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Developmental Disabilities Administration (DDA) Updates

Bernard Simons, DDA Deputy Secretary

July 28, 2023

Agenda

- **Opening Remarks**

- **Federal Program Updates**

- **Program Updates**

- **Operations Updates**

Disability Pride Month

July is Disability Pride Month

Each color in the Disability Pride Month flag symbolizes a disability experience. The black background mourns those who have died due to negligence, suicide, rebellion, illness and eugenics. The remaining stripes represent the diverse experiences within the disability community.

🔴 : Physical disabilities

🟡 : Cognitive and intellectual disabilities

⚪ : Non visible and undiagnosed disabilities

🔵 : Psychiatric disabilities

🟢 : Sensory disabilities

July is
DISABILITY PRIDE MONTH

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The Americans with Disabilities Act

July 26, 2023—33rd Anniversary.

Signed in 1990 by President George H. W. Bush.

Deputy Secretary Simons represented the DDA at the United States Access Board town hall on Tuesday as MDOD Secretary Carol Beatty accepted the Governor's proclamation from Lt. Governor Aruna Miller.

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One Year Anniversary: Technology First

Let's Celebrate!

August 22, 2023

The Meeting House

5885 Robert Oliver Place

Columbia, MD 21045

Connecting the Dots:

Technology and Person-Centered Planning

Explore Innovative Technologies Firsthand.

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Federal Programs Updates

Waivers, Electronic Visit Verification (EVV) Live-in Caregiver Exemption, FAQs, and Policy Reminder

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Waiver Renewal Reminder

The approved renewals for the Family Supports, Community Supports, and Community Pathways Waivers went into effect on **July 1, 2023.**

DDA resources:

- [Waiver Renewals 2023 Services Update Summary Chart](#)
- [DDA Waiver Renewal Webinar - May 19, 2023](#)
- Visit the dedicated DDA Waiver web pages to see approved Waivers:
  [Community Pathways](#), [Community Supports](#), [Family Supports](#)
- [DDA Connection - Waiver Renewal Special Edition](#)

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Waiver Amendments #1 - 2023 Update

- The Center for Medicare and Medicaid (CMS) is reviewing the amendments.

- The purpose is to provide an option to exempt live-in caregivers who provide Personal Support and Respite Care Services from Electronic Visit Verification (EVV) requirements. This applies to both the traditional and self-directed services delivery models.

- To view the proposed amendments, click on the links below:

  - [Family Supports Waiver - Amendment #1 2023](#)
  - [Community Supports Waiver - Amendment #1 2023](#)
  - [Community Pathways Waiver - Amendment #1 2023](#)

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EVV Live-in Caregiver Exemption Guidance

- [DDA Electronic Visit Verification Live-in Caregiver Exemption Guidance](#)

    -People can request an exemption with an effective date of July 1, 2023 or later.

    -The DDA will begin accepting and reviewing exemption request and attestation forms on August 1, 2023.

    - Webinar: Tuesday, August 1, 2023 from 10-11 a.m.

        [REGISTER HERE](#)

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Frequently Asked Questions Update

- On July 24, 2023, the DDA's Frequently Asked Questions were updated based on questions related to:
  - [Self-Directed Updates - Individual and Family Direct Goods and Services June 21, 2023 Webinar](#).
  - [Deputy Secretary June 30, 2023 Webinar](#).
  - Updates to Service Implementation Plan questions.
- To view the updates click on this [link](#).

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DDA Policy Reminder

- The DDA is seeking public input on the following proposed policy posted to the DDA's Policy Stakeholder Input webpage:

  [Housing Support Services](#)

- You can access the proposed policies here: [DDA Policy Stakeholder Input Dedicated Webpage](#).

- Public comments will be accepted through July 28, 2023.

- Please submit comments electronically to wfb.dda@maryland.gov.

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Programs Updates

LTSS transition, NCI Survey, Person-Centered Planning, Self-Direction, Nursing

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LTSS Transition

- 62% "all-in" by January 2024

- All 36 providers with no billing experience in LTSS have chosen a go-live date

- All providers have chosen a go-live date!

