

<b>West Virginia TBI Quality Improvement Advisory Council Council Meeting Minutes</b>	<b>DATE: February 14, 2019</b> <b>TIME: 10:00-2:30 PM</b> <b>LOCATION: Bureau of Senior Services Office</b> <b>1900 Kanawha Blvd.</b> <b>Charleston, WV</b> <b>Charleston Town Center Mall</b> <b>3<sup>rd</sup> Floor Conference Rooms A &amp; B</b>
	<b>Members Present:</b> Rodney Smith, Mark Holmes, Brad Anderson, Mark Fordyce, Carolyn Lecco On phone: Carrie Childers, Terry Edgar, Regina Desmond
<b>Members Not Present:</b> Dale Heironomous, Tracy Wine, Heather Velez	<b>Others Present:</b> Katharine Randall, PPL on the phone, Barb Recknagel, Teresa McDonough, Vanessa VanGilder, Sara Martin, Brian Holstine, Brenda Landers Guest Speaker: Taniua Hardy, Disability Rights of West Virginia

## MINUTES

Agenda Item	Welcome/ Introductions/Old Business	Presenter	Rodney Smith, Chair
<b>Discussion and Conclusions:</b>			
Chair Rodney Smith called the meeting to order at 10:00 am. Introductions were completed.			
<b><u>Old business:</u></b> Meeting Minutes from the 11/08/2018 QIA Council meeting were approved.			
Motion to approve: Mark Fordyce Motion to Second: Mark Holmes Motion Carried			
<b><u>New business:</u></b> Brad asked about the development of a training for the TBI Waiver providers that comes from a TBI survivor perspective. The Council agreed that this would be an excellent training. Brad asked Carrie Childers to assist him and she agreed. It was further discussed that once the training was developed that it would be presented to the Council as well as to the Waiver Providers.			

Agenda Item	Policy Review-Monthly Contacts by TBIW Case Managers	Presenter	Teresa McDonough-BMS Barb Recknagel-KEPRO
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### Discussion and Conclusions:

Council members reviewed and discussed policy section 512.16 and 512.16.1, Case Management Services and Responsibilities. The Council generated several suggestions to strengthen policy and procedures in addressing frequency of Case Manager contact with a program participant as methods to improve health/safety and welfare outcomes.

1. Request that the program participant supplies contact information on 2-3 people, that could be called that would know where to reach him/her if CM and/or PA staff are unable to.
2. Add more guidelines to policy if the program participant cannot be reached by telephone, a home visit is required and the home visit attempt was unsuccessful:
  - a.) CM sends a letter to the program participant and/or legal representative ( if applicable) requesting that they contact the CM immediately;
  - b.) Request a Well Person / Welfare/Wellness check by the local police;
  - c.) Explore the use of Locked Boxes that would allow entrance into the home
  - d.) Add timelines to existing policy that requires more immediate response to no contacts; and
  - e.) Encourage CM to start monthly contacts earlier (1st part of the month) so no contacts can be followed up.
3. Consider the use of the 24 Hour Emergency Backup Plan form that was developed through the TMH Demonstration Grant for program participants.
4. Consider, requiring a Home Visit to the Program Participant if certain items are identified as **needing a home visit** on the Case Manager Monthly Contact Form.
5. Explore the possibility of travel time for Case Mangers to be allowed as billable under the existing Case Management Service Code. (Allowed with IDD/W)
6. Explore ways to inform/educate program participants/legal representative that they may request a Home Visit by their Case Manager prior to the required 6-month home visit.
7. Consider adding to existing policy for Personal Attendant Staff under Personal Attendant Services his/her responses to program participant not answering or responding to a schedule time for services.
8. Consider requesting Agencies develop written policy and procedures that clearly outline the staff required actions for no show/no contacts for scheduled and or

mandated contact with the program participant.		
Action Items	Person Responsible	Deadline
1. Council Members will review the existing program form Case Manager Monthly Contact Form	1.Barb will send form to Council Members 2. Council Members will review and be prepared to make recommendations on items that should trigger a home visit at the May Council Meeting	1. Sent with February 14, 2019 Minutes 2. May 9, 2019
2. TMH staff will present the 24 Hour Emergency Backup Plan at the next Council Meeting.	Sara Martin and Brian Holstine	May 9, 2019
3. BMS and KEPRO will add language to the existing policy based on the suggestions and present at the next Council meeting.	Barb and Teresa	May 9, 2019

