

COMMUNITY CARE PROGRAM ADVISORY COUNCIL (CCPAC) MEETING

August 09, 2022

10:00 AM – 12:06 PM

BOARD MEMBERS IN ATTENDANCE

Yvette Lyles, Pathway to Living; Marsha Nelson, Shawnee Health Service.

BOARD MEMBERS IN ATTENDANCE VIRTUALLY

Theresa Collins, CCPAC Co-Chair, Senior Services Plus, Inc, IACCPHP; Laura Altenbaumer, Active Day; Natasha Belli, DuPage County Community Services; Mary Callahan, American Medical Alert; Kevin Cosgrave, Guardian Medical Monitoring; Cary Crawford, Addus; Yolanda Curry, Chicago Dept of Family & Support Services (Margaret Laraviere designated substitute); Kim Evans, Help at Home; Aaron Fortenbacher, Healthcom/VRI; Megan Gallegos, Healthcom/VRI; Stephanie Garrigan, Lifeline; Joanne Glenn, Comprehensive Quality Care Inc. Foundation; Ella Grays, Accent Care; Sherry Barter-Hamlin, Voyager Senior Living; Yvette Holcomb, Premier Home Health Care Services, Inc; Shana Holmes, Southeastern Illinois Area Agency on Aging, Inc.; LaShun James, Addus Homecare Chicago; Richard Juarez, Solutions for Care; Brycie Kochuyt, Alternatives; John Magee, ADT Health; *Ket Hereña attending for Dary Mien, Chinese Mutual Aid Association; Amy Nathan, Northshore Senior Center; Marta Pereyra, CLESE; Grace Schonberg, Lawndale Christian Health Center; Tammy Tenton, Premier Home Health Care Services, Inc; Peter Valessares, Hellenic Foundation; Liz Vogt, IL Assoc. of Community Care Program Homecare Providers, IACCPHP; William Wheeler, ICCCU.

BOARD MEMBERS NOT PRESENT

Courtney Boileau, IL Medicaid Policy, Blue Cross Blue Shield of IL; Megan Conway, Hanover Township Dept of Aging Services; Lori Elliott, Williamson County Programs on Aging; Lori Hendren, AARP Illinois; Winnie Lam, Chinese American Service League; *Dary Mien, Chinese Mutual Aid Association; Beth Menz, SEIU Healthcare Illinois Indiana; Robert Spaulding, Healthcare Plus Senior Care.

GUESTS IN ATTENDANCE

Linda Hubbartt, Senior Services of Effingham County; Suzanne Kinsey, Fox Valley Community Services.

GUESTS ATTENDING VIRTUALLY

Lisa Gregory, HFS; Robin Morgan, HFS; Cynthia Mester, HFS; Amber Richardson; Sara Ratcliffe; Roxanne Nuttall; Gustavo Saberbein, Help at Home; Kathy Rhoads; Irene Sohn; Teresa Smith; Cindy Hardiek; Cora Taylor; Topaz Gunderson-Schweska; Christie Kirchhofer; Hailey Wright; Yelena Abramova; Beth Lakier; Elena Florea; Awilda Gonzalez; Mary Killough; Jan Toleubekova; Jessica Moxey; Julie Walker; K. Stamatis; Kaoru Watanabe; Ket Hereña, Chinese Mutual Aid Association; Lisa Kracht, ECCOA; Nancy Thorsen; Pam Jones; Pat Cash; Santosh Kumar; S. Hoshan; Steve Marano; Suey Lee; Tasia Phassos; Vicky Loukis; Yihyun Kim.

IDoA STAFF IN ATTENDANCE

Lora McCurdy, Deputy Director, CCPAC Co-Chair; Mike Berkes; John Eckert; Sandra Pastor; Chelsey Peters; Amy Brown; LaRhonda Williams; Mary Gilman; Meghan Nierhoff; Beth Skeeters.

IDoA STAFF ATTENDING VIRTUALLY

Paula Basta, Director; Selma D'Souza, Chief of Staff; Glenda Corbett; Amy Lulich; Jennifer Hebel; Kristin Chi; Chrystal Wofford; Trish Gorda; Justin Heggy; Jeremy Hostetler; Lori Brannan; Sally Lisnek; Shirley Morley; Katherine Ostrowski; Sarah McCoy; Ticarol Smith; Michael Sartorius.

AGENDA ITEMS

Opening Remarks

Theresa Collins called the meeting to order, motion by Marsha Nelson, seconded by Linda Hubbard. Welcome remarks from IDoA Director Paula Basta, IDoA Deputy Director and CCPAC Co-Chair Lora McCurdy, IDoA Mike Berkes. Quality Sub-Committee will not be meeting today as key players are not available today. The Sub-Committee meeting is postponed to 8/24/2022 via WebEx. In lieu of individual roll call, asking CCPAC Members attending via WebEx to email beth.a.skeeters@illinois.gov for attendance record. Sign-in roster for those attending in-person.

June 14, 2022, CCPAC Meeting Minutes – Theresa Collins, CCPAC Co-Chair

A motion to approve the June 14th minutes was provided by Kevin Cosgrave and seconded by Peter Valessares. No discussion. The motion carried with no objections and minutes approved.