- Early Adopter Group (EAG) Technical Assistance can be requested here

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2022 NCI State of the Workforce Survey

- **Reminder!**
  - Deadline extended to July 31, 2023

- Required survey to replace previously required wage survey

- For assistance, contact Leslie Thompson at leslie.thompson@maryland.gov

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Person-Centered Planning

At WMRO, Mel and her mother, Babette share how helpful the tools have been for their family

- UMKC Roadshow recap

Take our survey

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Person-Centered Planning

- PCP policy/manual
- 1:1 and 2:1 needs
- [Provider role in the PCP process](#)
- Top 5 clarifications
  - HRST missing or incomplete
  - Cost Detail Tool missing or incomplete
  - DSAT missing or incomplete
  - SIP missing
  - Behavior/Nursing plans out of date or missing

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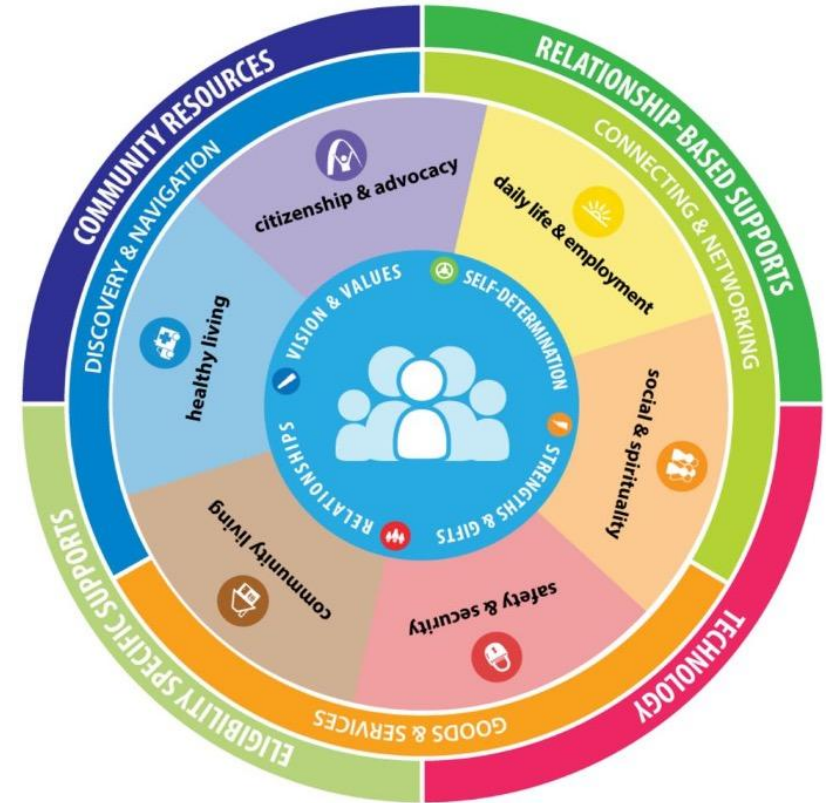
Self-Directed Services

Support Broker and Individual and Family Directed Goods and Services Policy updates

Support broker guidance update

FAQ SB webinar

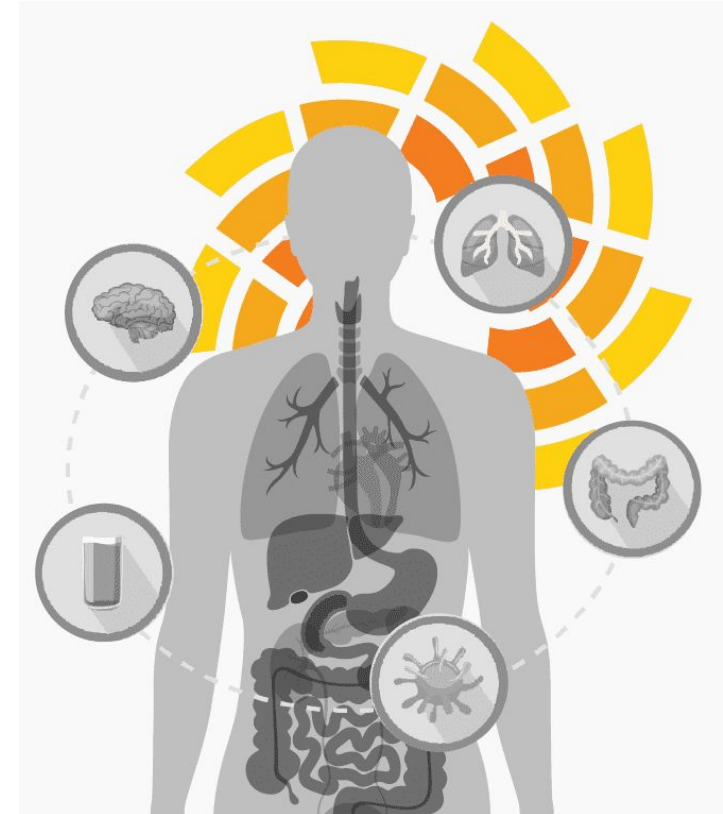**Self Directed Services=Driven by the person**

