

The Community Care Program Advisory Committee Minutes

10:00 am, Tuesday, November 27, 2018

Dept of Natural Resources Building, Lakeview Rooms A & B, Springfield, IL

Members Present: Robert Thieman, IACCPHP; Mary Hemp, Community Care Adult Day Services, Inc; Robert Spaulding, Healthcare Plus Senior Care; Kathy Woodworth, Healthcom, Inc; David Lukens, VRI; Louie Prado, Home Health Security Services; Theresa Collins, Senior Services Plus, Inc; Peter Valessares, Hellenic Foundation; Richard Juarez, Lawndale Christian Health Center; Kevin Cosgrave, Guardian Medical Monitoring; Stephanie Garrigan, Philips Lifeline

Members on the Phone: Ella Grays, Gareda, LLC; Tammy Tenton, Premier Home Health Care Services, Inc.; Brycie Wilson, Alternatives (for the Older Adult); Marsha Nelson, Shawnee Health Service; Laura Altenbaumer, Active Day; Cary Crawford, Chicago Commons; Marta Pereyra, CLESE; Sandy Pastore, Oswego Senior Center; Mary Lee Tomsa, DuPage County Senior Services; Lori Hendren, AARP; Lori Pence, Central Illinois Area Agency on Aging

Illinois Department on Aging Staff: Jean Bohnhoff, Director, Dept on Aging; Jamie Ewing, Deputy Director, IDoA; Jose Jimenez, Division Manager Home & Community Services, IDoA; Rhonda Armstead, IDoA General Counsel, IDoA; Mike Berkes, Critical Events, IDoA; Barbara McConnell, IDoA; Anna O'Connell, Fiscal, IDoA; Clarissa Shea, IDoA

IDOA on Phone: Josh DeHeve, Jen Stevens, Lindsey Dixon, Craig Allen

Guests Present: Lisa Kracht, ECCOA; Marsha Johnson, CCSI; Linda Hubbartt, ECCOA; Becky Edwards, Megan Gallegos, VRI; Kevin Lewis

Guests on Phone: not identified

Welcome and Introductions:

Jose Jimenez welcomed all attending in Springfield as well as those participating remotely.

Call to Order:

The meeting was called to order at 10:07 am by Robert Thieman. Motion by Louie Prado, 2nd by Theresa Collins. Roll call was taken. A quorum was declared.

Approval of Minutes:

Requests to correct spelling and placement of names in the attendance list of the minutes were made.

- 1) Ella Grays provided corrected spelling for her name.
- 2) Bob Thieman identified a guest that was unidentified from SEIU as Terry Harkin.
- 3) Bob Thieman indicated that Lori Hendren was not identified as being from AARP.
- 4) Bob Thieman noted that Mary Callahan was listed twice on the attendance roles – once as a staff member with IDoA, and secondly as being with Turnstall. She needs to be removed as an IDoA staff member and placed as a guest from Turnstall.

Motion to accept the minutes as corrected was made by Stephanie Garrigan and seconded by Mary Hemp.

Public Comments:

None

Department Reports:

Jose Jimenez – Introduction of his new Administrative Assistant, Barbara McConnell.

Anna O'Connell, CFO – (passed around the fiscal report to attendees. Copies were emailed to all Board members) Any outstanding FY18 haven't been vouchered yet are going into **????** spending now. You won't see a lot happening with that. There were two appropriations last year; the larger appropriation was paid to Human Services Fund which had cash behind it. Some payments from the first of the year were processed from that fund. All others are being processed from the GRF (General Revenue Fund). If you have any outstanding invoices from May or June, please check your rejects. The Comptroller has until December 31, 2018 to pay out any remaining GRF.

This year, we are vouchering through the Human Services Fund. Because we are understaffed, we are using some temporary workers; there have been technical issues and clerical errors. Permanent staff is currently being interviewed and hired. Please bear with us as we are trying to get the errors fixed.

We are not scheduled to go live with the new ERP system on January 1, 2019 as originally planned. No date has yet been set to go live. When we do go live, there will be a 2 to 3-week blackout in processing payments. Since we are not going live with the new accounting system as originally scheduled, December should proceed as normal.

Stacey is retiring as of December 31, 2018. Monte Stuhmer will be taking her place.

Annual Financial Audit questions should still go to Stacey at this time. We are trying to fill the position vacated by Monte.

Jose Jimenez We will follow up with an email sending you the financial fiscal report spreadsheet and Monte's email contact information.

