

Financial Management

OMPP Update:

Michael Cook, Director-Provider Services Section
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Indiana Medicaid, FSSA



Indiana Medicaid Updates

Michael Cook, MHA
Director, Provider Services
Indiana Medicaid
Indiana Family and Social Services
Administration

Program Integrity Rule



- Medical Records - maintained for seven (7) years
- Financial Records - maintained for three (3) years
- Provider Enrollment / Exclusion Rules
- Prepayment Review
- Provider Sanctions
- Expenditure Recovery

Electronic Visit Verification (EVV)



- [BT201855](#) - Newest info on EVV implementation
- Annual fee will be assessed for providers using State's EVV solution

180-day timely filing limit



- Effective Date: January 1, 2019
 - Dates of service prior to 1/1/19 continue current one-year timely filing
- Exclusions to timely filing
- Extending timely filing (**all circumstances move to 180 days**)
- Waiving timely filing
- BT201829 for all details of the plan

NEMT Update



- Multiple policy updates since June 1, 2018:
 - Temporary return to non-brokered status (for nursing facilities)
 - Dually eligible member clarification
 - Updated family member transportation benefit
 - Credentialing and electronic billing update

NEMT Update



- Other notable activities:
 - Multiple webinars (with nursing facilities and transportation providers)
 - Town hall forum meetings
 - Updated process for high-risk members
 - Ongoing status phone calls with SET (every Monday, Wednesday, and Friday)
 - Training around behavioral health awareness

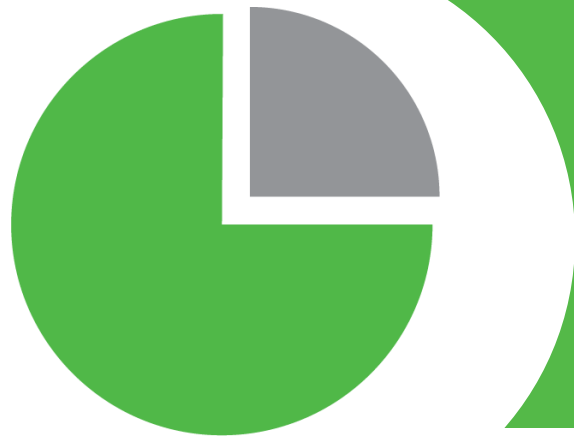
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Questions?



Financial Management

Industry Update

Steve Cook, President/CEO

Sarah Chestnut, Director of Public Policy and
Technical Assistance, INARF



Industry Update

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Sarah Chestnut, Director, Public Policy and
Technical Assistance

- Managed Care for Waiver and Group Home Services
 - Not currently an area of focus for IDD population; however, it is never “off the screen”.
 - Election will impact this issue
- Block Granting of Medicaid
 - Not currently an area of focus; however, it is never “off the screen”
 - Election will impact this issue.

- Office of the Inspector General (OIG)
 - OIG found that health and safety policies and procedures were not being followed. Failure to comply with these policies and procedures left waiver group home beneficiaries at risk of serious harm.
 - These are not isolated incidents, but a systemic problem.
49 States had media reports of health and safety problems in waiver group homes.

- Office of the Inspector General (OIG)
 - OIG's objective was to identify instances in which State agencies did not comply with Federal waiver and State requirements for reporting and monitoring critical incidents involving Medicaid beneficiaries with developmental disabilities residing in group homes.
 - Joint cooperation between CMS and OIG
 - This is happening now and has impacted the veracity of the BQIS provider re-approval process – **Increased time and costs.**

- Office of the Inspector General (OIG)
 - These audits found that these State agencies:
 1. Failed to ensure that waiver homes reported all critical incidents;
 2. Failed to ensure that all critical incidents reported by waiver homes were properly recorded;
 3. Failed to ensure that waiver homes always reported incidents at the correct severity level;
 4. Failed to ensure that all data on critical incidents were collected and reviewed; and
 5. Failed to ensure that reasonable suspicions of abuse or neglect were properly reported.
 - 6. **Don't forget client finances**

- Home and Community Based Waiver Settings Rule
 - Feds lengthened full compliance period from March 2019 to March 2022
- Non-Residential Assessments and Remediation
 - October 2018 – Non-Residential Assessment Reports and Remediation Tool distributed
 - If you received Assessment Report and Remediation Tool, DDRS has identified **at least one** area requiring remediation
 - October – November: Identify inaccuracies (if applicable) and areas in need of remediation
 - November 28 – December 19, 2018: Submit proposed plan
 - December 2018 – February 2019: Respond to any follow up questions from BDDS
 - February 2019: Receive BDDS response

- Home and Community Based Waiver Settings Rule
Non-Residential Assessments
 - Based on 5 federal requirements and associated questions:
 1. The setting is integrated in and supports full access to the greater community.
 2. The setting is selected by the individual from among setting options.
 3. The setting ensures an individual's rights of privacy, dignity, and respect and freedom from coercion and restraint.
 4. The setting optimizes, but does not regiment, individual initiative, autonomy, and independence in making life choices including but not limited to daily activities, physical environment, and with whom to interact.
 5. The setting facilitates individual choice regarding services and supports, and who provides them.
 6. **Additional time and costs**