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Nursing

Fatal Five Core Competency Training now available to provider agencies, nurses and SDS employers

Fatal Five: Aspiration, Dehydration, Constipation, Seizures and Sepsis

preventable conditions

Access via HRST account/Gatekeepers

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Operations Update

FY2022 and FY2023 Financial Statements

Cost Detail Tool

Check Tracing Self-Service

Liberty Healthcare Updates

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Audited Financial Statements

- Required for Providers billing in LTSS*Maryland*

- Needed for FY2022 and FY2023

- Due no later than (NLT) September 30, 2023, and annually following the close of the fiscal year NLT September 30 of the respective year

  - FY2024 Audited financial statements would be due September 30, 2024

- If you have questions, reach out to Nick Gabor at nicholas.gabor@maryland.gov

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Cost Detail Tool

- The Cost Detail Tool for FY2024 is now available on our [website](#).

- Please contact nicholas.gabor@maryland.gov for any technical issues, and your Regional Fiscal representatives for all other inquiries.

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Check Tracing Self-Service

- If you're missing a payment for services rendered, you can utilize the Check Tracing Self-Service option.
- Email mdh.medicaidchecktracing@maryland.gov with the following:

Subject Line: to read "Tracing Request: (Your Provider Name, MA ID and Tax ID)
Body of Email: Include the following information with a updated W-9 attached:

- Provider ID #:
- Tax ID:
- Check Date(s) :
- Check Amount:
- Remit Advice#
- Check#:
- Requestor Name:
- Email contact:
- Requestor Direct Telephone Number:
- Provider Address:

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Liberty Updates: Person Centered Excellence Evaluation Activities
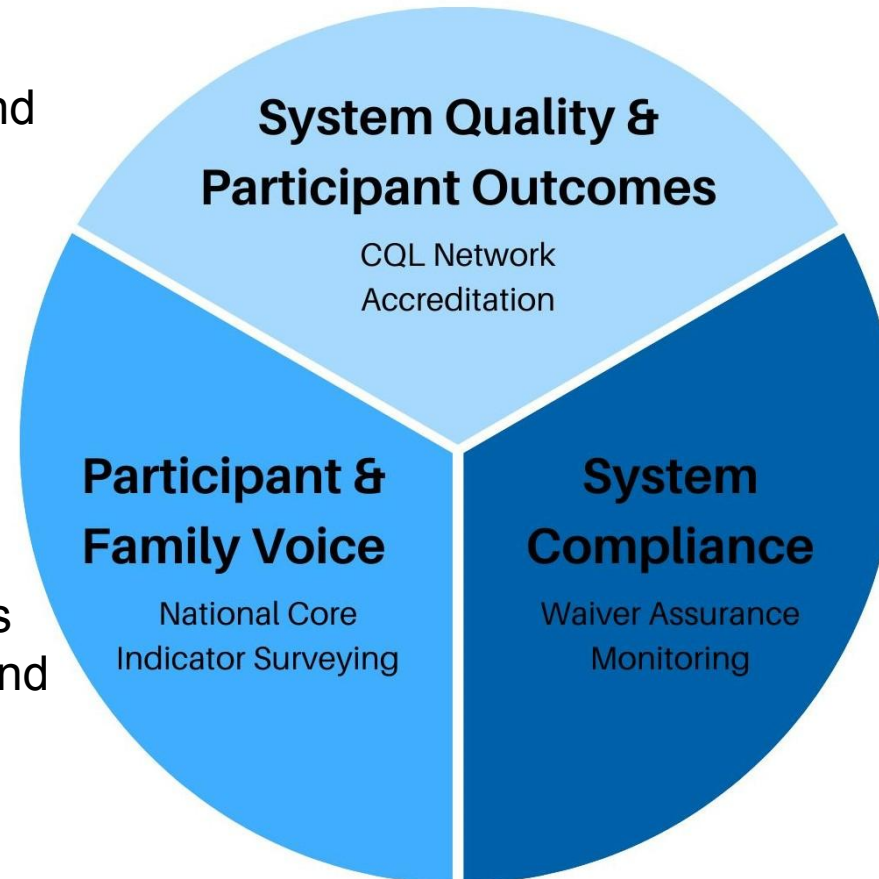
Jennifer Mettrick

Evaluating Person-Centered Excellence
What can the data tell us?

To what degree are systems and practices in place that support person-centered excellence?

