

<b>West Virginia TBI Quality Improvement Advisory Council Meeting Minutes</b>	<b>DATE: February 15, 2024 TIME: 9:00 AM</b>
<b>Members Present:</b>	
Regina Westfall, Kimberly Auton, Rodney Smith, Brad Anderson (2/8/2024-call), Carolyn Lecco, Willie Lecco, Taniua Hardy, Delena Arthur, Angela Morales	
<b>Members Not Present:</b>	
Leslie Slack, Lindsey Secrist, Nikki Wills	
<b>Others Present:</b>	
Lisa Brooks (PPL), Sara Martin, (TMH), Amanda Fillippelli, (TMH Quality), Carissa Davis, Teresa McDonough, (BMS), Barb Recknagel (Acentra Health)	
<b>Meeting Minutes from the 11/16/2023 QIA Council meeting was approved.</b>	
<b>Motion to approve: Carolyn Lecco</b>	
<b>Motion to Second: Rodney Smith</b>	
<b>Motion Carried</b>	

## MINUTES

Agenda Item	Welcome/ Introductions/Old Business	Presenter	Taniua Hardy Barb Recknagel
<b>Discussion and Conclusions:</b>			
<b><u>Discussion/Follow-up:</u></b>			
<b><u>Old business:</u></b>			
The first stakeholder call was held on 2/8/2024. Brad, Rodney, Teresa, and Barb participated. Rodney completed outreach to other Council members with lived experiences to encourage participation on the Council. Next calls are scheduled, and calendar invitations have been sent for 5/9/2024, 8/8/2024, 11/14/2024			
<b><u>Training recommendation for 2024 for</u></b>			
1. TBI and comorbidities – secured Dr. Wheeler for April 11 <sup>th</sup> 2. Community Engagement Specialist -Mental Health Services and Supports-unable to get a response back from the contact person.			
<b><u>New Business:</u></b> Established council terms for Regina Westfall and Kimberly Auton, terms running through 2026.			

Agenda Item	Council Annual Report (2023)	Presenter	Barb Recknagel
<b>Discussion and Conclusions:</b>			

**Discussion/Follow-up:** The annual report is generated by the UMC for BMS. The UMC pulls all information for this report from meeting minutes for that year. The report can be found on the BMS website:

<https://dhr.wv.gov/bms/Programs/WaiverPrograms/TBIW/Pages/QIA-Council.aspx>

Action Items	Person Responsible	Deadline
Complete annual report	Barb Recknagel-Acentra Health	Yearly

Agenda Item	Program Updates	Presenters	
			Teresa McDonough Sara Martin Lisa Brooks Barb Recknagel

**Discussion and Conclusions:**

**Discussion/Follow-up:**

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

There are currently ninety-one (91) enrolled members, two (2) applicants pending enrollment and two (2) applicants on the Managed Enrollment (MEL)

**WVDHHR:**

The department restructuring took effect 1/2024. Teresa displayed the organization chart. The Bureau for Medical Services is now under the Department of Human Services. Rebranding continues at the state level with manual/ forms etc. The UMC is currently rebranding TBIW program forms and letters with the new Department’s logo and leadership information.

**State Fiscal Year (SFY) 2024:**

Teresa reported that all new slots issued for this SFY have been allocated. The program started with four (4) TMH slots, two (2) are being used, the other two (2) were returned to TBIW and awarded to the applicants on the MEL. There are currently ninety-one (91) enrolled members, two (2) applicants pending enrollment and two (2) applicants on the Managed Enrollment (MEL)

**Learning Management System (LMS) training:**

Teresa shared that the video project started years ago based on recommendations from the BI Learning Collaborative and this Council has been completed. It was launched in January of 2024 as a training resource for Waiver and Personal Care providers for the direct care staff. Feedback so far has been positive. The video project funds were obtained through MFP.

**CMS Application Amendment:**

Teresa provided an update on the status of the application amendment with CMS. The questions that CMS has related to the proposed code Personal Attendant Planning.

CMS wants to research the code and services outline in the application. CMS states that the service definition contains activities that are considered by them as non-billable. BMS is waiting for a meeting with CMS.

