



Improving lives THROUGH
supports and services
THAT FOSTER self-determination.

Statewide Bi-Annual Provider Meeting

March 3, 2022

Agenda

Intro	Wanda Crocker	
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Wrap up	Carrie Williams	

Environmental Accessibility and Adaptation (EAA)

Shelly Brown
EAA State Lead

Environmental Accessibility Adaptions



- 👤 Purpose of UDAT team with EAA services
 - 👤 The UDAT team will provide technical assistance and consultation to support providers and service coordinators for compliance in service delivery of home/vehicle modifications.
 - 👤 Development of Consultation/TA processes and tools
 - 👤 Collaboration with Missouri Inclusive Housing
 - 👤 VSC for EAA providers

Environmental Accessibility Adaptions



Resources

 Webinar - <https://dmh.mo.gov/developmental-disabilities/webinar/previous/2021>

 Tools - <https://dmh.mo.gov/developmental-disabilities/case-mgmt-providers>

 Future Resource and Training Developments

Environmental Accessibility Adaptions



EAA Provider Meetings

-  First meeting conducted in January, 2022
-  Will continue on quarterly schedule
-  Content and Discussion
-  Participation
-  Feedback



TECHNOLOGY FIRST

Holly Reiff
Technology First State Lead



Shift

- 👤 Shift is a nationally recognized education platform focused on Enabling Technology
- 👤 Last Year the division worked with shift to accredited
 - 👤 11 Enabling Technology Information Specialist
 - 👤 2 Community Providers
- 👤 This year, we're developing a group of Technology Explorers

Navigators & Explorers



- 👤 Navigators are Support Coordinators who have applied & been selected to participate in becoming Shift Accredited
- 👤 21 Support Coordinators and 1 SDSC will be participating in the 2022 education project from: KC, CM, STL, & Springfield
- 👤 Includes on-line learning and virtual coaching

Navigators & Explorers



- 👤 The education project will collect & measure data
- 👤 Navigators, will support and guide follow Support Coordinators
- 👤 There will be a monthly Technology Explorers' Meeting in which any Support Coordinator can attend to receive coaching in technology supported outcomes

