

Community Care Program Advisory Committee Minutes

10:00 a.m., Tuesday, April 24, 2018

Ag Auditorium, Springfield, IL

Members: Diane Drew, CHELP; Kathy Woodworth, Healthcom; Stephanie Garrigan, Philips Lifeline; LaShun James, Addus; Cary Crawford, Chicago Commons; Bill Wheeler, ICCCU; Kevin Cosgrave, Guardian Medical Monitoring; Theresa Collins, Senior Services Plus; Bob Thieman, IACCPHP; Shana Holmes, Southeastern IL AAA; Carol Aronson, Shawnee CCU; Peter Valessares, Hellenic Foundation; Ella Grays, Gareda; Mikal Sutton, BCBS

Illinois Department on Aging: Director Bohnhoff; Robin Morgan; Jose Jimenez; Lora McCurdy; Sandy Leith; LaRhonda Williams; Becky Ward

By Telephone: Lori Hendren, AARP; Susan Simmons, Help at Home; Tom Gonzalez, ADT; Tammy Tenton, Premier Home Health; Terri Harkin, SEIU; Gustavo Saberbein, Help at Home; Mary Lee Tomsa, DuPage CCU; Teva Shirley, SIVNA CCU; Rosetta Cutright, HCI; Marta Cerda, ASI Services, Org.; Richard Juarez, Lawndale ADS; Tuyet Ngo, Chinese Mutual Aid Assn.; David Lukens, VRI; Amy Lucas, Livingston County CCU; Brycie Wilson, Alternatives; Tara Russo, Elder Care Dekalb County, Lori Pence, Central Illinois AAA

Guests: Kristin McCracken, AMAC; Mary Killough, Gareda; Linda Hubbard, ECCOA CCU; Tonia Oberg, ECCOA CCU; Lisa Kracht, ECCOA CCU; Betty DeGroot, Cass Co. Mental Health; Tania Schwer, Grundy County CCU; Jean Jones, Cass County Mental Health; Marta Cerda, ASC; Marsha Nelson, Shawnee CCU; Terrence Simms, Gareda; Nelia Guinsavo, Golden Heart Senior Ctr.; Lourdes Elizalde, Golden Heart Senior Ctr.

Welcome and Introductions:

The meeting was called to order at 10:05 am by Jose Jimenez and roll call was taken.

Public Comments:

None.

Department Reports:

Managed Care Organization (MCO) Update (Robin Morgan)

The counties that are currently able to enroll individuals in MCOs were listed, as well as the counties who are currently on hold for enrolling individuals in MCOs. Federal CMS still has concerns about the provider network's ability to handle the transition; therefore, the startup date is still pending at this time.

Medical clients who do not receive CCP services will be enrolled in MCOs for medical services. These individuals will have a record under HFS in the Participant Search Screen. The Care Coordination Unit (CCU) will be responsible for doing the assessment and sending the notification to HFS. HFS will then remove the individual and send them back to CCP services with retroactive disenrollment. The CCU will be responsible for indicating to the provider if the participant is enrolled in an MCO or receives CCP services.

An email was sent on March 21st, clarifying that MCO enrollment is not on hold for medical clients, only CCP waiver participants.

CCUs indicate the resources and preparations for the MCO expansion scheduled to begin on April 1, 2018, have been challenging due to adjustments that have continually had to be made to provide adequate numbers of staff to keep up with the CCU work during the waiting period of the MCO expansion in their area. A request was made to notify the network of the MCO expansion, as soon as possible so they can determine resource needs. HFS indicated there is a 30-day notice requirement for participant enrollment in an MCO.

Blue Cross Blue Shield (BCBS) have been sanctioned from enrolling new clients into their MCO, pending the cleanup of their existing appeals and grievances. BCBS indicated the hold does not affect their current client enrollment of approximately 130,000 clients.

It was indicated that some MCOs are either slow with payments or are very far behind with their payments. Complaints regarding MCO payment issues should be sent through the HFS Complaint Portal.

Senior Health Insurance Program (SHIP) Update – Sandy Leith

SHIP gave a reminder about the new Medicare cards and cautioned against potential fraud. Some examples of things to watch out for include: no calls are made regarding the new Medicare cards; the new Medicare card comes by mail in a plain envelope from Health and Human Services; no one should ask for an individual's old card - individuals need to shred their old cards after receiving the new Medicare card. The new Medicare card will have an MVI number which will be a randomly assigned number. Deceased people will also receive MVI numbers. The new cards are being released statewide and when the Illinois cards are released, it will be statewide to Medicare recipients throughout the state.