Bob Thieman Introduction of new board member, Laura Altenbaumer from Active Day Adult Day Group.

Jose Jimenez, Division Manager for Home & Community Services

Re: Changes to our website. Changes are being made to the IDoA website to comply with waiver requirements from the federal government. The changes were made to ensure that our participants have information with which to have informed choice. It has not gone live yet. We are hoping to have a workable version for so that you may become familiar and make sure that it is working properly. The link will be sent to some providers by December 23, 2018. Target date to put it on the IDoA website is December 31, 2018. A large icon will be placed on the homepage that will make information more accessible to our population, caretakers, and any stakeholders.

We will continue to develop the changes in future versions. One more component to this is that we have a validation system tool built in to the site. There will be a set of questions for providers that will ensure that we have everything that you have to offer on your page. All providers are listed in alphabetical order. When you upload your completed questionnaire, we will make sure you do have services in those counties and that all the languages and options are validated before the site goes live. There is a tool that if something is done incorrectly we may be notified of changes or corrections needed.

This is not just for CCP, but also AAAs. This was presented also at the AAA meeting on November 26, 2018. We are going to start with a home delivery meal program for the AAA services. We are hoping to release this tool and continue to upgrade to reflect all the services offered to our population.

Lora McCurdy commented that this ties into person-centered planning which will meet the federal waiver requirements. Participants will be made aware of all their choices. This is a tool that will help us comply with the federal waiver requirements.

Director Jean Bohnhoff explained that seniors need to know how to access the information and provided an example, so Lindsey could lead the board through utilizing the site during her presentation.

Lindsey Dixon – IT Presenting the changes to the IDoA website: Lindsey led us through using the site to locate services in various areas. The site is easily navigated by clicking on a county to follow the link to all the CCUs contact information, and the services provided in the AAA – home delivered meals, adult day services, etc. The site clarifies and unburies information needed by seniors to locate the services they need and providing contact information.

Jose Jimenez indicated that he had asked the AAAs in May to use a format on their sites that we could use to incorporate this tool, empowering the CCUs when they go to see a client and that client requires a specific service like home delivered meals. They will be able to see and present all the options available to the client. Providing AAAs access to the portal will empower the care coordinators and in-home care providers with the most up to date information. AAAs may access the portal so that if there are issues, they are able to remove the information temporarily until it is clarified or fixed. Providers will also be able to continually update their services as well as contact information so that the clients will have accurate information with which to contact the provider. Giving access to the portal to AAAs also allows EHRS to know who is available in case of an event. Currently, our website is updated through DoIT, which is a very slow process.

Lora McCurdy explained that this was a waiver requirement from over eight years ago that we agreed to do for improvement to our site. This allows us to comply with federal regulations. The more information the CCUs have and can share will empower clients to make informed choices.

Jose Jimenez People can still access Title III without the CCPs, but if they're looking for services under Title III, they are more likely to potentially need some CCP services as well. As we get more in depth with Title III services, we might re-think some processes. We are always looking for feedback on how to make this better.

Re: Google Translator^R Lindsey demonstrated the translator aspect of the website. While the main titles did not change, the text was translated.

Director Jean Bohnhoff: Director pointed out that Google Translator^R is being updated every day. She said that Jose has viewed it for himself, and he was very impressed with what he saw. This will be a great tool.

Craig Allen – IT: Child and Adult Care Food Program Meal Calculator demonstration

This is a user-friendly program that allows providers to create the claims online. CCU can view all claims. CCPs may create a new claim. You enter the costs for meals served, enter the number of meals served, and click Submit. It then goes to the Department for approval. Once approved, vouchers are created and then paid by the state to the vendors. This program allows for more accurate accounting for in-home meals provided to clients.

This is being released on December 21st, 2018.

Please let us know if there are changes that will make it better which in turn will allow people to be paid faster.

Jose Jimenez offered that one-third of our ADS' are not part of this program. They are providing meals but not being reimbursed because the paperwork is too cumbersome to get the payments. This program streamlines the process. The goal is to encourage more ADSs to enroll in the program.

Unidentified caller was seeking clarification on the release dates for the changes to the website (Lindsey's presentation) and asking who will be testing the site.

Jose Jimenez Updates and changes will be released to some providers to begin testing on December 21, 2018. Because there are over 600 providers, testing will be done by a smaller population. The hope is to have the tool ready for release by the end of January. Once this is out to the public on the site, we will be taking a deeper dive into Title III services, senior centers, and other options.