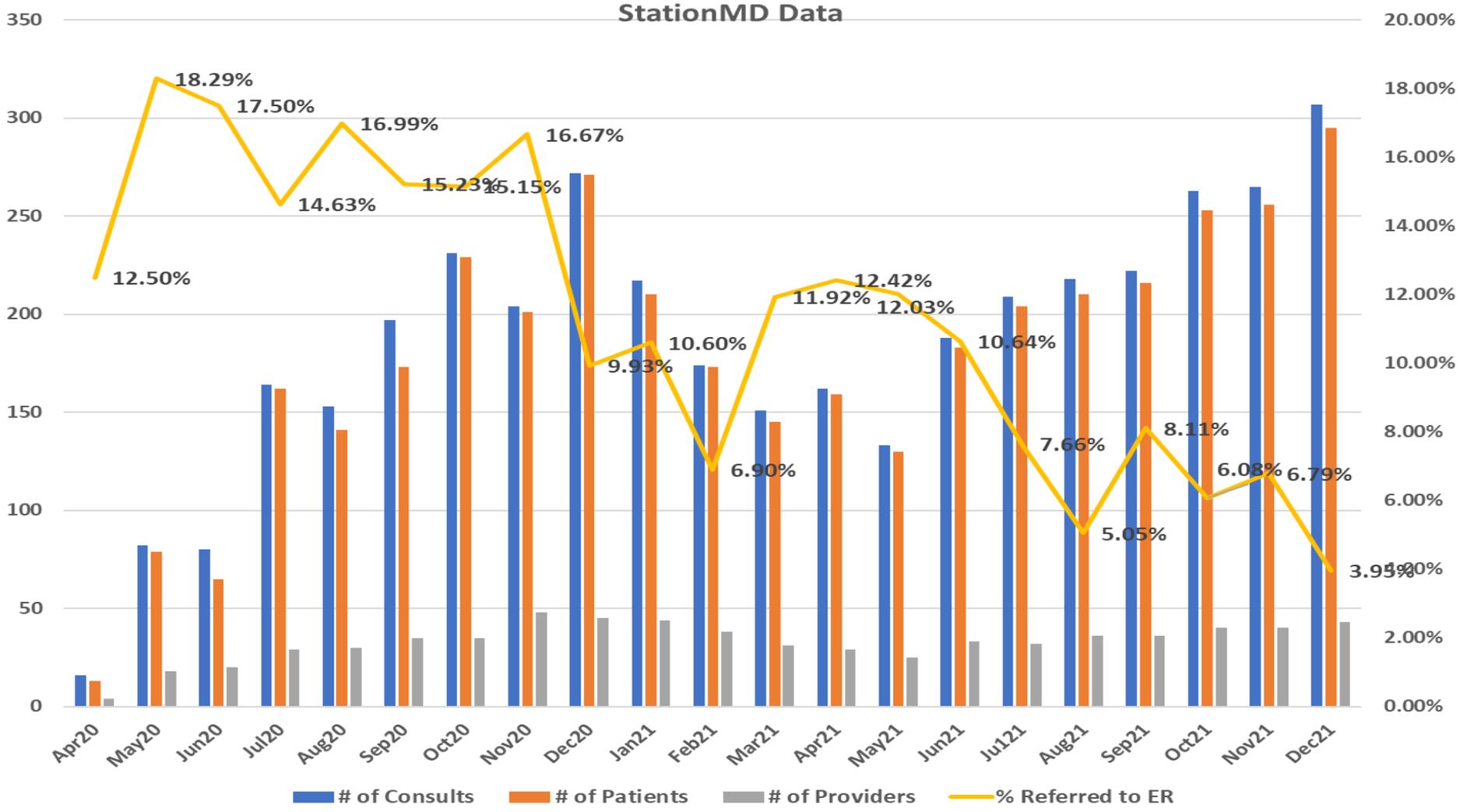
HAC & Station MD

- 👤 HAC=Health Assessment and Coordination
 - 👤 This service is a direct online or phone support that assess medical/health needs and can coordinate urgent and/or emergency care
 - 👤 Doctors supporting this services have specialized training in supporting individuals with ID/DD
 - 👤 Waiver Service available in all 4 waivers
- 👤 Station MD is currently our only provider of HAC

Authorizing HAC

-  As of December 31 2021, Medicaid Waiver is the only funding source for HAC
-  People must be authorized through Medicaid Waiver in order to access HAC
-  If a person is in the waiver but has not yet been authorized through waiver
 -  They can access the HAC
 -  Station MD generates a monthly report for new users
 -  SC then authorizes HAC as of the date of the initial call to Station MD at \$30 for partial month and any subsequent full month

HAC & Station MD



UDAT Lunch & Learns



- 👤 UDAT will be hosting monthly Lunch and Learns beginning March 8, 2022 through February 14, 2023
- 👤 Please be on the look out for each month's email announcement
- 👤 If you have suggestions for future topics please send them to:
technologyfirststanduniversaldesign@dmh.mo.gov

Technology Summit Review



- 🕒 The DMH-DD Technology Summit & Tech Fest took place on February 3, 17, & 24
- 🕒 If you missed a Keynote or session the recordings are available on the DMH-DD Technology 1st Page
- 🕒 If you are attending Power UP on April 4 & 5 stop by to see our Technology 1st & UD info Table!