**BMS Contracts:**

The state awarded the self-directing contract to PALCO. There is a transition plan established with both companies and the state to ensure a transition that has zero negative impact on members, caregivers, and payment.

**CMS Visiting West Virginia:**

CMS will be conducting an onsite visit starting March 18, for a review of waiver services delivered during 10/2021-9/2022. CMS also plans to conduct onsite visits with providers and advocacy groups, sometime in early April. No details have been provided as of today.

**Pilot Projects:**

Teresa shared information about two (2) pilot projects with HCBS programs. The first is WV Pathways to Professional In-Home Care to address the workforce shortage. WVU is assisting with this effort by having a central recruitment/outreach number/email and will direct inquiries to the participating Personal Attendant Agencies. The project is also looking at the training structure of 2-, 3- or 5-day training courses. The pilot project is scheduled to start in March of this year.

The state is also piloting the use of the duty/task feature within the state EVV system. Currently the only feature being used is the clock in and clock out feature. If the use of the duty/task feature is successful, the state is moving toward eliminating paper tracking for Personal Attendant Services. For the TBIW program, the paper tracking is the Personal Attendant Worksheet (PAW).

There will still be instances where paper documentation will be necessary. Those instances are when the worker lives with the member and/or when a FOB has been installed for EVV.

**Rate Study:**

The West Virginia Bureau for Medical Services (BMS) engaged Myers and Stauffer LLC (Myers and Stauffer) to review service rates and make recommendations for rate revisions for services provided on the Intellectual/Developmental Disability (IDD) Waiver, following the directives of West Virginia Senate Bill (WV SB) 6171. BMS expanded the review to incorporate the Aged and Disabled (AD) Waiver, the Traumatic Brain Injury (TBI) Waiver, and the personal care (PC) state plan service. The project was in response to WV SB 617. The recommendations from this study were not included in the Governor's budget that was announced.

**HCBS Financial Eligibility Unit**

Teresa and Sara briefly explain the development of a new unit that will serve as a one

point for submitting financial eligibility requests for the Waiver programs. The unit will be housed at the Mason County DHHR office, but with statewide representatives.

**Medicaid Fair Hearing**

Teresa reported that two (2) Medicaid Fair Hearing referrals were made in January of 2024.

Council Question to BMS:

Disability Rights of WV staff inquired if Teresa could expand on the reasons for the Fair Hearing Request. The following information was shared:

Case # 1- Medical eligibility denied for an applicant, applicant did not meet the criteria for the Rancho scale for medical eligibility. The scheduled hearing was not attended by the appellant, the case will be considered abandoned by the Hearing Officer.

Case # 2 – Member case was closed due to unsafe environment; the issue was resolved through Pre-hearing conference call and BMS overturn original decision., and services are being reestablished.

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

Sara Martin provided the following update to the council. Two (2) individuals have transition during this SFY using the Take Me Home funded slots. Both individuals were minors, receiving care in an out of state hospital/rehabilitation in Columbus Ohio. The other two open slots for SFY were returned on 2/6/2024 to the TBIW program and those slots were used to release eligible applicants from the MEL.

Sara reported that CMS approved the MFP supplemental services packet. Those services are only available for those Waiver eligible applicants who transition home through MFP.

Supplemental services that are available to MFP participants:

1. Initial Food Supply
2. Home Modifications
3. TMH Welcome Kit
4. Environmental Control
5. Vehicle Adaptations
6. Home Repair
7. Past Due Utilities
8. Non-Traditional Utilities
9. Housing Application and Associated Fees
10. Legal Support Services
11. Clothing Allowance
12. Cell Phone
13. Communication Device/Equipment

Sara reported on the changes in personnel since the last Council meeting. Marcus Canady has retired, and Brian Holstien is the new director, Sara is the new assistant director. Sara's position has been filled and staff begins March 1<sup>st</sup>.

Sara reported that the Regional Teams approach is successful in facilitating transitions. Amanda Fillippelli, Quality Assurance staff for MFP/TMH, stated that she has been working with Marcus on quality measures.

**PPL Updates:**

Lisa Brooks provided the following update. Currently fifty (50) members self-direct their TBIW Personal Attendant Services. There is one pending referral for self-directing that resulted from the MEL releases. Lisa stated that PPL is collaborating with the new vendor to ensure a smooth transition.