- Potential Changes to DOL Overtime Exemption Rule
 - Current Overtime Exemption Threshold: \$23,660
 - October 17 – INARF's national shared information about the wage challenges posed by Medicaid's funding structures for I/DD providers at a DOL listening session on the overtime rule
 - DOL expected to release a Notice of Proposed Rule Making in January 2019
 - Level of threshold being discussed: Likely an increase in the minimum salary for exemption to the low-to-mid \$30,000s
 - Could include more modern examples of how the various exemptions might apply in today's workplaces (DOL included new examples in the 2004 rule update)

- H.R. 4547, the Strengthening Protections for Social Security Beneficiaries Act of 2018
 - Strengthened Payee Monitoring
 - Reduced Family Burden
 - Advance Designation
 - Criminal Bar

- Federal CMS Update – What to Expect from CMS
- Federal Update on Integrated Rate Models and Managed Care
- DSP Workforce Crisis Discussion (Background)
- DSP Workforce Crisis Solution Discussion
- Electronic Visit Verification in Region V
- Technology Supports and Solutions in Region V

State Approaches to IDD Managed Care as of 2018



Mandatory comprehensive statewide contracts with large multi-state commercial health plans

Incremental approach – contracts with large multi-state commercial health plans for parts of the system

Longest running programs – state agency management (AZ) and “home-grown” non-profit MCOs (WI)

Current PIHPs for behavioral health and ID/DD; states moving to contracting with commercial health plans

Emerging statewide ID/DD provider-led initiatives

DSP Workforce Crisis Background Discussion – State Share

Approximate Number of Direct Support Professionals In Your State

Average Statewide Hourly Wage for DSPs

Reported Range of DSP Hourly Wages

Average Turnover Rate

Average Vacancy Rate

Any Information on Authorized Vs Delivered Units or Hours

Any Providers Deferring or Wait Listing New Referrals

List of Key Recruitment and Retention Initiatives

Statewide Initiatives To Address Workforce Crisis since January CMS Region V Summit

DSP Workforce Crisis Background Discussion – Illinois

Approximate Number Of Direct Support Professionals In Your State:
20,000 (no clear data set)

Average Statewide Hourly Wage for DSPs:

2018: \$10.59/hr. – average starting hourly wage*

2018: \$13.81/hr. – average hourly wage (average of averages)**

Reported Range of DSP Hourly Wages: Low: \$9.15/hr. – Highest: \$27.59/hr.

Average Turnover Rate: 40%*

Average Vacancy Rate: 50%*

* They Deserve More Coalition Data

**2018 IARF Salary Survey

DSP Workforce Crisis Background Discussion – Illinois

Any Information on Authorized Vs Delivered Units or Hours:

Any Providers Deferring or Wait Listing New Referrals: Statewide waiting list (active) - 19,406

List Of Key Recruitment and Retention Initiatives: Typical with most provider agencies

Statewide Initiatives To Address Workforce Crisis since January CMS Region V Summit

Wage floor legislation introduced the past two years

- Ramp to \$15.00/hr. in 2020
- Vetoed by the Governor in 2016

\$1.25/hr. base wage rate increases for FY18 & FY19

DSP Credentialing Pilot Program signed into law in 2018

CNAs to maintain certification by working as a DSP signed into law in 2018

Require HCBS waiver amendment/State Plan Amendment to support use of technology – introduced in legislature in 2018.

DSP Workforce Crisis Background Discussion – Indiana

Approximate Number Of Direct Support Professionals In Your State: 17,000

Average Statewide Hourly Wage for DSPs: \$11.21 per hour

Reported Range Of DSP Hourly Wages: \$ 7.50 to \$22.84 per hour

Average Turnover Rate: 48%

Average Vacancy Rate: 20%

* Source of data is INARF 2018 member salary survey (as of June 30, 2018)

DSP Workforce Crisis Background Discussion – Indiana

Any Information on Authorized Vs Delivered Units or Hours: Not available

Any Providers Deferring or Wait Listing New Referrals: At least 25% of members are wait listing individuals for non 24 hour services

List of Key Recruitment and Retention Initiatives: Sign On Bonus; Longevity Bonus; Attendance Bonus per pay

Statewide Initiatives To Address Workforce Crisis since January CMS Region V Summit

Legislature funded a 5% rate increase for waiver services delivered by direct care staff beginning in October of 2017 with the requirement that 75% of the increased revenue had to be passed through to DSP compensation. This resulted in increasing the statewide average hourly rate from \$10 per hour to over \$11 per hour but as predicted has not impacted turnover or retention rates.

DSP Workforce Crisis Background Discussion – Minnesota

Approximate Number of Direct Support Professionals In Your State:
60,000 DSPs (100,000 workers in MN providing services to people with disabilities including PCAs, etc.)