Lora McCurdy, Division Manager for Planning : **AMDs:** There are much fewer participants enrolled in the AMD program that we'd like to see. A workgroup is being formed that might include some AMD providers. We talked to the CCUs at their association meeting about this. Lora will work with Bill Wheeler and Bob Thiemann to get the workgroup going and are looking for volunteers from CCPAC to be a part of the workgroup. Kevin Lewis and Stephanie Garrigan volunteered.

The picture for AMDs will change from a pill box to something more resembling the AMDs that are in use.

Unidentifiable speakers Voiced concerns over care plans and use of the AMDs, and legal liability of responsible party.

Director Jean Bohnhoff: Director indicated that everyone feels like it's a liability issue. The concern is whether the State's Attorney can come after the care giver. Rules need to change about this to encourage use of the AMDs so that we can keep people in their homes. Can we write a policy to offset the rules? She is excited about the workgroup.

Kevin Lewis said that there is a huge marketplace with care management. There is interest, but what are the roadblocks to getting more participants?

Lora McCurdy indicated that there has been some training with some MCOs.

Marsha Nelson- Shawnee Health Service offered that it took three weeks to get an AMD into a care plan. The responsible parties need to get onboard.

Lora McCurdy mentioned that there are only a few CCUs up north that authorize people on the AMDs. Hopefully, the rest of the CCUs will begin. Once the workgroup is established there could be a conference call. The Department would be interested in hearing feedback.

Director Jean Bohnhoff said that everyone is concerned with liability issues and suggested that we need to come up with a way to make a rule change. We can write a policy to offset the current rules.

Lora McCurdy, Division Manager for Planning: Critical Event Reporting Rules: Amendments to the rules were recently adopted. Federal requirements for integrated setting to Federal CMS required us to have rules in place by December 2018. We are compliant with the statewide transition plans. We still have a lot of work to do as far as training the network in the new adopted rules. Some other changes were critical event reporting, choices for care. Rules and policies are now consistent. Lora has met with the PCU workgroup to collaborate on the new format/template for client care. Statewide training will roll out in either January or February 2019. The adopted rules will be posted on our website.

Jose Jimenez: We are officially moved from 421 E. Capital over to 1 Natural Resources Way.

Lora McCurdy, Division Manager for Planning: Rate Study: This is another required waiver commitment. Focus Groups met the week of December 3-7, 2018 in Chicago, Downers Grove, and Springfield.

Jose Jimenez Meetings were held at providers sites rather than a state office make the focus group less intimidating to providers and to encourage open communications with providers.

Lora McCurdy, Division Manager for Planning: Training: IDoA will begin three-day in-person training in Springfield for CCUs beginning in January 2019. Training materials are being updated/upgraded by Mary Gilman and her team. Training is for any new CCU and for those needing refresher training.

Critical Events: The department hosted a webinar in which over 500 providers and CCUs participated. If you missed it, it may be viewed online. We would like to host monthly webinars on Critical Events.

ADS: New policies required by the Federal CMS and OIG are nearing finalization. We are hoping to have this finalized in January.

Linda Hubbarth, ECCOA asked where are the policies on the website; and if it will be possible to incorporate all the policies? There is no central database to which we may refer.

Jose Jimenez said that there are some policies online. There are too many to put all of them online. Some go back to the 70s and are not formatted to today's formats. Any that will go online must be updated. There are just too many to put all of them online.

Rhonda Armstead, IDoA General Counsel: We are in the final stages of finalizing our contract with the vendor for this rate study. The study is comprehensive. We are asking 1) what is the structure, 2) for what are we reimbursing, 3) for what should we be reimbursed, and 4) in what amounts? It has been more complex than the services-based study because we want to look at the structure to make sure that we're meeting the requirements that we are seeing today in care coordination versus the time for which the rates were established for the services provided.

Jose Jimenez I just want to point out that we have buy-in from the network. Home providers are doing it, CCUs are doing it. We must step up our game. We are raising the level of services that we're providing. We're hoping that as we address this issue, we all will move forward together consistently so that the CCUs are getting a consistent message from the department.

Louie Prado, Home Health Security Services asked about where the other rate studies currently in process were at.

Jamie Ewing: We are in ex parte communications.