Public Comments – Theresa Collins, CCPAC Co-Chair

The invitation for public comments was opened. No questions or comments.

COVID Public Health Emergency Update – Mike Berkes, IDoA Planning, Research, Development & Training

With the extension of the PHE, the life of Appendix K is also extended. Please reach out to the Department if you have questions or concerns. Discussion regarding those participants who will cease to receive benefits when the PHE ends. CCU's are tracking those participants that might not meet eligibility requirements once the PHE ends. Need another discussion with this group with ideas for services under CCP. Please keep a list of participants that will not meet eligibility requirements once the PHE ends. Unwinding lists are submitted to the IDoA Liaison monthly. Providers are concerned with unwinding lists as the numbers will have a huge impact on providers. It is also important to make sure the clients and participants have updated contact information, not just with the CCU, but if they are Medicaid eligible, with HFS, too.

Action Item: The Department will be in communication with the CCUs regarding their unwinding lists.

Aging Cares Update – IDoA Mary Gilman (Program), LaRhonda Williams (User Access)

An Aging Cares email was sent to all CCUs and all providers on July 14, 2022, which included a timeline of the roll out. The phased roll out begins January 3, 2023. We are getting closer to the time when the list of volunteers will begin testing. We have a very tight timeline and lots of work is being leveraged at the Department.

The BEAM unit oversees the user access system and will be sending out a WebEx recorded training to everyone in a phased roll-out. It is important to watch the Webex prior to filling out the access forms as the recorded training will walk you through the forms line by line. The importance of user access is that it will be granting your agencies access to Aging Cares. There will also be a live question and answer session to answer any questions you may have. The first group will receive the email with the links and forms for user access will go out the week of August 8, 2022, and will come from the general email address

Aging.ACUserAccess@illinois.gov. This general email is available for any questions specifically about Aging Cares user access.

PSAs 8, 9, 10, and 11 will be the week of August 8, 2022

PSAs 4, 5, 6, and 7 will be the week of August 29, 2022

PSAs 1, 2, and 3 will be the week of September 19, 2022

PSAs 12 and 13 will be the week of October 10, 2022

MCO's will be the week of October 31, 2022

Criminal Background Check Policy Update– Sandra Pastore, Home and Community Services

The Department is updating the criminal background check policy which applies to ADS and In-home providers. The policy is moving through the approval process with one more layer left before it can be released for implementation. There is a change in the policy effective January 1, 2023, that all employees with direct participant contact must have electronic fingerprint check on file and no exceptions will be granted. This includes the people that were grandfathered in previously. Employees must have criminal background checks on file before they have contact with participants. This will have to be uploaded into Training Tracking as well. To clarify some earlier confusion about the allowance for third party vendors; third party vendors are still permissible, and the policy reads: In addition, third party vendors may only be used if they are authorized with the Illinois Department of Public Health (IDPH) and included on the IDPH fingerprint vendors list. The Department will send the current vendor list when the policy goes out and we will provide the location for the IDPH approved list.

Program for All-inclusive Care for the Elderly (PACE) Update – Lisa Gregory, HFS

The PACE slides were provided to all CCPAC Members in advance of the meeting. Our mission statement is that we work daily to try to improve the lives of Illinois citizens. The PACE program is just one more option to add to the Medicaid portfolio of services. Work to assist our citizens in staying healthy and staying in their home and in their community where they are most comfortable. The goals for Illinois are to improve health and wellness for individuals and communities; tailor solutions to meet the unique needs of individual communities; support healthcare deliver models that improve outcomes, decrease disparities and are sustainable over time; and align the PACE program strategy with other HFS initiatives related to healthcare transformation.

There are 5 regions of service for the program in Illinois: West Chicago, South Chicago, Southern Cook, Peoria and East St Louis. Within those 5 service areas there will be 8 PACE organizations. Announcements coming very soon. The HFS website PACE page is the best place to look for a status update.

HFS homepage (<https://www2.illinois.gov/hfs/Pages/default.aspx>) type in PACE it will take you to the PACE page (<https://www2.illinois.gov/hfs/MedicalProviders/pace/Pages/default.aspx>) where there is lots of information and you can sign up there for alerts.

Illinois Care Connections – Amy Lulich, IDoA Senior Policy Advisor

This is the third year for Illinois Care Connections. This program was originally started with a grant from the Federal Cares Act. From 2020 to 2021 we provided over 3300 iPads, tablets, Wi-Fi hot spots and accessories to older adults and persons with disabilities, experiencing social isolation and or loneliness. For State Fiscal Year 2022 we had state funding to be able to continue the program for CCP enrollees. We are excited to continue the program into State Fiscal Year 2023 for CCP, non MCO, participants. There is referral form to refer a client or participants that you think would be in need of a device or could benefit from a device. The referral form is on the IDoA website and is also linked to the Illinois System Technology Program website. There are partners that provide technical assistance for all participants to help them troubleshoot with devices in person.