Average Statewide Hourly Wage for DSPs: \$13.05

Reported Range of DSP Hourly Wages: \$10.00-\$15.00

Average Turnover Rate: 60%

Average Vacancy Rate: 30%

DSP Workforce Crisis Background Discussion – Minnesota

Any Information on Authorized Vs Delivered Units or Hours:
We know it's happening but we don't have data

Any Providers Deferring or Wait Listing New Referrals:
We don't have hard data but one example just provided to me is she gets 10 referrals a week that she can't take

List of Key Recruitment and Retention Initiatives:
Incentives being offered by some members, a more concerted focus on what's important to the employee (person centeredness)

Statewide Initiatives To Address Workforce Crisis since January CMS Region V Summit:

Created resources to engage hiring minors and recruiting encore employees; working with DHS to create a resource recruitment and retention toolkit similar to what was done in Oregon, held webinars; starting to put the framework around a major PR campaign; consistently fight for rate increases

DSP Workforce Crisis Background Discussion – Ohio

Approximate Number Of Direct Support Professionals In Your State:
48,000

Average Statewide Hourly Wage for DSPs: \$11.23

Reported Range Of DSP Hourly Wages Average: minimum \$9.85 – 13.75

Average Turnover Rate: 61%

Average Vacancy Rate: 10 – 20% (estimated)

DSP Workforce Crisis Background Discussion – Ohio

Any Information on Authorized Vs Delivered Units or Hours:
Approximately 90%

Any Providers Deferring or Wait Listing New Referrals:
Anecdotal only – many providers not accepting new referrals

List Of Key Recruitment and Retention Initiatives:
Community Connections, Career Partnerships (Ohio), www.DSPOhio.org

Statewide Initiatives To Address Workforce Crisis since January CMS
Region V Summit:

IDD-specific ERN, www.ProviderGuidePlus.com, rate increases (per service and competency-based), technology pilots, waiver reimbursement short term reform/monthly rate apportioned daily, workforce initiatives for possible quality incentive payment (Focus areas: recruitment and hiring, pay, job training/support, work supports/benefits, and culture)

- DSP Wage Verification
 - Base Period July 16 thru June 17
 - This is the period that your average hourly rate will be compared with for two test periods.
 - By now you should have calculated your average hourly rate for the base period.

- DSP Wage Verification

- Test Period #1 Oct 17 thru June 18
- Test Period #2 July 18 thru June 19

OR

- Test Period #1 Oct 17 thru Sept 18
 - Test Period #2 Oct 18 thru Sept 19
- 

- DSP Wage Verification
 - Educational or Non Recoupment Audits
January 18 through September 18
 - Recoupment Audits
January 19 (**If FSSA Audit used
Test period Oct 17 thru Sept 18**)

- DSP Wage Verification

- Test Period #1 Oct 17 thru Sept 18
 - Did you pass through 75% of increased revenue for the test period to DSP compensation?
- Test Period #2 Oct 18 thru June 19 OR Sept 19
 - Did you pass through 75% of increased revenue for the test period to DSP compensation?
- Reminder: Overtime and shift differential are excluded from the calculation of your average hourly wage.
- Caution: If bonus option was part of the compensation strategy. Example quarterly non discretionary bonus. Did you do a July 18 thru Sept 18 quarterly bonus pay out?

- DSP Wage Verification
 - If I used a bonus to increase DSP compensation in Test Period 1, can I switch to base rate changes in Test Period 2?
 - You still cannot include overtime and shift differential in the average hourly wage calculation.
 - The revenue number used in the calculation is based on the state **paid claims data**, not on your financial statements or billable hours.
 - We highly recommend completing the average hourly wage calculation on a quarterly basis.

EVV Discussion – Indiana

What is the current targeted date of implementation?: January 1, 2020

Will there be a pilot/test phase?:

Yes. The State, their vendor Sandata, and stakeholder group are projecting a pilot starting in June of 2019

How often does the stakeholder group meet?:

Four meetings since November 2017. Continue to meet regularly.

Are providers allowed to use their current data systems to meet EVV requirements?:

Yes. Provider data systems will integrate with Sandata Aggregator

EVV Discussion – Indiana

How is your state addressing geo location requirements?:

Proposed solution is via an “app” that will be on cell phones and/or other devices. Whenever the device has internet connectivity, it will upload previously entered data

How are issues regarding broadband/internet access associated with rural areas being addressed?: (see response above)

Summarize comments regarding EVV and privacy rights that have been discussed: There has been considerable discussion and concern over EVV violating privacy rights of individuals. There has also been concern expressed that EVV requirements may have the unintended consequence of decreasing community based supports.

Describe the unfunded costs associated with EVV implementation: Not yet determined; however, there will be a wide range on increased expenses depending on if the provider already has a electronic system in place for payroll and billing activities.

Governmental Affairs Activities

- 2019 Legislative Agenda
 - Direct Support Professionals Compensation Activities
 - Language Formulation and Considerations
 - Economic Impact Study Update

Governmental Affairs Activities

- 2019 Legislative Agenda
 - Vocational Rehabilitation
 - Federal match
 - Will not end Order of Selection

- 2019 Legislative Agenda
 - First Steps Rates
 - State Budget Committee Update
 - Next Steps

- 2019 Legislative Agenda
 - Case Management Rate Study
 - Process Update
 - Next Steps



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Thank you!

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Financial Management

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Thank you!

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