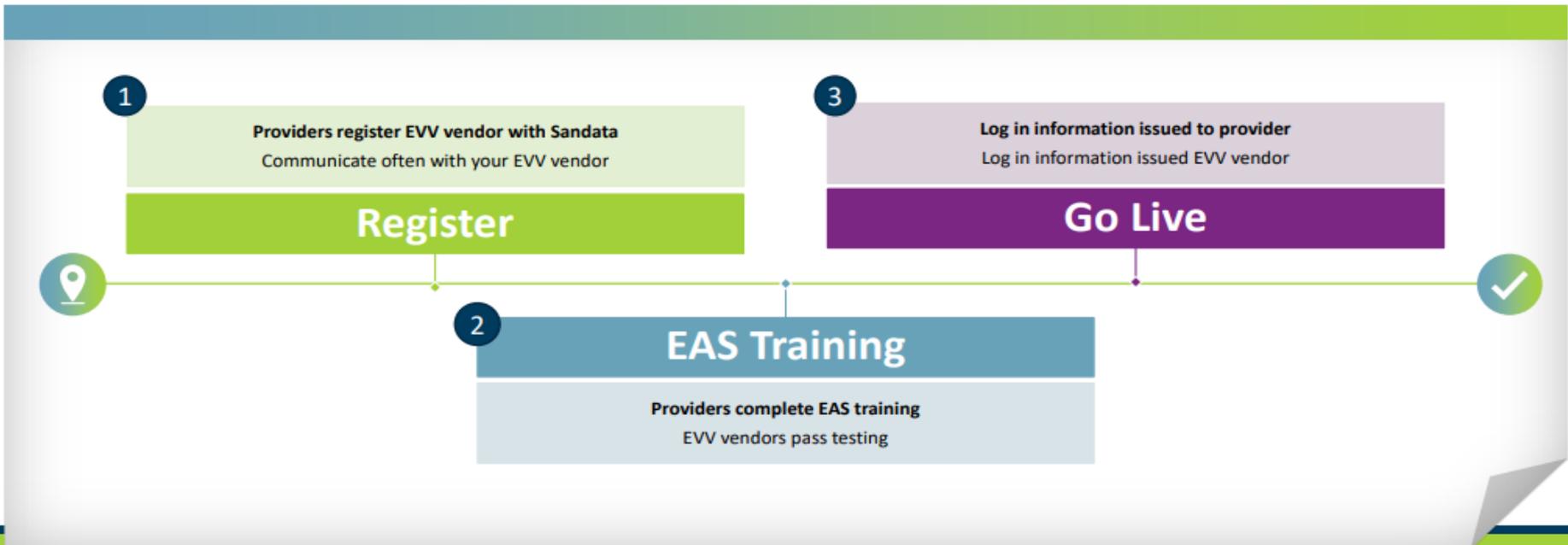
Electronic Visit Verification

Shelly Summers
Federal Programs Unit



PCS Provider Key Activities

Activities for Personal Care Service providers to successfully interface with the Electronic Visit Verification (EVV) Aggregator Solution (EAS)



EVV DD ISSUES AND TRENDS

CIMOR billing rejections. Batch billing claims included waiver modifiers. Those waiver modifiers (HI, U1, HA, and HX) are being added to the encounters during the process in CIMOR; therefore, should not be sent in your batch billing.

Cont'd

- DD documentation requirements have not changed with the implementation of EVV.
- Implementation of personal assistance services must be documented by the provider.
- The EVV memo field should be completed for each service delivered to justify the time period of the delivery of service.

EVV Resources

<https://dss.mo.gov/mhd/providers/electronic-visit-verification.htm>

FAQ:

<https://dss.mo.gov/mhd/faq/pages/faqevv.htm>

Email Ask.evva@dss.mo.gov

Code of State Regulations:

<https://www.sos.mo.gov/cmsimages/adrules/csr/current/13csr/13c70-3>

Assessment Schedule Changes and RAS Data

Cla Stearns
Assistive Division Director

MAAS Based RAS

- Background: Goal is to replace MOCABI, Vineland, SIS and PON with one assessment.
- MAAS developed over a period of five years, including normative studies with hundreds of general population and individuals with IDD
- MAAS replaced SIS for Rate Allocation Score calculation 7/1/21
- To date, about 1800 MAAS have been completed

MAAS-derived RAS versus SIS-derived RAS

% Group Consistency, SIS to SIS vs SIS to MAAS Derived RAS, From One Assessment Date to the Next



Rate Rule

RAS derived from the initial MAAS administration cannot lower the provider's rate.

