

Community Care Program Advisory Committee Minutes

10:00 a.m., Tuesday, June 23, 2015

Department of Agriculture Building, Illinois State Fairgrounds

Members in Attendance:

Carol Aronson, Shawnee; Tracy Barczewski, Midland AAA; Jean Bohnhoff, Effingham City/County Committee on Aging; Kevin Cosgrove (for Barb Doss, Guardian Medical Monitoring); Kim Cox, Addus; Cary Crawford, Chicago Commons; Diane Drew, CHELP; Tom Gonzalez, ADT; Matt Lisovitch, Philips Lifeline; Carol Mauk, IADSA; Marta Pereyra, CLESE; Lutheran Home; Jane Stansell, IADSA; Robert Thieman, IACCPHP; Kathy Woodworth, Healthcom; Kathy Wyatt, McDonough District Hospital

Members Not in Attendance:

Debbi Baldauff, Catholic Charities CCU, DOJ; Sherry Barter Hamlin, River to River Residential; Anna Jo Cox, Golden Circle Senior Citizens Council; Ella Grays, Gareda; Vicki Schlomann; Illinois Adult Day Services; Marylee Tomsa, DuPage County Seniors; Dave Lowitzki, SEIU; San O, Southeast Asia Center; Susan Simmons, Help at Home; Bob Spaulding, Senior Care Healthcare Plus; Barbara Wylie, Peace Meal Senior Nutrition Program.

Illinois Department on Aging: Director Holton, Jose Jimenez, Brent Ellis, Brad Rightnowar, Jennifer Reif, Lora McCurdy, Jessica Blood, Erin Davis, Mary Gilman, Gidget Freeberg, Jamie Freschi, Robin Morgan, Jodi Becker, Maureen Squires, Jody Martin, Sandy Leith, Abhinav Kondrapally

Guests: Cheryl Aguirre, Home Life Healthcare; Terri Belville, Schuyler County Mental Health; Gail Briggs, HCI; Betty DeGroot, Cass County Mental Health; Melissa Edie, CSSI, Inc. ; Becky Gillen, Macon County Health Department; Joanne Glenn, Comprehensive Quality Care; Awilda Gonzalez, Universal Industries; Jim

Harmening, Assyrian Universal; Marsha Johnson, CCSI, Inc.; Jean Jones, Cass County Mental Health; Richard Juarez, Lawndale Christian; Mary Killough, Gareda; Santosh Kumar, Universal Metropolitan Services; Leslie Pence, CIAAA; Joseph Mason, Lubertha Mercer, HCI; Lori Outman, Molina; Keri Pendley, IADSA; Barbara Rabyne, CJE Senior Life; Tania Schwer, Grundy County Health Department; Gustavo Saberbein, Abcor; Angela Taylor, Catholic Charities; Jennifer Triplett, CCSI, Inc.; Grace Nowalowski, CLESE; Deb Woodford, Molina; Mary Killough, Gareda; Lynn Sellers.

Welcome and Introductions:

The meeting was called to order at 10:15 a.m. by Jose Jimenez.

Jose informed the committee that the Department received notification the day prior calling staff before the House of Representatives at 10 a.m. today; thus Jennifer Reif and other managers could not be present at CCPAC. Therefore, he said, he would be providing Department updates, and Jennifer could hopefully join the meeting later.

Minutes from the previous CCPAC meeting were approved. Jose noted that, in an attempt to become more transparent, minutes from CCPAC will begin to be posted on the Department's website.

He also informed the committee that Director John Holton tendered his resignation to the Governor, as he has accepted a teaching position at a Chicago university. His last day with the Department will be at the end of the month. Jose said the Director joined the management team at the Capitol and would stop by CCPAC later in the morning.

Jose announced that in other Department changes, the Department has a new General Counsel, Brad Rightnowar, who replaced Sonja Bhagwalker, and a new State Long Term Care Ombudsman, Jamie Freschi, who replaced Sally Petrone.

Additionally, Jodi Becker was promoted to Chief Financial Officer of the Department, replacing Dennis Miner, and Jessica Blood was named new Executive Assistant for the Department.

