

West Virginia Quality Improvement Advisory Council Meeting	July 18, 2013 10:00am-4:00pm Bureau of Senior Services
Members Present:	
Darrell Alt, Tahnee Bryant, Libby Collins, Clarice Hausch, Linda Higgs (for Steve Wiseman), Sam Walker-Matthews, Christine Dickson, Jane Ketcham, Liz Bragg, Amber Hinkle, Susan Striar May, Jon Sass	
Members Not Present:	
Jayne Lakes, Norma McKee, Debra Higgins, Robin Hatcher,	
Others Present:	
Lori McGurty-APS Healthcare, April Goebel-APS Healthcare, Tiffany Angel-APS Healthcare, Nora Dillard-APS Healthcare, Randy Hill-Public Partnerships LLC, Pat Nisbet-Bureau for Medical Services, Pat Moss - Specialized Family Care, Marilyn Nichols-member of the public, Tina Maher, Olmstead Coordinator, Pat Moss SFC Program, Beth Howard—OHFLAC, Christine Kile—OHFLAC, Sylvia Fields—OHFLAC, Lora Linger—OHFLAC, Jim Cooper—OHFLAC, Jim Patterson—OHFLAC, Brenda Bowling—OHFLAC	
Meeting Minutes from July 2013 were approved.	

MINUTES

Agenda Item	Welcome, Approval of April 2013 Minutes, Announcements, Election of New Members	Presenter	All Members Jane Ketcham
Discussion and Conclusions:			
<ul style="list-style-type: none"> • Welcome <ul style="list-style-type: none"> ○ Jane Ketcham welcomes members ○ Council members having trouble receiving encrypted emails. <ul style="list-style-type: none"> ▪ Members will need to sign up for secure email and sign in to receive information. APS system sometimes automatically encrypt the emails. • Approval of April 2013 Minutes: Approved as written. • Agenda Change - should be "April 2013 minutes" not "October 2013 minutes" • Announcements <ul style="list-style-type: none"> ○ Bureau for Medical Services, open position of Program Manager for WV I/DD Waiver Program is posted on DHHR website. ○ West Virginia Advocates has a Program Director position posted. • Election of new members <ul style="list-style-type: none"> ○ April reviewed the ancillary member definition in the Handbook with council members. ○ QIA Council Members whose terms end September 30, 2013: <ul style="list-style-type: none"> ▪ One Stakeholder position (currently Libby Collins) ▪ Two Provider positions (currently Jane Ketcham and Liz Bragg) ▪ One Ancillary position (currently Amber Hinkle) 			

- Applications for QIA membership
 - Brian Bryer applying for a Provider position, Russell Nesbitt - Northern Panhandle
 - Craig Greening applying for a Provider position - Jackson County Developmental Center - Jackson County
 - Elaine Swaney applying for a General Stakeholder position - Goodwill – Has satellite offices in Morgantown
 - Mark Wilson applying for a Provider position - ResCare - Parkersburg
 - Mary Lee Wilson applying for a General Stakeholder position - PAIS – PAIS has offices statewide
 - Pat Haberbach applying for a Member/Family position- Clarksburg Area
 - Richard Covert applying for a Member/Family position - Boone County
 - Todd Rundle applying for a General Stakeholder position - Fairmont Area
 - Tyrone Phillips applying for a Provider position - Autism Management Group - Cabell County
 - Will Perkins applying for a Provider position - EYES - Beckley Area
- Jane Ketcham nominated for and accepted ancillary position per by-laws.
- Council Members voted via ballot:
 - Craig Greening & Mary Lea Wilson - Provider
 - Richard Covert - General Stakeholder
- Council Members nominated and voted for Chair:
 - Sam Walker-Matthews was nominated for Chair
 - Liz Bragg seconded the motion
 - Motion was carried.
- Jeannie Elkins was nominated for Vice-Chair of the QIA Council
 - Amber Hinkle seconded the motion.
 - Motion was carried.

Agenda Item	BMS	Presenter	Pat Nisbet
Discussion and Conclusions:			
<ul style="list-style-type: none"> • Personal Care manual is out for comment on BMS website. Comments can be submitted online at http://www.dhhr.wv.gov/bms/news/Pages/Chapter-517-Personal-Care-Services-Comment-Until-8-17-13.aspx. • Pat asked for volunteers to serve on a sub-committee that will identify what criteria may qualify a member to receive 1:1 Direct services 24 hours per day. Some criteria to consider will include medical conditions, behavioral challenges, etc. Volunteers are: Jane Ketcham, Tina Maher, Clarice Hausch, Steve Wiseman, Marilyn Nichols. • Pat asked for volunteers to serve on a sub-committee to advise BMS on the 2015 Waiver renewal application. Volunteers are: Jane Ketcham, Tina Maher, Liz 			

