support Professionals (DSPs) are vital to the life experiences of many people with disabilities in Maryland; and

WHEREAS, DSPs have been on the front lines of the 2019 Coronavirus pandemic as they continue to care for over sixty-five thousand people, risking their health and safety; and

WHEREAS, We believe in a Maryland which recognizes the valuable potential for all our citizens, including those with disabilities, to live, work, and thrive in our communities; and

WHEREAS, Direct Support Professional Week is an opportunity to recognize the important work of those who ensure individuals with disabilities have access to all which contributes to community life for those with disabilities; and

WHEREAS, We are changing Maryland for the better by promoting dignity of people with disabilities; and

NOW, THEREFORE, I, LAWRENCE J. DÖGLIN, JR., GOVERNOR OF THE STATE OF MARYLAND, do hereby proclaim September 13-19, 2020 as DIRECT SUPPORT PROFESSIONAL WEEK in Maryland, and encourage all citizens to participate in and promote events throughout the year which celebrate the rights and abilities of those with disabilities.

This week we are celebrating amazing DSPs all around Maryland! They are the heart and soul of everything we do to support people with developmental disabilities. Thank you!
COVID-19 Regional Updates

- **SMRO** - Onesta Duke
  onesta.duke@maryland.gov

- **ESRO** - Kim Gscheidle
  kimberly.gscheidle@maryland.gov

- **CMRO** - Nicholas Burton
  nicholas.burton@maryland.gov

- **WMRO** - Cathy Marshall
  cathy.marshall@maryland.gov

DDA's Regional Offices

- Central Maryland
- Eastern Shore
- Southern Maryland
- Western Maryland
There are 17,764 people supported in services by the DDA of which 3% (638) have tested positive for COVID-19.

<table>
<thead>
<tr>
<th>Region</th>
<th>Participants</th>
<th>Positive</th>
<th>Increase</th>
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<tbody>
<tr>
<td>CMRO</td>
<td>255</td>
<td>243</td>
<td>12</td>
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<tr>
<td>ESRO</td>
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<td>SMRO</td>
<td>263</td>
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<td>WMRO</td>
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There have been 638 participants reported as having tested positive for COVID-19 of which there have been 38 deaths.

The 38 deaths represents approximately 6% of all (638) participants that tested positive.
Staci Jones, DDA Employment Services

Employment Data Initiatives
DDA Employment Data Initiative

• Since 2014, DDA providers of Meaningful Day Services have been submitting employment outcomes twice a year
• Data is public at www.statedata.info/mdda
• Data collection would have typically occurred in May 2020
• Due to COVID-19, a modified survey was sent
• Aggregate data, as opposed to individual data, was collected
• Survey sent to 114 providers and 72 responded
Of people working Pre-COVID, what was their status, by percentage, in June/July 2020?

*Pre-COVID means March 1, 2020
Competitive Integrated Employment: MD compared to other SELN States

- **Working:**
  - Maryland: 53%
  - SELN states: 46%

- **Furloughed:**
  - Maryland: 27%
  - SELN states: 30%

- **Laid off:**
  - Maryland: 6%
  - SELN states: 8%

- **Voluntarily not working:**
  - Maryland: 18%
  - SELN states: 14%

Data from 7 state SELN member states
Themes to consider

- Individual choice vs protection (dignity of risk)
- Supported decision making
- Group supported jobs: Employment vs program focus
- Use of technology
October 2020 Data Collection

- The DDA’s next employment data tracking will begin in October
- Typical system and individual-level data will be tracked
- COVID related questions will be added, to assist in tracking impact over time such as:
  - How much of support provided has been remote support?
  - Does the person have necessary access to technology
  - Did the person lose their employment directly related to COVID?
- October data will be due by end of November 2020

Questions? Email Staci.Jones@Maryland.gov
Chioma Ani, LTSS Program Manager

Electronic Visit Verification Implementation
Electronic Visit Verification Update

• The DDA will be implementing Electronic Visit Verification (EVV) for Personal Supports, in order to meet the requirements of the federal 21st Century Cures Act by January 1, 2021
EVV Implementation

- The DDA will be implementing EVV by Region, starting with the Eastern and Western Regions on October 1, 2020
- Providers who support people in Personal Supports services in multiple regions, will transition to EVV at the latest date for the regions in which they operate

<table>
<thead>
<tr>
<th>EVV Implementation by DDA Regions</th>
<th>Date</th>
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<tbody>
<tr>
<td>Eastern and Western Regions</td>
<td>October 1, 2020</td>
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<tr>
<td>Southern Maryland Region</td>
<td>November 1, 2020</td>
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<tr>
<td>Central Maryland Region</td>
<td>December 1, 2020</td>
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<tr>
<td>DDA Achieves Full Compliance by the CURES Act Deadline</td>
<td>January 1, 2021</td>
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EVV Training

Below are links to the LTSSMaryland Training Videos

EVV Billing Webinars

• Enter EVV Services Through ISAS IVR
• Search and View EVV Services in Provider Portal
• Modifying EVV Services in Provider Portal
• Provider Portal
• DDA LTSS Provider Portal Reports
**EVV Training Calendar**

**Calendar of Events**  
**September 2020**

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<td>The Deputy Secretary's Friday Series of DDA Updates</td>
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<td>CMRO Provider Revitalization and Enrollment Portal (ePREP): Sept 5</td>
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<td>ESROW/MRO: LTSSMaryland Provider EVV Billing</td>
<td>ESROW/MRO: LTSSMaryland Provider EVV Billing</td>
<td>Choking Prevention and Dysphagia Diets: Train the Trainer</td>
<td>ESROW/MRO: LTSSMaryland Provider EVV Billing</td>
<td>The Deputy Secretary's Friday Series of DDA Updates</td>
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<td>SMRO - RN &amp; Case Managers/Delegating Nurse Orientation on September 15 &amp; 17, 2020</td>
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| ESROW/MRO: LTSSMaryland Provider EVV Billing | ESROW/MRO: LTSSMaryland Provider EVV Billing | | The Deputy Secretary's Friday Series of DDA Updates | |

