

## **ADW CFCM Stakeholder Group Meeting Agenda**

**April 26, 2019 from 10:00 am to 12:00 pm**

**Location: KEPRO Offices, 1007 Bullitt Street, Suite 200, Charleston, WV 25301**

- **Welcome and Introductions:**
- **Review/follow up items from previous meeting**
  - **Follow up discussion held on 2 FAQ's from previous meeting on 12th**
    - **The group fully understood why no billing can take place beyond date of death. It was decided that restating first question as follows is appropriate and Liz will follow up–**
      - **Can there be a “crisis code” added to the service array for incident investigation and follow up (excluding death) by the case management agency?**
    - **Potential option as a solution to capture time involved for follow up by Case Manager who must conduct incident investigation/follow up: per member per month and fee for service rate for crisis (documentation would need more detail)**
    - **Discussed units versus monthly fee as means of reimbursement for Case Management. Need to look at middle ground. Guidelines for documentation need to be developed and billable activities need to be clarified. In past when time was billed in units, there**

had been huge amount of billing, but documentation did not support billing which resulted in paybacks.

- Stakeholder group believes that reimbursement for mileage would be helpful. Travel reimbursement would enable the case management agency to provide increased face to face contacts cost effectively. Several families live in remote /rural areas and in addition to agencies affording the increased contact, this also gives families valuable additional support/advocacy and face to face contact. Group discussed potential for need for cap on number of miles. Question arose as to whether this would need to be a separate code for mileage for case managers. Is there funding to help pay for this? The separate case management agency must be sustainable.
  - Larger agencies can spread CM allocation across /are able to diversify. Reviewed initial revenue and expense reports from participating agencies.
  - Question arose – If case management functions only are separated out, are there activities case managers are currently doing that would be eliminated. Need to look at this closer. Cost of mileage and administrative allocation. Is this included in reimbursement rate?
  - Multiple roles – someone receiving Veteran’s Administration services and Medicaid waiver services. Need to ensure there is no duplication of services.
  - Another question, If the rules for Case Management services increase activity above what current Case Managers are able to do it may change bottom line.
- Question 2 was reviewed. It was determined that looking at when anchor dates fall would be valuable for the group in making specific recommendations for a transition plan. Spreading out the transition over a period of time would be beneficial. Helen is reviewing and will share her findings at

the next stakeholder meeting. It was indicated that re-evals and initials occur with about 1000 in a given month. August Sept are big caseload months to be aware of. Stakeholder group will review and make further recommendations for transition and potentially pose additional questions. Phasing in provides time for process.

Survey implementation date was discussed, and target date set for May 1<sup>st</sup> if link can be ready by that date. Arlene will ensure Liz has the most recent CEO email listing for case management agencies. The survey will be active for a 30 day period and results will be reviewed with stakeholder group.

Helen indicates that Kepro will begin May 1<sup>st</sup> distributing flyers and will develop script. The FAQ's identified in the process will be added.

- Certification process for CMA agencies **Will finish this next meeting, rest of agenda tabled.**
- Training curriculum requirements for CM- Began list in CMA Certification tool which Liz will share with developer of the curriculum and will finish as next scheduled meeting.
- Waiver manual language recommendations specific to
  - Case Management
  - Person-centered planning

Schedule for upcoming meetings:

Date:	Location:	Time:
June 7, 2019	BoSS ,3 <sup>rd</sup> floor of Town Center Mall	10:00AM – noon
June 21, 2019	BoSS ,3 <sup>rd</sup> floor of Town Center Mall	10:00AM – noon

**Kepro will begin May 1<sup>st</sup> distributing flyers and will develop script. The FAQ's identified in the process will be added.**