

West Virginia TBI Quality Improvement Advisory Council Council Meeting Minutes	DATE: May 13, 2021 TIME: 9:00-1:00pm
Members Present:	
Rodney Smith, Nikki Wills, Brad Anderson, Regina Desmond, Terry Edgar, Heather Velez.	
Members Not Present:	
Mark Holmes	
Others Present:	
Teresa McDonough, Katharine Randall, Sara Martin, Angela Morales, and Carissa Davis	
Meeting Minutes from the 02/11/2021 QIA Council meeting were approved.	
Motion to approve: Brad Anderson	
Motion to Second: Heather Velez	
Motion Carried	

MINUTES

Agenda Item	Welcome/ Introductions/Old Business	Presenter	Rodney Smith
Discussion and Conclusions:			
Old business:			
Membership Vacancies			
Discussion/Follow-up: Council discussed the existing open voting positions on the Council and efforts made by Kepro to secure applications. Council members were asked to consider and contact individuals that could fill one of the positions on the Council: Stakeholder (2) and Parent of a minor child with TBI. A total of three positions remains open.			
New Business:			
Legislature Session and HCR 137 House Study Resolution:			
Discussion/Follow-up: Council member Brad Anderson provided an update on the somewhat modified interns and legislature sessions that occurred this year. He agreed to follow up with his contact person regarding the status of the study resolution. Brad reported that currently the B.I.G. is not meeting face to face. Zoom meetings have been an option. Brad is hopeful that the support group will resume in person meetings in June.			
Action Items	Person Responsible	Deadline	
Angela TBI Services CED to be included on the BIG support group meeting distribution list.	Brad/Angela	Prior to next meeting	

Agenda Item	Program Updates	Presenters	Teresa McDonough, BMS Sara Martin, TMH Katharine Randall, PPL Barb Recknagel, Kepro
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Discussion and Conclusions:

Discussion/Follow-up:

BMS Updates: Teresa provided program numbers as of April 30, 2021: 82 enrolled members, 40 members are self-directing their services, and the program had twelve funded slots for the State Fiscal year (SFY) 2021.

Teresa provided an update to the Council Members on the following changes that will or have affected the TBIW Program.

1. Electronic Visit Verification (EVV):

Implementation of EVV has begun. Questions regarding hardware needs continue to be addressed by BMS and the states EVV vendor. Personal Attendant (PA) staff will have the ability to have the following data tracked: member, date of service and check in and check out time. Providers are still required to have the written Personal Attendant Worksheets completed. PAs living in the home with the member are not required to use EVV but if that PA works with other members outside of the home, then they would be required to have an NPI number and use EVV. Case Managers will be subject to use EVV, later in the implementation phase.

2. Bi-weekly Provider Calls: BMS continues to hold biweekly calls with the ADW/PCS and TBIW providers. These calls have expanded outside of COVID 19 and are used to hold updates/discussions about policy and project implementations that directly impact providers of home and community-based services. BMS is maintaining a Frequently Asked Question (FAQ) log from those meetings can be located here:

<https://dhhr.wv.gov/bms/Programs/WaiverPrograms/TBIW/Pages/Member-and-Provider-Info.aspx>

3. Appendix K:

CMS allows states to waive or extend certain requirements during a pandemic if the state completes the required document called Appendix K.

BMS completed and received approval from CMS on its' Appendix K. West Virginia can keep the Appendix K revisions in place up to six (6) months once the public health emergency has ended.

4. State Program Integrity in Personal Care Services Review-CMS

The Office of Program Integrity (OPI) and BMS participated in a virtual review with CMS regarding Personal Care and Personal Attendant (Waivers), direct care workers. Teresa acknowledged the providers that were interviewed by CMS and thanked them for their participation. The state has not received a report of findings from CMS. Teresa reported that additional education on Medicaid Fraud identification and reporting for providers

and members is a strategy that BMS is interested in expanding and formalizing.

PPL Updates: Katharine Randall provided an update to the Council Members on the Self-direction service delivery model. There are forty (40) active TBI Waiver program members, self-directing his/her Personal Attendant Services. PPL is using their own EVV system called Time4 Care and started in April using the system in West Virginia to meet the state EVV requirements. Paid Personal Attendant's that live with the member are not required to use an EVV system as per the State's plan. PPL reported that seventeen (17) paid staff with the TBIW program are required and are using the Time4Care.

A brief discussion was held about the live-in paid provider and what happens if the worker no longer lives with the member. PPL proactively ask those members during monthly calls is your live-in worker is still living with you.

There was a question regarding another waiver program and a Specialized Family Care Home, setting. Teresa encouraged Regina to email randy Hill for direction on that case.

Money Follows the Person (Take Me Home WV) Updates:

Sara provided a brief update on the TMH program for the TBI waiver program. One (1) TBIW /TMH program member completed the transition successfully. All four (4) reserved TMH slots have been used for non TMH applicants.