Managed Care Organization (MCO) Review – Amy Lulich, IDoA Senior Policy Advisor

A reminder of the two guidance documents that we worked on with the Bureau of Managed Care that were released back in March of this year. The guidance documents are related assisting CCP clients that are enrolled in Managed Care Organizations (MCOs) who may have urgent or emergent need. The guidance documents are located on the Aging Partner Portal for review and reference.

August 23, 2022, the Illinois Association of Medicaid Health Plans is going to be hosting MCO Medicaid billing refresher. If you didn't receive an invite, please contact Amy.Lulich@illinois.gov or your IDoA Liaison can forward you the invite. If you have some high-level billing questions, please send your questions in advance to Aging.Feedback@illinois.gov by August 22, 2022.

Emergency Home Response System (EHRS) Fall Detection/GPS – Mike Berkes, IDoA Planning, Research, Development & Training

We have opened communication channels with HFS about our next waiver amendment. We received some great feedback from all of the providers working together, regarding definitions from other states, rates and the way that service descriptions are written. The Department is digesting this information and working to prepare the waiver amendment to communicate with HFS. We are working internally and then plan to circle back to meet with all of you on the stakeholder side. Positive feedback from the field that the GPS technology brings to our older adults and their families.

Training Tracking Portal (TTP) Update – Mary Gilman, IDoA Training

The TTP Policy went out on March 1, 2022, and was effective on May 1, 2022. On March 25th there was an email sent to all in home providers and the email was sent to the providers on the following Monday, which outlined all the materials of handouts and user's guides. All of the documents are also located on the Partner Portal, to include a very detailed, 8-page, FAQ document. All Employees should now be in TTP with their uploaded documentation as the deadline was June 1, 2022. The For In-Home Care providers, an email was sent out the end of July, that Homecare Supervisor Training, known as HOST, is all in TTP now. In TTP you will register and upload pre-training documents. It also contains the training documents. If you need to reach out with questions or difficulties, please email: Aging.Training@illinois.gov

6-month Face to Face Visits & Policy Review – Mike Berkes, IDoA Planning, Research, Development & Training

Policy was effective May 1, 2022. The CCUs you have have 4-8 months after the policy effective date, so that is September 1, 2022. There are some revisions to the 6-month checklist and it will be sent out in the next week or two. Discussion and feedback regarding the tracking, overdue list, eCCPIS reports. The checklist will be mailed out and is pretty self explanatory, but you can always email us if you have questions: Aging.Training@illinois.gov

Records Retention Policy – John Eckert, IDoA Planning, Research, Development & Training

The formal policy title is, Records Retention Paper and Electronics File Storage, Secure Location and Formats. Applies to all CCUs, providers of the 5 elderly waiver services, the 3 demos supported, senior companion program and money management. All care coordination and participant files, choices for cares files. Does not impact MCOs. Files 6 years old or older, you will be allowed to destroy those. We have to confirm with DORS about what to do with screens for people 18-59. If someone terminates a contract, they still have to hold the records for 6 years. Several subject matter experts and from ICCCU clarified regarding an existing contract or an extension. The CCU provider will need to secure a record retention disposal certificate, through IDoA Legal Department in accordance with the state records commission.

Workforce Recruitment & Retention – Sandra Pastore, IDoA Home and Community Services

Workforce recruitment and retention has been an ongoing issue for the last number of years, especially with the pandemic. We have a lot of competition with other industries and sectors. We will be conducting a survey for CCU's and INH providers to look at your workforce, strategies, recruitment and retention. We want to have a more in-depth discussion with the survey results at the October CCPAC meeting.

Diversity, Equity & Inclusion (DEI) Training Requirement – Glenda Corbett

The Diversity, Equity & Inclusion (DEI) Training is offered by the Governor's Office of Equity and is required for all boards, councils, and commissions, pursuant to Executive Order 2021-16 and is mandatory for all state employees, contractors and appointees. The training commenced on July 1, 2022, and our deadline for

completion is October 1, 2022. Be cognizant of the training's time as it is 90 minutes, and the completion times are being monitored. All of the CCPAC board members are now signed up on OneNet to complete the training online.

2023 Meeting Dates & Location – Mike Berkes, IDoA Planning, Research, Development & Training

Trying to be pro-active to find a more user friendly (technology) meeting space. The Dept of Agriculture Building is no longer available for use on Tuesdays. Discussing an alternative to meeting on Tuesdays as well as meeting somewhere else on a day other than Tuesday. Please let us know of your objections to meeting on a day other than Tuesday and we will discuss again next meeting as we approach the new year. Discussion that Mondays and Fridays are not good.

Adjournment – Theresa Collins, CCPAC Co-Chair

Reminder: The Quality Assurance Subcommittee be held via WebEx August 24, 2022.

Motion to adjourn was provided by Cary Crawford and seconded by Ket Hereña. The motion carried with no objections. Meeting adjourned at 12:06 P.M.

Next meeting: October 11, 2022, hybrid WebEx and In-person at the Office of the State Fire Marshal, 1035 Adlai Stevenson Dr, Springfield, IL 62703