RAS derived from the second MAAS administration may lower the provider's rate.

Goal is to neither increase nor decrease costs, but to make the assessment more reliable and the results more equitable.

Who Do I Contact?

Wanda Crocker
Director of Provider Relations

Finding PR

View Organization

Organization Name [Rolla Regional Office](#)

 Cancel

Organization DBA

From Date [07/01/1960](#)

Organization Type [State Operated Facility](#)

To Date

Enrolling Provider (Admission Location) [Yes](#)

DMH State Operated Facility [Yes](#)

Service Delivery Site [Yes](#)

Name	Addresses	Phones	Contacts	IDs	Groups	Sites	Contracts
------	-----------	--------	----------	-----	--------	-------	-----------

	Contact Name	Title	Primary
View	Crocker, Wanda	Provider Relations Vendor Service Coordinator	No
View	Fair, Jill	Assistant Director, Admin	No
View	O'Day, Jennifer	Director	No
View	Williams, Kathy	Local Security Coordinator	No
Add			

Finding PR



View Organization Contact

 Edit  De

Organization [Rolla Regional Office](#)

Last Name [Crocker](#)

First Name [Wanda](#)

Middle Name

Prefix

Suffix

Credential

Title [Provider Relations Vendor Service Coordinator](#)

Phone Number [573-368-2200](#)

Primary Contact [No](#)

Address 1

Address 2

City

State

County

Zip Code

Email Address wanda.crocker@dmh.mo.gov

Comments

[Supervisor is
Amber Daugherty
Assistant Division Director
phone number
email address](#)

Date Added: 02/23/2022 02:22 PM

Added By: CDS\MZRUSW

Date Modified: 02/23/2022 02:22 PM

Modified

Finding Specialists on DD Website



Information for Service Providers

This area of the Division website offers information regarding core areas of interest to potential and existing contracted providers.

[Provider Relations Vendor Service Coordination Team](#)

[Information for Service Providers](#)

[Employment First Specialist](#)

[Quality Programs RN Roster](#)

[Tiered Supports Contact List | dmh.mo.gov](#)

Directory by county and function is posted on the Director's Office page: [Contact Directory | dmh.mo.gov](#) as well as on the [Regional Offices page: Developmental Disabilities | dmh.mo.gov](#)

Please review and share your feedback directly to Contessa.Isaacson@dmh.mo.gov

Residential RN Codes

Wanda Crocker
Director of Provider Relations

Residential Nursing Codes

T1002 TD ISL Monthly RN Oversight

*60 units per year minimum of 2 units/month required

T1003 TE ISL LPN

T1002 HQ Group Home Monthly RN Oversight

*1.25 per month in GH daily rate – this is above and beyond the amount in the daily rate

T1003 HQ Group Home LPN

T1002 Shared Living Monthly RN Oversight

* 60 units per year minimum of 2 units/month required

T1003 Shared Living LPN

The Enrollment and Rate Team

Karla Bell, Michelle Brown and Lisa Price-Suttee
Enrollment and Rate Specialists

Providerenrollment@dmh.Mo.Gov

- 👤 Enrollment Data
- 👤 Making Agency Changes
- 👤 RAS Evaluation

RAS Available in CIMOR

[Face Sheet](#)

[Demographics](#)

[Addresses](#)

[Phones](#)

[EMail](#)

[Citizen/Ethnic](#)

[Aliases](#)

[Custody](#)

[Education](#)

[Employment](#)

[Identifiers](#)

List Identifier	ID Type	ID Number	From Date
View	SSN		01/05/2017
View	DMH ID		01/05/2017
View	Medicaid DCN		03/09/2017
View	Comprehensive Waiver Slot		08/01/2018
View	MAAS RAS	3	07/06/2021
View	SIS RAS	5	05/01/2018