- Bragg, Marcus Canaday, Libby Collins, Steve Wiseman.
- Rate Reviews
 - Tina Bales spoke to the Behavior Health Association.
 - According to a formula utilized to establish rates, WV I/DD Waiver rates need to be increased by 5%; whether there will be a rate increase is uncertain.
 - Open Forums to get input and feedback for the 2015 CMS Renewal for the WV I/DD Waiver Program are being held across the state. Four forums have been completed and more are scheduled to be held in July and August.
 - Surveys are also being submitted through mail/email/fax.
 - Provider Expansion:
 - PAIS is expanding to several counties and will be providing Service Coordination – Certificate of Need application (CON) still in process.
 - Starlight has requested to serve Kanawha County and to re-open their Crisis Respite Site which will only serve WV I/DD Waiver members - CON still in process.
 - USC has asked for a crisis site which will only serve WV I/DD Waiver members - CON still in process.

Action Items	Person Responsible	Deadline
Provider Expansion Details	Pat Nisbet	Next Council Meeting

Agenda Item	OHFLAC	Presenter	Rose Lowther-Berman
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Discussion and Conclusions:

- Rose Lowther-Berman reports that to break-down data line-by-line is not possible as the group requested at the previous meeting. She will continue to provide the ACTS Complaint/Incident Allegation History Data to the group quarterly.
- HANDOUT - ACTS Complaint/Incident Allegation History - Data from 4/1/13 to 6/30/13.
 - The information in the handout pertains to I/DD Waiver Providers only. Those agencies who offer additional services are not included on the report therefore the data is skewed.
 - This report does not include Adult Protective Services or Child Protective Services reports.

Action Items	Person Responsible	Deadline
None.		

Agenda Item	Disallowance Summary	Presenter	April Goebel
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Discussion and Conclusions:

- HANDOUT: WV I/DD Waiver Provider Review, Disallowance Summary, Fiscal Year 2013 (July 1, 2012 - June 30, 2013)
 - Representative of the reviews that were completed through December 2012.
 - 21 reviews conducted during the quarter, with disallowances ranging from \$0-\$100,000.
- Is BMS considering a change regarding disallowances in the upcoming manual update? For example, some states do not require that providers pay back the entire amount billed for a staff who is found during review to not be qualified due to lapses in training. At this time there is not discussion regarding a change for disallowances in the manual.

Action Items	Person Responsible	Deadline
None.		

Agenda Item	Waitlist & Available Providers by County	Presenter	April Goebel
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Discussion and Conclusions:

- AVAILABLE PROVIDERS HANDOUT: Identifies Service Coordination providers or Service Only providers (those that provide Waiver services but do not offer Service Coordination) in each county.
 - April reviews information on handout.
 - After review of information questions can be submitted to April for clarification.
- WAITLIST HANDOUT: Total on Wait List as of July 1, 2013 is 680. 157 slots were released 7/1/2013.
 - APS continues to research used and available slots to accurately maintain the active and managed enrollment lists.

Action Items	Person Responsible	Deadline
None.		

Agenda Item	Behavior Support Professional Service Request Data	Presenter	April Goebel
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Discussion and Conclusions:

- HANDOUT: BSP Authorizations by APS for Oct 1, 2011-Dec 31, 2012 and for Jan 1, 2013-present (data provided through 6/25/13). Effective 1/1/13, stricter guidelines were put in place and the group requested data to see if the number of authorizations was affected.
 - Those indicated as “duplicates” on the report are representative of those who eventually were either authorized, denied, or closed (due to additional documentation being requested and not received.)
 - Information gathered shows that the percentage of BSP requests approved are about the same as prior the criteria changing.
- Will BSP/TC become a blended code/rate with the 2015 renewal?
 - BMS is considering this, among other options to reducing the high cost of

<p>this service.</p> <ul style="list-style-type: none"> ○ Another consideration is to base approvable units on the ICAP scores. ● The group discussed Positive Behavior Support Plans and how APS reviews them during provider reviews. Meeting is scheduled with WVAPBS Network, BMS and APS to review on July 18, 2013. 		
Action Items	Person Responsible	Deadline
None.		

Agenda Item	CMS Quality Assurance: Discovery & Remediation Report	Presenter	April Goebel
Discussion and Conclusions:			
<ul style="list-style-type: none"> ● HANDOUT - April reviews information on report. 			
Action Items	Person Responsible	Deadline	
None.			