Sara reports that the authorization and securing of the PERS and EAA services is going well.

Teresa shared that the UMC conducted the required annual Contract requirement review with PPL in December of 2023. Plan of correction, final findings and responses are due this week.

**UMC updates:**

Barb shared that email migration to the Acentra Domain has been completed in WV, all staff emails have been migrated. The TBIW program email remains on the Kepro domain and is monitored daily by the program staff.

Work has been completed to ensure that all program letters are reflecting the new state information. This includes program letters generated from ANG and letters outside of the web-based system.

The UMC continues to work with BMS on policy revisions and is revising existing program forms impacted with the addition of new service codes.

Action Items	Person Responsible	Deadline
Provider quarterly data to Council on utilization of codes EAA and Pest (Pending)	B. Recknagel	Quarterly at Council meeting

Agenda Item	Quality Management Plan-2 <sup>nd</sup> Quarter review of Incidents Reported	Presenter	Barb Recknagel
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**Discussion and Conclusions:**

**Discussion/Follow-up:**

Quality Management Plan-Incidents Review (2<sup>nd</sup>) Quarter  
 The chart below is the high-level information regarding reported incidents. Six (6) critical incidents were reported in the WV IMS. The incidents are sorted by sub type.

Incidents Sub Type	Number Reported 2 <sup>nd</sup> Quarter
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Hospitalization	3
Member Death	2
Abuse/Neglect	1

The number of incidents reported reflects five (5) Members. Of those five members, four had paid formal services. One-member, minor child living with parent was not receiving formal supports by a paid staff.

One member had two (2) Critical Hospitalization incidents reported. One (1) in October and one (1) in November of 2023, both started out as ER visits that lead to hospitalization. Member has a medical history of heart issues and has a pacemaker. Member was experiencing swelling in legs and was concerned about fluid retention. The Council did not have any recommendations.

Action Items	Person Responsible	Deadline
Provider Incident details Quarterly to Council	B. Recknagel	2 weeks prior to next Council meeting

Agenda Item	Updates from Others	Presenter	
			Olmstead-Carissa Davis WVU-CED-TBI Services-Angie Morales Disability Rights of WV- Taniau Hardy

**Discussion and Conclusions:**

**Discussion/Follow-up:**

**Olmstead:**

Carissa Davis provided an update to the Council. Funds are currently available with the Transition and Diversion Program. Olmstead Plan is due for an update and public input is being sought. This Council will be informed when the public forums and virtual meetings to have input are scheduled. Carissa encourages the Council members to read the existing plan in preparation for public comments.

**WVU-CED-TBI Services:**

The 2024 WV TBI Conference will be a hybrid event held on Wednesday, March 27th from 9-5:30 at Camp Dawson Event Center in Kingwood, WV. Registration information will be forwarded to Council members.

Angie reported that since the start of the SFY, 152 new/unduplicated referrals have been received. Seventy-eight (78) FUNDS for YOU applications have been received and 159 clients are being served. The Outreach Coordinator focus is meeting with DRS Management to introduce and educate on the TBI screening tools, and explain what supports WVU-CED TBI Services can provide to DRS.

**Disability Rights of WV**

Tania Hardy provided an update for the Council. The agency currently has ten (10) cases that fall under their TBI Advocacy services. None of the cases are related to receipt of TBI Waiver Services. The types of cases accepted by the agency pertain to assistance with discharge planning from psych hospital settings, accessibility into public dwelling and assistance with educational services.

Agenda Item	Wrap Up/ Confirm next meeting date	Presenters	All
<b>Discussion and Conclusions:</b>			
<p>Next Council Meeting: <b>May 16, 2024</b> Location: <b>Virtual Only</b> Start Time: <b>9:00 am</b></p> <p>Pre- meeting call People with lived experience: <b>May 9, 2024 9:00-10:00 am</b></p> <p><b>Motion to Adjourn: Delena Arthur</b> <b>Time Meeting Ended: 11:33 am</b></p> <p><b>Minutes taken by Barbara Recknagel</b></p>			