Agenda Item	Program updates	Presenters	Teresa McDonough-BMS Brian Holstine/Sara Martin-TMH Katharine Randall-PPL Barb Recknagel-KEPRO
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**Discussion and Conclusions:**

**BMS Updates:** Teresa provided an update to the Council Members on the following changes that will or has affected the TBIW program.

- **National Provider Identifier (NPI)** The NPI is a unique identification number that TBIW Agencies have. This number is used for billing purposes. The state will be issuing NPI numbers to the TBIW direct care staff (those going into program participant’s home to provide hands on care) with the roll out of the Electronic Visit Verification requirement. BMS and KEPRO are in the design phase of this project and is assisting in the development of criteria that will be used by the State Fiscal Agent (Molina) in issuing the NPI numbers to direct care staff. Billing will still be completed by the Agencies. Instances of fraudulent practices will be identify through this practice.
- **Electronic Visit Verification (EVV)** The CURES Act contains the Medicaid requirement for use of Electronic Visit Verification (EVV), which allows the individual providing service to record electronically the exact date, real start and end time, and location of a visit. The act leaves states to decide their own implementation strategies. WV has a Stakeholder group that has been meeting to explore and make recommendation to BMS in meeting this requirement. The EVV requirements will be part of all three Waivers reapplication to CMS in 2020.

- **Conflict Free Case Management (CFCM)** CMS requires that State design their Home and Community Based Services (HCBS) programs to meet the regulations for CFCM. WV has begun efforts to obtain suggestions and recommendations from stakeholders. The TBIW CFCM stakeholder group has been meeting every two (2) weeks. Meetings continue in March on the 1<sup>st</sup>, 15<sup>th</sup> and 29<sup>th</sup> at KEPRO.
- **Take Me Home (TMH) Services and TBI Waiver** Effective January 1<sup>st</sup> the TMH Pre Transition Services part of the Demonstration Grant end and the TBIW and the ADW programs incorporated the following two-(2) pre transition services: Pre-Transition Case Management and Community Transition Funds. As of today, there has not been a transition using either of the Waiver programs. Teresa introduced Sara Martin and Brenda Landers to the Council

**Money Follows the Person (MFP)(Take Me Home WV) updates:**

Brian provided the following information about the TMH/MFP Demonstration grant. The final number of transitions for calendar year 2018 is 68. Since the program started in 2013 through 2018, there has been 374 transitions and 223 transitions are marked as successful by CMS criteria. The TMH staff will be working on sustainability projects under the remaining years with the Demonstration Grant.

Brian provided a brief overview of these projects: Online Case Management pilot (with ADW only); Telehealth; No Wrong Door; Quality review of WV Long Term Care system and assistance with the funding of the WV IMS that launched in July of 2018.

Brian explained the criteria changes for pre transition services now under the Waiver programs. Those changes included: the Medicaid Personal Care Program is no longer an option to use for transitions; last day paid by Medicaid in a qualifying institution is no longer a requirement. Eligibility requirements under the Waiver for the Pre Transition Services are, applicants must be Waiver eligibility (financial and medical) and are residing in a qualify institution for at least 90 days.

Brian confirmed that CMS does not consider prison settings like St. Marys as a quailing institution.

Brian confirmed that the cost of the Waiver Pre Transition Services does not come from the annual \$35,000.00 budget available to the program participants.

BMS confirmed that exiting TMH brochures would need to be revised to reflect the Pre Transition Services and not the Demonstration Grant services.