Lora McCurty has been named the new Division Manager of Policy and Planning, replacing Sandra Alexander. Lora joined the Department from HFS and has interacted with IDoA for some time in relation to the implementation of no wrong door initiatives.

Jose said along with personnel changes, the Department is working hard to empower CCPAC committee members. He and other members of the new management team envision a working advisory group that will provide valuable input on a host of pressing issues affecting the Department and Aging Network.

New General Counsel Brad Rightnowar advised that once individuals are named a member of the committee or renewed to the committee, he or she will be expected to undergo the necessary Open Meetings Act training and Ethics training in a timely fashion and paperwork will need to be turned in.

Diane Drew asked if such training would replace what was done on-line, and he said yes.

Jose explained that in addition to restructuring the whole committee and getting membership terms in order, it would be productive to form two sub-committees to tackle the most important issues before the Department.

One of the sub-committees would address Quality Assurance and the other would focus on the Universal Assessment Tool. He said later in the meeting, the group would break into these groups so those in attendance might want to think about which group they might be interested in

He then called on staff to begin providing the committee with updates, first calling Jodi Becker to introduce herself to the group and provide a budget update.

Budget

Jodi told the committee she has been with the Department for the last four years. She said she has the same phone number as Dennis and her email is Jodi.L.Becker@illinois.gov. As was earlier stated, the Department does not have an assigned budget and that for every week there is no budget in place, she said a week will be added on for processing bills.

Bob Thieman commented that providers are voicing concerns already that they may not be able to produce their payroll.

Jodi said there is no need at this time for expedited payments as everything is still running on a 30-day cash flow basis. She said August 7 will be the last day the Department processes its bills for the year; after that vendors would need to go through the Court of Claims. She said the Department currently has about \$5 million in outstanding rejects.

A guest commented that as long as there is no rate increase, the Department needs to open up its system for longer so all data may be entered.

Legislation

Brent Ellis provided a legislative update for the Department, explaining that there are three House bills that have been introduced affecting the Department. He provided a summary of the three:

House Bill 2705 – Grandparent Visitation

This bill amends the DCFS Act. It states that not later than six months after the effective date of the Act and every five years thereafter, the Department must review rules on granting visitation privileges to a non-custodial grandparent of a child who is in the care of the Department.

House Bill 2811 – Vehicle Registration Fee Plate Discount

This bill amends the Illinois Vehicle Code. It provides that starting with the 2017 registration year, the reduced fee set forth for any vehicle owner, or spouse of the vehicle owner, who has been approved for benefits under the Senior Citizens and Disabled Persons Property Tax Relief Act applies to special registration plates.

House Bill 3753 – Integrated Mental Health

This bill amends the Illinois Act on Aging. It provides that, subject to appropriations, the Department may provide grants to public and private nonprofit entities for projects that demonstrate ways to integrate mental health services for older adults into primary health care settings, such as federally

qualified health centers as defined in the Social Security Act, primary care clinics, and private practice sites.

Matt Lisovitch commented that there seems to be dueling proposals with regard to the budget and asked how to track what is going on. Brad responded that the Department is monitoring bills as they go from chamber to chamber. However, things are changing rapidly on a daily basis. Jose said the Department is reacting to many different case scenarios so the Department will be prepared in light of many different possible outcomes.

Managed Care

Robin Morgan said the Department is currently in a “holding pattern” with regard to transitioning the remaining “opt out” clients of managed care. The Department is supposed to transition clients who have exercised their right to opt out of a managed care plan, but HFS is waiting for direction from the new administration. Once changes are solidified, language will be put into a contract. The new language will prevent individuals from opting in and out multiple times within a year.

She said HFS has applied sanctions on MCOs which are not complying with rules. She said they are working with providers on eliminating billing errors. Most MCOs are resolving the problems which are exacerbated by trying to train new representatives to handle the caseload. She said she has heard from HFS that there may be another small MCO approved in January.

With regard to CCUs, Robin clarified that the Department sent out a policy on June 10 that takes effect August 1. It restricts CCUs from sub-contracting with MCOs to provide case management services in their area.

Robin said the Department is building a link which is close to being done. Once done, providers can look up everything they need to look up. The system has yet to be named and will be ready after it has undergone testing.