Agenda Item	PPL Update	Presenter	Randy Hill
Discussion and Conclusions:			
<ul style="list-style-type: none"> ● HANDOUT: WV I/DD Waiver Personal Options Program, Monthly Activity Report (July 2012 through June 2013) <ul style="list-style-type: none"> ○ Randy discusses information on Handout. <ul style="list-style-type: none"> ▪ Information on handout shows number of individuals that have switched from Traditional Services to Traditional Services with Personal Options. ▪ Also shows individuals who have opted to return to Traditional Services. ● A couple of new Resource Consultants have begun employment. ● Since release of new slots in July 2013, PPL has received 18 referrals. ● How much time do people have to wait prior to starting services with Personal Options? <ul style="list-style-type: none"> ○ Randy explained that generally people do not have to wait long; if the referral is made prior to the 15th of the current month PPL is often able to begin services the 1st of the next month. If the referral is made after the 15th, services will likely begin the 1st of the month after the next month. (Example, referral made July 15, services likely to start Aug 1; referral made July 23, services likely to start Sept 1). ● The Companionship Exemption <ul style="list-style-type: none"> ○ All individuals who choose to receive services via Traditional with Personal Options Service Delivery Model are employer of record. ○ Workers can work greater than 40 hours/week but are exempted from receiving overtime pay at "time and a half." If this exemption is rescinded by the federal government, then staff employed by a member through PPL will be subject to the same labor laws and regulations as a staff hired through an agency. 			

<ul style="list-style-type: none"> ○ What is the impact on WV I/DD Waiver? <ul style="list-style-type: none"> ▪ West Virginia would have to decide if they will allow individuals employed by a member who utilizes Personal Options to work overtime, as some other states do. Some states do not allow this. BMS is leaning toward not allowing overtime for this Service Delivery Model. ○ Contact Information - Randy Hill - (681) 215-7789; email address rkhill@pcgus.com. ● Has PPL discussed how the Affordable Care Act will affect Personal Options? <ul style="list-style-type: none"> ○ As the member is the employer of record, and will likely only have one or two staff employed, it will not be required that the member/employer offer benefits to staff under the Affordable Care Act. 		
Action Items	Person Responsible	Deadline
None.		

Agenda Item	Public Comment	Presenter	Public
Discussion and Conclusions:			
<ul style="list-style-type: none"> ● NONE 			

Agenda Item	Money Follows the Person Update	Presenter	Marcus Canady
Discussion and Conclusions:			
<ul style="list-style-type: none"> ● Marcus was unable to attend. 			
Action Items	Person Responsible	Deadline	
None.			

Agenda Item	Development of Annual Quality Improvement Plan	Presenter	All Members
Discussion and Conclusions:			
<ul style="list-style-type: none"> ● HANDOUT: April reviews plan and makes appropriate changes. Between this meeting and the October meeting, members should review work plan goals and decide if the goals will need changed, stay the same, or deleted from the work plan. ● Work Plan Items: ● Reducing abuse, neglect, exploitation - <ul style="list-style-type: none"> ▪ Incident Management System (IMS) being tested ▪ Red flag if SC agencies are not entering any incidents in the IMS system ● Provider of Last Resort - policy needs reviewed and updated. Subcommittee may be needed to discuss information. ● Adequate Service provider – some Council members are concerned that there aren't enough available providers and providers who offer all services in certain 			

counties. To explore

- To explore for identifying 2014 goals: is there a way to identify what services are available in which counties?
- Identify Training Needs of Council to increase knowledge -
 - What topics for next year would the group like to explore?
 - Social Security Benefits
 - Social Role Valorization
 - Members should think about other topics of interest
- Day Habilitation options may be limited in the near future so other options will need to be explored, including competitive employment. Other considerations include:
 - Looking at Traditional with Personal Options offering the opportunity to participant-direct Supported Employment services
 - Evaluation of reimbursement rates
 - Employment First state concept
- Advocate career ladder for direct care workers.
 - Vocational centers are providing a program called Direct Care Workers. Karen Ruddle with Kanawha County Department of Education is reviewing the criteria for this program and its appropriateness to the I/DD Waiver program.

Action Items	Person Responsible	Deadline
Libby Collins going to contact Medley attorney regarding policy 3181 8114.	Libby Collins	By next meeting.
Data collection of services that members felt were an unmet need (through structured interview)	Lori McGurty	By next meeting.
Training topics to be added to the agenda (Identify Training Needs for Council)	All	By next meeting.
Open Forum information shared with council	April Goebel	By next meeting.
Invite Karen Ruddle regarding Vocational certificate for direct care service workers	Pat Nisbet	By next meeting.

Agenda Item	Wrap-up/Confirmation of Next Meeting	Presenter	Jane Ketcham
Discussion and Conclusions:			
October 16, 2013 at BoSS			
Minutes submitted by April Goebel			