UMC Updates:

Barb Recknagel provided an update to the Council Members on issues managed by Kepro that will or have affected the TBIW Program

1. Atrezzo Next Generation (ANG):

ANG is a web-based, secure, reliable, and HIPAA compliant population health care management system, proprietary to Kepro. On November 1, 2020, the system went live for Kepro internal users and BMS. The Provider Portal went live on May 3, 2021. Providers and PPL now have access in the Provider Portal to retrieve their members 'medical eligibility assessments, letters, selection forms, etc. available for them to download and save. In addition, starting June 1, 2021, Case Managers will be required to direct data entry all Service Authorization in the Provider portal. Kepro will be offering two training session on May 18th for the Case Managers.

2. National Work

a.) Consumer Assessment of Healthcare Providers and Systems Home and Community-Based Services (HCBS CAHPS®) Survey and Database

BMS determined that the Waiver programs will be part of a national workgroup involved with sharing the data results from the HCBS CAHPS ® with Westat for the state comparisons. BMS and Kepro staff participated in a call on May 12, 2021 with representatives from CMS to discuss how the TBI Waiver program has used the survey results for program quality improvement.

b.) NCAPPS

The WV Team was asked to present during the April Learning Session for the Brain Injury Learning Collaborative. *“The NCAPPS team and faculty have been very impressed with the strength and collaboration of the West Virginia team as well as the outreach and other work you’ve been able to do during the collaborative. We would really love to highlight your team and have a discussion which leans into that overarching theme of sustainability.”*

c.) Kepro presented the Quality Management Data for the 3rd quarter January 2021-March 2021. Service Planning Performance Measures achieved 100% for the reporting quarter. Participant Safeguard Performance Measures achieved 100% for the reporting quarter. During the 3rd quarter there were fourteen (14) critical incidents reported in the WV IMS. There were zero (0) reported Abuse, Neglect and /or Exploitation and zero (0) unexplained death. The Council members had no questions or comments on the data.

Action Items	Person Responsible	Deadline
None		

Agenda Item	Council Quality Plan/ Learning Collaborative	Presenter	Barb Recknagel, Regina Desmond, Rodney Smith

Discussion and Conclusions:

Discussion/Follow-up: Barb Recknagel provided an update on the Council Quality Plan/ Learning Collaborative Aim statements. The Aim statements and implementation strategies were reviewed with the Council members and stakeholders. Discussion was held regarding continuation of the collaborative work through the Council’s Quality Plan. A brief discussion was held regarding distribution and ongoing publication for the self-advocacy brochures, and the possibility of Disability Rights of WV (DRWV) and CED printing them as requested. There are 500 copies of the brochures housed at the DRWV office. Regina agreed to mail out 150 to Kepro. Kepro Assessment Coordinators will include the brochure in the packet of information sent to members for their reevaluation assessments.

Kepro reported that work continues the development of the material for the training session scheduled for June 10th, September 9th, and December 9th, 2021. Case Management agencies were asked to send at least one (1) case manager to attend all three events. In addition to providing free professional CEU, BMS is allowing the training to count toward fulfilling the Case Manager Initial/Annual training topics (Person Centered Planning and Traumatic Brain Injury).

Action Items	Person Responsible	Deadline
Continue with BI Learning Collaborative	WV Team Members	September 2021

Agenda Item	Public Comment
Discussion and Conclusions:	
Public Comment: There was no public comment offered during the allotted time.	

Agenda Item	Stakeholder Updates	Presenter
		Angela Morales Regina Desmond Carissa Davis

Discussion and Conclusions:

Discussion/Follow-up:

WVU CED TBI Services: Angela provided an update to the Council Members on WVU CED TBI Services. Active clients served from 7/2020 through March 2021 is 236. Attendance at the March 2021 conference was 150. Eight-four (84) Funds *for You* applications have been received during this same time period. Seventy-nine (79) of those applications have been approved. Angela informed the Council that the ACL Grant (Federal) is being completed for submission. The grant proposal goal is to increase the capacity of WV to provide a person-centered system of care that understands intersectionality and addresses the needs of people with TBI, their families, and caregivers across the lifespan.

Disability Rights of West Virginia (DR WV): Regina Desmond from DR WV, reported that staff are reassuming in person monitoring at facilities and are returning to the office location in Charleston. No additional updates currently.

Olmstead: Carissa provided an update to the Council; there is funding available for transitions. Carissa stated that there is an opening on the Council for a TBI Waiver provider. Carissa stated that a recent resurfacing of reported suspected abuse/neglect in Intermediate Care Facilities (ICF) has occurred.

Action Items	Person Responsible	Deadline
None currently		

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

Next meeting is August 12, 2021 from 9:00 am-1:00 pm. Meeting will be held remotely Meeting adjourned at 11:50 am on a motion by Regina Desmond.

No second required		
Action Items	Person Responsible	Deadline
Council Meeting Agenda and Program Reports due to Council Members	Barb Recknagel	July 29, 2021

Minutes submitted to Council members and stakeholders by Barbara Recknagel, Kepro May 19, 2021