A guest asked about the 11,000 who opted out of managed care, and Robin responded that they have to give individuals a 60-day window in which to choose a plan.

It was asked if the total number of CCP transitioned and Robin said she was unsure. Originally, they had talked about 24,000.

Someone asked about a client she heard about who was dropped by an MCO and Robin said that was likely due to the client not filling out Medicaid forms. MCOs are supposed to help individuals fill them out. A database is being developed to alert them when an individual is nearing the deadline.

Kim Cox asked if the information is on the individual's card that might be one way to anticipate who would be dropped.

It was suggested that another committee be formed to explore some of these issues and prevent people from being dropped.

Robin talked about the Recoupment Fund. If providers billed the Department but should have billed an MCO, that needs to be done by the end of the month; the Department told MCOs they have to pay providers.

Program

Mary Gilman reminded CCUs that the check for the Social Security Number for CATS has not yet been implemented. IDoA will continue to accept CATs with "dummy" Social Security numbers until that is in place. IDoA will also need to make policy decisions for those individuals who will not have a Social Security Number, such as a person visiting from another country or an undocumented person.

Mary Gilman stated that one CCU has requested training on HFS' PACIS system. IDoA will schedule a webinar for all CCUs for this training in the future.

IDoA is working on a process to allow for billings for CCUs and CCP providers when Illinois Department of Public Health death data records are incorrect and

the individual is still alive. Robin stated that BEAM will review these cases and more information on the process will be provided soon.

A guest asked how to know if the data is wrong, and Robin said the Department is trying to address that in its new system. She said Andrea Standley has offered to do a PACES training.

Mary said to get the information to her with regard to the waiver. The renewal with an amendment is 213 pages.

It was added that it does not address the level of care and would change if the DON is raised.

Jose reiterated that HFS is the lead agency.

Rather than taking lunch, the whole committee broke into two subcommittees.

Universal Assessment Subcommittee attendees:

Jose Jimenez, Gustavo Saberbein, Bob Thieman, Mary Killough, Tom Gonzalez, Lynn Sellers, Angela Taylor, Cari Outman, Deb Woodford, Kathy Woodworth, Lubertha Mercer, Gail Briggs, Marsha Nelson, Marta Pereyra, Becky Gillen, Jim Harmening, Tania Schwer, Kerri Pendley, Richard Juarez, Jody Martin, Gidget Freeberg and Robin Morgan.

- Jose Jimenez welcomed everyone to the meeting and advised that their official role would be to serve as the Advisory Committee for the Universal Assessment Tool development and implementation.
- He asked how many members attended the June 15, 2015 webinar on BIP and UAT? Very few members participated due to the notice only being set to CCUs and AAAs.
- Jose assured the group that in the future the webinar notices would be sent to the entire CCP aging network. Gidget Freeberg agreed to send the webinar link to the advisory committee members.
- Jose further asked each member what was their understanding of the UAT and why Illinois is developing this tool? Responses from the advisory

members showed that there are many levels of understanding regarding UAT.

- In the future, webinars will be posted on the Illinois Department on Aging website
- Jose further explained how the intent is to begin with 8 Pilot locations to test the UAT prior to rolling it out statewide. The Pilot Sites will test the tool for 4-5 months. Illinois is still waiting on approval from CMS to proceed with the pilot sites.
- By the end of September we will have the Level 1 Screening tool and the BIP Hotline
- Consultants are setting up a web based referral/routing system
- Lora McCurdy, Division Manager of Planning, served as the Project Director for BIP at HFS. She explained the Core Data Set and the 5 domains of the new assessment. The Federal Government gave Illinois 90.3 million to develop the BIP program. According to Lora, the DON score cannot increase until CMS approves the new scoring guidelines and cannot take effect until after September 30, 2015.
- Lora further stated that the new assessment tool will be more consumer friendly
- The UAT Advisory Committee will meet again during the next CCPAC. Jose also stated that a meeting could occur prior to CCPAC through a teleconference. He will send out a notice to all members if a teleconference is scheduled.