**DDA Training Calendar**

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<td>SMRO: LTSSMaryland Provider EVV Billing Virtual Training - October 6, 2020</td>
<td>SMRO - Virtual HRST Advanced Reviewer Training on October 6, 2020</td>
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<td>Virtual CCS HRST Advanced Reviewer Training on October 6, 2020</td>
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<tr>
<td>SMRO: LTSSMaryland Provider EVV Billing Virtual Training - October 7, 2020</td>
<td>SMRO - Virtual HRST Clinical Reviewer Training on October 10, 2020</td>
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DDA’s EVV Resources

- We want to make sure that our stakeholders have information and tools available to provide guidance and resources.

- We have created and shared:
  - A dedicated DDA EVV webpage,
  - EVV Stakeholder Toolkits (e.g., Participant Handout, Tips for DSP, Implementation Timelines, Provider Go-Live Dates), and
  - EVV related Webinars.
DDA’s EVV Webpage

• Memos and Correspondence
• At-A-Glance Documents
• Frequently Asked Questions
• Toolkit
  • Participants and Families
  • Coordinators of Community Services
  • Direct Support Professionals
  • Provider Leadership
• Webinars
DDA’s EVV Webpage
DDA’s EVV Webpage

Electronic Visit Verification (EVV)

The Developmental Disabilities Administration (DDA) is implementing Electronic Visit Verification (EVV) per the federal Centers for Medicare Services and Medicaid (CMS) requirements for Personal Support Services. EVV refers to technology that electronically verifies that services are delivered at the right time, to the right place to the right person. It is required for both traditional and self-directed services. Information pertaining to EVV will be posted here for all stakeholders.
Electronic Visit Verification Toolkit

Current Initiatives

- DDA's Transformation Plan
- DDA Medicaid Waiver Programs
- Family Supports Waiver
- Community Supports Waiver
- Community Pathways Waiver
- Health Risk Screening Tool Information
- Support Intensity Scale
- Home and Community-Based Services (HCBS) final rule
- Volunteer Opportunities

Memos/Correspondence

- EVV Provider Toolkit and ISAS Practice

At-A-Glance Documents

- Electronic Visit Verification (EVV)

Frequently Asked Questions

Toolkit

Participants and Families

- DDA ISAS Participant Handout

Coordinators of Community Services

- CCS OTP Presentation
- CCS Reference Guide to ISAS

Direct Support Professionals

- Tips for DSP
- EVV: DDA Practice Phone Memo August 16, 2020
- DDA EVV Wallet Cards

Provider Leadership

- Tips for Provider Executives
- Implementation Timeline
- Provider LTSS Maryland Go-Live Dates for Personal Supports
- EVV Billing Webinars

Webinars

- Personal Support and Electronic Visit Verification (EVV) Implementation Webcast – August 17, 2020
- Personal Support and Electronic Visit Verification (EVV) Implementation Presentation
- Electronic Visit Verification (EVV) - December 4, 2019
DDA’s EVV Resources

- User friendly “EVV At A Glance” document that describes EVV and the One Time Password (OTP) device

- Distributed with the OTP device to people receiving Personal Supports
EVV Resources for Participants

Reference: DDA ISAS Participant Handout

- What is the In-Home Supports Assurance System (ISAS)
- What does this mean to the person receiving Personal Support Services
- What is a One Time Passcode Device (OTP)
EVV Resources for Families

• DDA’s Director of Family Supports, Mary Anne Kane Breschi, will facilitate a conversation about how EVV works at home and in the community
• Participants include a Maryland family, DDA provider, and Medicaid to hear about their experiences and for a live questions and answer session
• Dates: September 30 and October 28 at noon
• Register here
EVV Resources for CCS Agencies

- CCS Guide to Assigning and Managing One Time Password Devices

References:
- CCS OTP Presentation
- CCS Reference Guide to ISAS
EVV Resources for DSPs

- **Tips for DSPs** on EVV
- **EVV Wallet Card** with phone numbers
- **DSP ISAS Practice Phone Line** guidance
EVV Practice Line for DSPs

- The DDA and Medicaid have set up an ISAS Practice Line
- DSPs can call in and practice clocking in and out of shifts
- They can do this using the participant’s phone or by using an OTP device
- The Practice Line is live now through January 15th

Reference: EVV: DDA Practice Phone Memo August 16, 2020
EVV Resources for Provider Leadership

- **Tactical tips** from the LTSSMaryland billing pilot providers

- **EVV Go-Live Dates by provider**

- **Implementation timeline by Region**
DDA Resources for EVV

- The DDA will continue to build out the toolkit and host regular presentations and “open mike” question and answer sessions on EVV for all stakeholders
- Please attend and share examples of what’s working and if you are hitting barriers
- Together, we will achieve full implementation of EVV and meet the requirements of the federal 21st Century Cures Act
Amendment #3 2020

Reminders

• Public comment period September 1st – 30th 2020
  • Family Supports Waiver Amendment #3 – 2020 dedicated page
  • Community Supports Waiver Amendment #3 – 2020 dedicated page
  • Community Pathways Waiver Amendment #3 – 2020 dedicated page

• Public comments can be submitted to wfb.dda@maryland.gov or mailed to DDA Federal Programs at 201 West Preston Street, 4th Floor, Baltimore MD 21201 through September 30, 2020
Questions