The Medicare Part D "donut hole" is scheduled to close in 2019 rather than 2020, as the originally scheduled year.

Planning, Research, Training and Development Update (Lora McCurdy)

The IDoA symposium is scheduled for June 12-14, 2018, in Peoria. There are five (5) breakout tracks planned and an official conference grid will be released in the near future. The symposium is free of charge. Hotel information will also be provided in the near future.

Bob Blancato, President of Matz, Blancato and Associates is scheduled to be the opening speaker. Cathy Anderson and Amanda Alvey with PCG, plan to present on Person Centered Planning (PCP) and the Federal PCP Waiver requirements. Holly Ramsey-Klawnsnik will be speaking on APS related issues.

The IDoA Training Division is planning to hold mandatory regional DON trainings for all CCUs. Staff have been working with a CCU workgroup and sent out a survey for feedback to be used for preparing the content of the upcoming DON training. The goal of the training will be to ensure the DON scoring is completed in a consistent manner by all CCUs. The Division is currently looking for locations to hold the face-to-face trainings. Please contact the Training Division if you have a suggestion for a training location.

The Planning staff held 12 regional Critical Event Reporting meetings. The meetings were well attended and provided the Aging network and staff the opportunity to discuss the critical event reporting process and issues. IDoA's OCCS staff are following up on the Vulnerable Adult Reports (VARs) to ensure that follow up has occurred and contacting CCUs if VARs need to be closed in the system.

There was a status request regarding the self-neglect funding. The funding has not been released, yet.

UIC and the Department of Human Services, Division of Mental Health have collaborated with IDoA on a grant application to Federal ACL to provide mental health services in a peer-based self-management model. The application should be submitted at the end of April. The goal is to support 1300 seniors throughout the state. UIC is taking the lead on the application.

Home and Community Based Services (HCBS) Update (Jose Jimenez)

A suggestion was made to have a discussion at this CCPAC meeting regarding the appeal process for CCP participants. Specifically, there are providers who have concerns regarding a participant's plan of care. Other concerns include the difficulty of the actual appeal form, redetermination notifications, case action notice of appeal, etc. There is verbiage that is not legible on the IDoA appeal form that is sent to participants. IDoA staff will review the form that is sent out to participants.

One provider mentioned one area of concern they have noticed are many decreases in participants' in-home service hours, or elimination of services after a re-assessment. It was indicated that participants were unaware an annual assessment could result in his/her decrease in-home service hours.

The Department has been evaluating the current appeal process. OCCS staff are assigned to oversee and provide new CCUs with closer monitoring and guidance.

The Department has created a universal Nutrition Referral Form, which is scheduled to be utilized by the MCOs beginning May 1st. The goal of one standard Nutrition Referral Form is to obtain consistent data as well as obtain the required Federal information. The entire Aging network will be required to use the IDoA form, soon. Instructions for use of the form will be released with the form. one area of concern may be that some of the questions and or information provided from the form may not match with the DON. The new form was approved by the Area Agencies on Aging (AAAs) and the AAAs are required to provide their area's meal services on their AAA website by the end of April 2018. The new form also eliminates the Emergency Nutrition Referral Form.

Another goal was to streamline the intake referral process by creating one intake referral form that collects the same information from everyone who is referred for services. The IDoA and CCU workgroup collaborated to create the "Referral Form for Supports and Services". It is a fillable form that can also be printed and filled out as well. A copy of the form is being distributed at today's meeting, for your review. One initiative for creating the new form is to meet the Person Centered Planning and No Wrong Door requirements in the Federal waiver (example: "Does the person want someone to be present for the assessment?"). Data collected from this form will be one way to demonstrate the implementation of practices that are in line with the waiver

initiatives. The form includes data that will show the timeline from the referral and outcome from the referral. Proper use of the form is necessary to ensure Department is implementing practices and tools to meet Federal waiver compliance goals

IDoA also had a meeting with the PSA 12 (City of Chicago) CCUs to discuss the process and use of the form and possible difficulties specific to that area due to the volume of referrals received in a large service area. The meeting offered beneficial information and assurance for a more streamlined referral process.

It was announced there will soon be a new Critical Event Reporting system that will be independent of eCCPIS and have its own platform. IT plans to provide demonstrations of the new system. There is a new IT Division manager, Russ Kemple. IDoA will provide Russ' contact information.

The meeting adjourned at 12:52 pm.