

West Virginia TBI Quality Improvement Advisory Council Council Meeting Minutes	DATE: May 9, 2019 TIME: 10:00am-2:30 pm
Members Present:	
Rodney Smith, Mark Holmes, Mark Fordyce, Carolyn Lecco, Terry Edgar, Heather Velez, By phone: Regina Desmond, Carrie Childers	
Members Not Present:	
Brad Anderson, Dale Heironomous	
Others Present:	
Lisa Bishop, PPL –by phone, Teresa McDonough, BMS, Brian Holstein, MFP-BMS, Sara Martin, TMH-BMS, Barb Recknagel, KEPRO, Vanessa VanGilder, TBI-CED	

MINUTES

Agenda Item	Welcome/ Introductions/Old Business	Presenter	Rodney Smith
Discussion and Conclusions:			
Chair Rodney Smith called the meeting to order at 10:00am. Introductions were completed.			
<u>Old business:</u>			
Meeting Minutes from the 02/14/2019 QIA Council meeting were approved.			
Motion to approve: Mark Holmes			
Motion to Second: Mark Fordyce			
Motion Carried			
<u>New business:</u>			
Tracy Wine has resigned from the Council effective immediately. Her vacancy leaves an opening, voting member representing the TBI Waiver Provider stakeholder. The Council agreed that a Case Management Provider would be necessary for full representation on the Council. KEPRO will develop the Vacancy Announcement and send out to the TBIW Provider community. In addition, BMS will place this information on their website.			

Agenda Item	Program Updates	Presenter	Teresa McDonough, BMS Sara Martin, BMS Brian Holstein, BMS Barb Recknagel , KEPRO Lisa Bishop, PPL
Discussion and Conclusions:			

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

- **Conflict Free Case Management (CFCM)** CMS requires that States design their Home and Community Based Services (HCBS) programs to meet the regulations for CFCM. CFCM Flyer was presented to the Council members. Case Management Agencies agreed to mail the flyer to the active program members. TBIW Case Management Providers will be asked to complete a survey that will provide BMS with information regarding CFCM readiness of the existing providers. The TBIW CFCM stakeholder group has been meeting every two (2) weeks. Meetings continue for May and June. Meeting dates for May are the 10th and 24th. June meeting dates are the 7th and 21st. Stakeholder meetings are held from 1:00-3:00 pm at BoSS conference room.
- **Electronic Visit Verification (EVV)** The CURES Act contains the Medicaid requirement for use of Electronic Visit Verification (EVV), which allows the individual providing service to record electronically the exact date, real start and end time, and location of a visit. WV has a Stakeholder group that has been meeting to explore and make recommendations to BMS in meeting this requirement. The next stakeholder meeting is May 29th via webinar from 1:00-2:00PM. BMS sent an email to the Stakeholders on May 14, 2019 with the following update: *The development of the request for proposal (RFP) is making good progress. Due to the nature of the RFP process, interactions with stakeholders during this phase of the project will be less frequent until an electronic visit verification (EVV) vendor is selected. Therefore, all future Stakeholder Meetings, except the one scheduled for May 29, are cancelled.*
- **National Provider Identifier (NPI)** The NPI is a unique identification number that TBIW Agencies have. This number is used for billing purposes. The state will be issuing NPI numbers to the TBIW direct care staff (those going into program participant's home to provide hands on care) with the roll out of the Electronic Visit Verification requirement. No new updates on this project at this time.
- **Review of SFY 19 Slot Allocations** Teresa informed the Council that all 82 slots have been allocated for the SFY. Teresa reminded the Council that slots are reserved for Take Me Home (TMH), and if unused, will be filled with non-TMH eligible applicants on the Managed Enrollment List (MEL).
- **TBIW MEL** There are currently seven (7) eligible applicants on the MEL. Information was shared with the Council reflecting the month/year and the number of eligible applicants added to the MEL. Any unused slots will be used to decrease the MEL.
- **CMS Technical Assistance** BMS will be receiving technical assistance from CMS in two phases. The first will be focused on incident management and the second will be onsite review conducted by the Health and Welfare Special Reviews Team (H&W SRT) from CMS. CMS will not be able to conduct the site visit until (at the earliest) the end of September 2019. BMS requested the technical assistance due to all three (3) Waivers' Health and Welfare performance measures falling below

the established quality benchmark of 85 %. Council members were provided a copy of the recent CMS PPT titled *Risk Assessment and Mitigation Strategies* in their packet. Teresa and Barb referred the Council to the TBI Waiver Quality Management Report for the 3rd quarter with a focus review on Participant Safeguards performance measures G-5 and G-6. Due to the small size of the program and how the performance measures were designed, one (1) incident that is not properly reported or follow-up within timelines can result in non-compliance.