Jose Jimenez: APS/ Criminal Background Check Policy Update: (background from CCPAC Minutes of 10/16/2018 CCPAC meeting): *Home and Community Services Division Manager Jimenez stated a meeting is scheduled with Illinois Department of Public Health to discuss the Public Health Registry. IDOA would like to work with Public Health to gain access to the portal for the additional checks as listed in the new policy since both Public Health and Adult Protective Services are housed in the portal.*

Because DPH hosts the portal, IDoA changed its policy to comply with DPH requirements. The policy was issued a couple of weeks ago. While the Care Coordinators are the gatekeepers for the participants, their personal and HIPPA information, ultimately, the IDoA is responsible for the safety and welfare of all the waiver participants. The department must address these safeguards to determine who have access to our clients, their personal belongings, and their homes. In many cases where this occurs the participants are alone. IDoA needs to address the best way to screen the people working with the participants. We

want to make sure we have good safeguards in terms of whom we authorize to access our clients.

Creation of a survey was suggested to the association CCUs so they could share the current standards of background checks. IDoA would then review those standards before the policy is set. EHRS installers also offered feedback. The policy would remove the requirements for installers and care coordinators at this point. That policy was fully vetted by Public Health, Medicaid Agency, and our staff. This is the policy that we expect everyone to follow. If there are any questions about the policy, please let us know. This should address all issues brought by this body at the last CCPAC. It does leave us with some homework to do to try to figure out the other components. The current policy in place does have all the necessary information in terms of the registry adopted in July of this year. There are CCUs that cannot hire care coordinators for lack of access to the portal.

Sub Area 9 Transfer: The transition from HCI to Premier as the new CCU for Sub Area 9 proceeded smoothly due to collaboration from HCI, the city of Chicago, Premier, and departmental staff. The Board wishes to thank HCI for their years of services and their willingness to work with us in this transition. It appears there were a lot of rejects created because of the transfer. Even though there is a new provider, you still need to bill for services under the old contracts as well as services under the new contract. We appreciate everyone’s cooperation.

Rejects – most due to wrong contract numbers - are being dealt with as quickly as possible. We apologize for the delay in payments and rejects, but it was the only way to assure a successful transfer.

Premier, the new CCU for Sub-area 9 had a footprint in North Carolina and New York City working with waivers; they are very familiar with a lot of the requirements and policies. It was nice to work with them; they were here for a week training and were able to hire a lot of the staff that were already trained. That helped in terms of knowing the requirements and our policy.

There are 2 more procurements in that area; with those two procurements we will be done with PSA 12. That will address about 45,000 people. We have some metrics that we follow with the PCUs, and we are very excited about those numbers going up. We are moving in the right direction.

Update on OCCS’ for FY18

6 Provider appeals	11 Contract action Enrollment on Providers
235 Participant appeals	18 Terminations
60 Participant appeals may go to appeal	7 Six-month on-site reviews
56 KePro reviews	We addressed 22-30 findings from these reviews
5 RFPs in PSA 12	19 missing persons (Critical Event Reporting) – ALL FOUND
3 CCU Transfers	524 SCIP interventions * This is an increase from previous years
	Not all become a finding or a corrective action or a contract action

Because the bulk of our providers are in Chicago, more positions have been posted there. As space becomes available in Chicago we will be transferring more OCCS people into the vacant positions. We have done three out of twelve, and are hoping to do a few more.

This is likely Jose's last CCPAC meeting.

"I really appreciate everybody's time and efforts. It has been a difficult go-around no doubt. Two- and one-half years without a budget created a lot of issues. It's been very difficult, but with the assistance of all of you and our staff, we made it! We have a very strong network; I personally believe that we are the best network. Hopefully, I represented everybody the best way I could. It was my honor."

Bob Thieman I want to thank Jose for all he has done.

Jamie Ewing While we are waiting for someone to fill Jose's position, he will still be here to help. Any questions that you may have for Jose, please contact Jamie directly.

Director Bohnhoff "With Jose's experience working with the CCUs and all of the providers, I think it is really more icing on the cake for Older Americans Services because they all complement each other. I think we will build a good strong bridge, and I just see the department really flourishing. He's done a fantastic job working with all the providers, and for that, I thank him."

Rhonda Armstead – Legal: Sexual Harassment Prevention and Ethics Training:

We still need to have those by law on file. Please complete your form and get it back to us through Linda Ballard. If we do not get the certificates back in a timely manner, the EC (Ethics Commission) will publish names of individuals who have not completed the training. Please contact Rhonda if you are not certain whether you've completed the training.

Bob Thieman pointed out that there are three people that still must complete the Ethics training.

Call for Adjournment: Motion to adjourn: Bob Spaulding Seconded by: Richard Juarez Motion carried. Meeting was adjourned at 11:52 a.m.