To what degree are personal outcomes of participants being met and supported?

System Quality & Participant Outcomes
CQL Network Accreditation

Participant & Family Voice
National Core Indicator Surveying

System Compliance
Waiver Assurance Monitoring

To what degree are participants experiencing quality services and supports?

To what degree are DDA standards being met?

System Compliance Samples – FY23Q4 Reviews
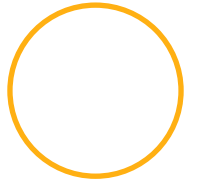
413 randomly selected service claims [July 1, 2021 – December 31, 2022] were reviewed for financial accountability and staff training qualifications

384 randomly selected CCS billing claims [July 1, 2021 – December 31, 2022] were reviewed for financial accountability

147 newly enrolled participant Initial Level of Care documentation [October 1, 2022 – December 31, 2022] was reviewed for timeliness and completeness

284 randomly selected participants with Person-Centered Plan (PCP) Annual Dates between [October 1, 2022 – December 31, 2022] were reviewed for LOC redetermination standards, PCP standards and Monitoring and Follow-Up standards

To What Degree Are Standards Being Met?

Service Billing
N=413 Claims

- 96% of claims w/eligible participants & services authorized
- 77% of claims supported by required documentation
- 49% of claims w/qualified staff

CCS Billing
N= 384 Claims

- 99% of claims included billable services
- 96% activity notes w/ adequate detail & scope
- 99% of claims supported by documentation in LTSS

Level of Care
N=431

- 93% Initial LOCs completed prior to receiving services, only 14% met all standards
- 73% LOC redeterminations completed on time

Person-Centered Planning
N=284

- 67% of PCPs completed within 365 days
- 77% of PCPs have participant goals addressed through services or natural supports
- 77% of PCPs included updated HRSTs
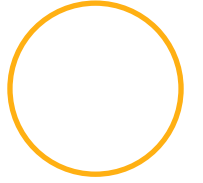
Monitoring & Follow Up
N=284

- 54% of Monitoring visits occurred at the required frequency
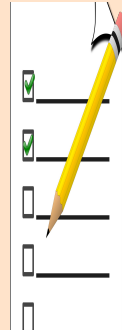- 70% of Monitoring included progress of participant outcomes
- 84% of Monitoring included documentation on service delivery

National Core Indicator Survey Participants

533 DDA participants completed the In-Person NCI survey

761 families living with a participant completed the Adult Family NCI survey

432 families not living with a participant completed the Family/Guardian NCI survey

To what degree are participants experiencing quality services and supports?

PCP

- 77% of participants set their own goals in their PCP
- 77% have a community participation goal
- 37% have a friendship/ relationship goal
- 35% have an employment goal

Services

- 65% of families indicate their family member is receiving all the services listed in their plans
- 77% are always or usually satisfied with the services and supports their family member currently receives

Outcomes

- 75% of participants often like how they spend their day
- 71% often have transportation for community participation & seeing friends
- 37% report having a job
- 32% want a job but do not have one
- 33% often or sometimes feel lonely

CQL Basic Assurances® and Personal Outcome Measures® Pilot Participants

9 DDA participants completed a Personal Outcome Measure Interview

9 service provider organizations and 1 CCS agency participated in the Basic Assurance Pilot and Certification of Liberty reviewers

To what degree are systems in place to ensure participant outcomes are being met and supported?

System Strengths
• Service environments promote people's health, safety and independence
• Data and documentation support evaluation of health care objectives
• Business, administrative and support functions promote personal outcomes
• Policies and procedures that define, prohibit and prevent abuse, neglect, mistreatment and exploitation

System Opportunities
• Supports and services enhance dignity and respect
• Promotion of people's rights
• Policies and practices to facilitate continuity of natural support systems
• PCPs lead to person-centered and person-directed services and supports

For More Information

Visit the Quality Improvement Organization (QIO) webpage on DDA's website at

https://health.maryland.gov/dda/Pages/Quality-Improvement-Organization.aspx

On this page you will find:

- Standard Operating Procedures for each type of review
- Resources
- QIO Newsletters
- Future data summaries and reports

For additional Questions? Email Jennifer.Mettrick@libertyhealth.com

Upcoming Monthly Webinars

To register for Monthly Webinars with Deputy Secretary Bernie Simons:

https://attendee.gotowebinar.com/register/7056441753881626381

Next webinar: August 25, 2023 from 10:30-11:30 a.m.

After registering, you will receive a confirmation email containing information about joining the webinar.

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Questions