TMH (Waiver)/MFP (Demonstration Grant) Updates: Sara provided an update to the Council Members on the status of the Take Me Home(TMh) Pre Transitions services incorporated into the TBI Waiver program. Since 1/2019, there have been two (2) TMH TBIW intakes, however neither applicant continued with the referral process and their TMH applications were closed. Brian provided an update on the Money Follows the Person (MFP) Demonstration grant and sustainability projects. Transitions that occurred in 2018 continue to be monitored by the MFP staff. Total number of transitions since the start of MFP is 375, of that total, 238 completed the MFP program successfully. That number may increase as the 2018 transitions meet the 365-day completion date. Brian informed that Council that on the Federal level, Congress extended the MFP grant and BMS is currently working with CMS to determine what that means for the state. Brian stated that there are two (2) bills still in Congress/House to reauthorize the MFP grant for five (5) years. Brian noted that there were a few changes with the reauthorization; one change is a decrease in the number of days a MFP applicant must be residing in a qualifying setting from 90 to 60. Brian and Teresa provided a brief update on the various MFP sustainability projects underway including Telehealth Pilot, Online Case Management and No Wrong Door. Council members requested a presentation on the No Wrong Door initiative. Barb agreed to contact Sally Blackburn and make this request.

PPL Updates: Lisa Bishop represented PPL for today's meeting. She reported that there are thirty-four (34) current TBIW program participants self-directing their Personal Attendant Services.

UMC/KEPRO Updates: Barb presented the 3rd quarter Quality Management Report for Service Planning and Participant Safeguards Performance Measures. Compliance was noted and the 85% quality threshold was achieved for Service Planning Performance measures. Compliance was not achieved for two (2) of the Participant Safeguard performance measures. Barb shared with the Council members the review process that KEPRO staff will use to monitor incidents and provide email reminders to Providers, that incidents in the WV IMS require action on their part. This will hopefully improve the reporting and follow up timelines that are measured in the two Participant Safeguard Performance Measures. The Council felt that these steps were appropriate remediation. Barb asked the Council members to refer to slides 18-25 from the CMS PPT *Risk Assessment and Mitigation Strategies*, regarding Risk Domains that can be addressed with Assessment and Service Planning and monitoring. The Council reviewed the domains and a brief discussion was held on special dietary

needs and the inadequate amount of SNAP benefits to allow for dietary compliance. Discussion was held that the inability to meet special dietary food items due to inadequate amount of monthly food stamps is a health risk for some of the program members. The Council asked that KEPRO seek out training for the TBIW Case Managers on food stamps/SNAP program/requirements. Barb agreed to do so. Barb informed the Council that KEPRO would be offering a series of trainings for the TBIW Case Managers.

Action Items	Person Responsible	Deadline
1. Request a presentation on the No Wrong Door project	1. Barb will contact Sally Blackburn, Director ADRC and make request	1. Email sent to Sally Blackburn on 5/22/2019, requesting a presentation at the August 8, 2019 Council meeting
2. Request information/training for TBIW Case Managers on SNAP benefits.	2. Program Manager at DHHR over the SNAP program was contacted and request was made.	2. Email sent to Marsha Stower, Program Manager, SNAP on 5/22/2019 requesting resource guide information and training.

Agenda Item	Lunch/Public Comment
Lunch was provided by KEPRO. No public comments were made.	

Agenda Item	Case Management Monthly Contact Form –Review by Council Members	Presenter	Barb Recknagel Council Members
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Discussion and Conclusions:

Discussion/Follow-up: Council Members reviewed the program form titled: Traumatic Brain Injury and discussed items that would trigger a home visit to be conducted by the assigned Case Manager, before the scheduled six (6) month visit. After much discussion, the following recommendation from the Council to BMS is:

The TBIW Case Manager will be required to conduct quarterly face-to-face home visit with the TBIW program participant. This applies only to the TBIW Case Manager, not the Medicaid Personal Care RN and/or the Personal Options Resource Consultant.

Motion to approve the recommendation: Regina Desmond

Motion to Second: Mark Holmes

Motion Carried

Action Items	Person Responsible	Deadline
1. Formal recommendation as written in minutes will be shared with BMS for consideration	1. Teresa McDonough-BMS	1. 2020 application

Agenda Item	TMH Risk Analysis and Mitigation Plan and 24 Hour Emergency Back up Plans	Presenter	Sara Martin, BMS Brian Holstine, BMS

Discussion and Conclusions:

Discussion/Follow-up: Brian and Sara provided an overview of the two forms that were used for the MFP demonstration grant and were continued in the TMH program once it was rolled into the TBI and AD Waiver programs. Each form was presented with the following constructs: purpose, requirements and considerations. Council members felt that the forms would be an asset to assessing and addressing safety and risk. One member asked about the lack of informal supports for individuals transitioning since the back up plans include informal supports providing risk reduction activities for the individual. Both Sara and Brian stated that the lack of informal supports would not stop a transition from being planned. Teresa informed the Council that both forms would be required for the TBI Waiver program with the 2020 reapplication. Barb suggested that the two forms be compared to the risk domains that were listed in the CMS PPT.

Action Items	Person Responsible	Deadline
None identified		

Agenda Item	Wrap Up/ Confirm next meeting date	Presenter	All
Discussion and Conclusions:			
Next Meeting: August 8 , 2019 10:00AM -2:30 PM Bureau of Senior Services Office Charleston, WV Charleston Town Center Mall 3rd Floor Conference Rooms A & B Mark Holmes adjourned the meeting at 2:50 pm on a motion. No second required.			
Minutes Submitted by	Barb Recknagel, KEPRO	05/23/2019	