Brad expressed concerns over the TBI population being seen at hospitals and being discharge and not meeting the 90-day stay criteria.

Brian and Sara reported that there are two (2) potential TMH referrals that may be accessing TBI Waiver is eligible.

Sara Martin will be attending the TBI Waiver Council meetings and provide updates to the utilization of the Pre Transition Waiver services.

**PPL Updates:** Katharine Randall reported that there are thirty-three (33) current TBIW program participants, two (2) enrolled but Personal Attendant Services have not started. She stated that the Resource Consultants would be attending the TBI CED Conference in

March.

**UMC/KEPRO updates:** Barb Recknagel presented the 2<sup>nd</sup> quarter Quality Management Report for the Service Planning and Participant Safeguards Performance Measures. Compliance was noted and the 85% quality threshold was achieved. There were no questions from the Council regarding this report.

The 2018 CAHPS HCBS TBI Waiver Program Participants findings were briefly review. Barb provided a comparison of respondents' characteristic from 2017 and 2018 for the Council. There was an increase in the number of respondents completing the survey, remaining demographics reflected little if any changes. Barb reminded the Council that the TBIW program has fewer people than the effective sample size needed as recommended by the survey developers, however, the information gathered does provide the Council with information about experiences of our program participants. Barb asked the Council to review the report for Quality Council Work Plan development. Barb presented a comparison of the TBIW and ADW Personal Attendant Initial and Annual Training requirements from both policy manuals. Since all TBIW Providers are also ADW Providers, KEPRO was noted some issues with training documentation and use of approved training for the ADW program for the TBIW staff. The council provided some feedback and suggestions. It was suggested that perhaps staff could be cross-trained with the core or basic training and offer the population specific training for the direct care skills. A brief conversation was held regarding the four-hour training required for TBIW program and the lack of specific hours for the same topic under the ADW program. No formal decision or recommendations were made from the Council at this time.

Action Items	Person Responsible	Deadline
1. Send respondents comparisons chart to Council Members.	1. Barb Recknagel	1. Sent with February 14, 2019 minutes

Agenda Item	Lunch/Public Comment		
<b>Discussion and Conclusions:</b>			
Lunch was provided by KEPRO. No public comment were made.			

Agenda Item	Training-Self Advocacy	Presenter	Tania Hardy Regina Desmond Disability Rights of WV
<b>Discussion and Conclusions:</b>			
<b>Discussion/Follow-up:</b>			
Tania Hardy and Regina Desmond from Disability Rights of WV (DRWV) presented training to the Council on Advocating for Your Rights. The training provided general			

information about the services and supports that DRWV offered and self-advocacy training. Council members were able to think about information from the presentation that could assist existing program members in developing self-advocacy skills. Examples of providing information at initial/annual redetermination assessments completed by KEPRO was discussed as well adding information about self-advocacy from the training in the Participant's handbook.

Action Items	Person Responsible	Deadline
<b>1. Council members will review training handouts and the Participant Handbook and make any recommendation at the next Council meeting.</b>	<b>1. Council members</b>	<b>1. May 9, 2019</b>

Agenda Item	Wrap Up/ Confirm next meeting date	Presenter	All
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**Discussion and Conclusions:**

Next Meeting:  
 May 9, 2019  
 10:00AM -2:30 PM  
 Bureau of Senior Services Office  
 Charleston, WV  
 Charleston Town Center Mall  
 3rd Floor Conference Rooms A & B  
 Mark Fordyce adjourned the meeting at 2:20 pm on a motion. No second required.

Action Items	Person Responsible	Deadline
1. Develop the 2019 Quality Management Work Plan <ul style="list-style-type: none"> <li>• Review Survey Findings-2019 CAHPS HCBS TBI Waiver Program</li> <li>• Review Participant Handbook</li> </ul>	Council Members	May 9, 2019

Minutes submitted by	Barb Recknagel, KEPRO	2/21/2019
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