

## **ADW CFCM Stakeholder Group Meeting Minutes**

**March 15, 2019 from 1PM to 3 PM**

**Location: BoSS Conference Room B**

**3<sup>rd</sup> Floor Town Center Mall, Charleston, WV**

**Welcome and Introductions were completed.**

**In attendance: Carolyn Phillips, William King, Whitney Stump, Pam Miller, Debra Redman, Mary Jenkins, LuAnn Summers, Taniua Hardy, Arlene Hudson, Stephanie Thorn, Regina Pancake, David Wilson, Michelle Pratt, David Maynard, Liz Bragg. Evelyn Post and Hershel Shamblin participated via phone.**

**Approved flyer was reviewed:**

- **This flyer has talking points included in content of flyer, discussed distribution plans and flyer will be posted on webpage. Distribution by CM agency would entail additional expense of an extra home visit not reimbursed. Stakeholder group recommended mailing out to participants and the CM agency following up with a phone call. LuAnn will follow up to determine if and how the flyer should be mailed. (Update: LuAnn discussed further with Pat and it was determined that we should post on the web site, send it to the providers and ask them to post it in their locations, and have the CM review it during regularly scheduled visits as we have time to get word out. KEPRO nurses could take it too since there is time to get word out.)**

## **Discussion of webpage:**

- **The tab on BMS webpage is ready. Liz showed group location of tab. Flyer will be posted on CFCM webpage. Group then discussed the following information that would be needed on CFCM webpage:**
  - **Federal guidelines (already posted)**
  - **Flyer**
  - **Minutes of stakeholder meetings**
  - **FAQ's beginning with the CMS response to the grandfathering question**
  - **Visual timeline of what has happened, what is happening**

## **Continued work on WV CF system chart:**

- **Agencies can provide both services but not to the same person. An identified firewall is that the owners of the Case Management Agency and the Personal Attendant agency cannot be the same for the person.**
- **Agencies already have a one NPI number for the Case Management agency and a different NPI number for the Personal Attendant agency.**
- **Policing that agencies do not steer to specific agencies will need to be done via review tool utilized by ADW. Look at shared clients. This would be hard to prove and especially in areas where few providers exist.**
- **Discussed Participant Experience Survey (PES) and the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey.**
- **CMA's and PAA's cannot be fiscally linked.**
- **Transfer requests in timely manner/ PA's trying to get to others – capacity/rates.**
- **Discussed that agencies are indicating they cannot financially afford to provide case management given the current reimbursement structure. Lengthy discussion followed and in general the group agrees that additional hard data from agencies**

are needed before recommending next step. **Evelyn Post** with Central WV Aging Services agrees to share the form her company uses to compute actual cost and revenues generated to cover that cost. Need to demonstrate sustainability with baseline information.

- Discussion of consumer satisfaction experience. **Pam Miller** with Allied Nursing and Community Services will share copy of questions she utilizes as she conducts monthly consumer satisfaction surveys with randomly selected participants/families. Group will look at this next stakeholder meeting and focus specifically on satisfaction with Case Management service provision survey questions to recommend tool for use.
- Grievance and Appeals - Manual/policy needs to indicate specific process of appeals and grievances related to conflict-free case management. Current policy language may already indicate process clearly. Arlene and LuAnn will review current policy and let group know if they are planning on “tweaking” to ensure clarity.
- Form will be finished at next meeting.

Discussion of self-survey to be conducted with current case management agencies.

- Distributed copy of questions included on survey and asked group to bring feedback to next meeting.

Next meeting is March 29<sup>th</sup> from 1-3 pm at KEPRO. Liz will obtain/confirm location and let group know. BoSS room is previously scheduled with reoccurring meeting on last Friday of every month.