Quality Assurance Subcommittee attendees:

Cheryl Aquirre, Tracy Barczewski, Terri Belville, Jean Bohnhoff, Cary Crawford, Betty DeGroot, Diane Drew, Joanne Glenn, Awilda Gonzalez, Jean Jones, Santosh Kumar, Matt Lisovitch, Joseph Mason, Grace Nowalowski, Jennifer Triplett, Barbara Rabyne, Jane Stansell, Kathy Wyatt., Maureen Squires and Mary Gilman.

- Diane, Marsha and Jean agreed to serve as Subcommittee Co-Chairs.
- Members of the ICCU Council present expressed a desire to help with any Quality Assurance issues that arise.

- Individuals stated the following:
- CCUs would be a natural to help any agencies address deficiencies similar in scope to “peer reviews.”
- If an agency is having a difficult time on a subject brought up in an audit, for example, maybe they do not know how to fix the problem and the Quality Assurance subcommittee could be a good resource.
- Training is the primary need as well as recruitment of workers
- AAAs throughout the state could like to play a role in assisting, as “our clients are their clients” and that there needs to be strong partnerships in every region.
- It is best to keep a report handy at all times to help promote the CCP program. This is particularly helpful when appealing to legislators – to let them know how much pride is taken in the program and how many older adults are served and in what ways.
- At one time the Department had “consultants” who advised providers on what should be done. However, some conflicts resulted from this method. One thing that might help is having the Department update its Training Manual.
- Any “consultants” need to have training so there is consistency throughout the state for best practices.
- Some recalled a program called “Partners Together” that they found beneficial in promoting quality assurance and best practices. The program was an after-hours round table to discuss such issues as transportation or garnering guidance if they were experiencing problems.
- For example, some shared what they felt are unethical practices that are occurring in their area. This included providers visiting seniors in their home and strongly influencing them to switch over to their service.
- Though a senior does have the right to choose what homecare provider to go with, there should be a legitimate reason to switch and sometimes there is a fine line between healthy competition among providers and going after another provider’s clients.

- Providers should be up front with seniors that if and when they switch to another provider, they may or may not receive the home care worker they desire. The grass is not always greener on the other side and then many of these individuals want to switch back to their original provider. It is always best to ask for a valid reason they want to leave.
- It was mentioned that family caregivers are causing a lot of problems.
- Some providers offer a non-compete clause when they hire someone, but this practice varies from provider to provider and is hard to police.
- It was suggested that is best to have the CCU talk to the client to get the heart of any problems he or she is encountering.
- Other problems discussed included home care workers benefiting from the participant; some have even been named in the participant's will.
- Sub-committee members said that if such cases come to light, they should be referred to Adult Protective Services. It was stated that sometimes it is hard to find out such problems after a participant has died.
- The sub-committee concurred that strong ethics need to be reinforced. Sometimes things that are very innocent can turn into problems later. Again, this is where strong training about quality assurance measures comes in.

When the committee of the whole reconvened, Kim Cox announced her departure from Addus and resignation from the committee after more than a decade. She thanked the committee for what it works to accomplish and shared words of inspiration and said to always look to the client as the "north star" and be true to their needs.

Jose said the committee would discuss BIP before closing the meeting. He said HFS has been working on BIP since 2013. Currently, there is confusion going on with regard to the Universal Assessment Tool (UAT) and the Balancing Incentive Program (BIP) is driving all these changes.

He introduced Lora McCurdy who provided an overview of this “person-centered planning process.” Lora explained that the federal government is putting more teeth into the requirements and there are many changes happening at the same time.

She said some CCUs will be asked to be in a pilot program to test the changes.

Illinois is incorporating changes that have already been made in Maryland, Mississippi and New York.

The UAT will be piloted October 1.

Eventually the DON score will be eliminated but what CCUs will use for scoring is yet to be determined.

Jennifer Reif closed the meeting by stating that Director Holton and Department managers had spent the morning giving testimony in the Capitol and that there are many tough decisions to be made.

Some CCPAC nominations were turned into Maureen Squires; others can be turned in via email.

The meeting was adjourned. The next meeting date and location are to be determined due to the Ag Building being unavailable during August with events revolving around the Illinois State Fair.