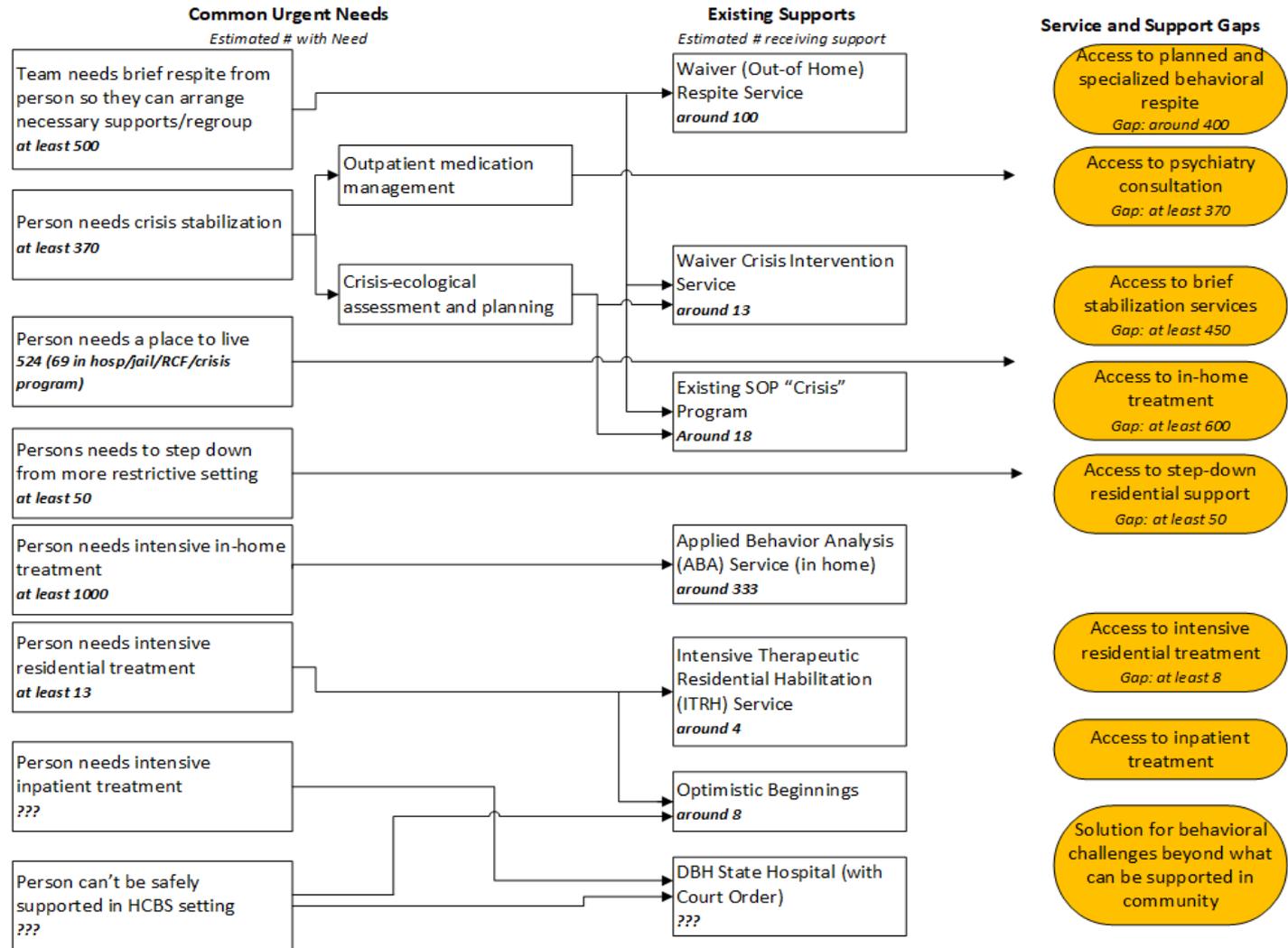


Behavioral Support Needs: Where We Are Now and Where We Need to Go

Lucas Evans
Chief Behavior Analyst



Where are we now?





What are DMH and Partners Doing to Address the Needs of Dual Diagnosis Individuals in Missouri?

Clinical Expertise	Implementation Support	Policy, Service, System Design
<ul style="list-style-type: none"> • MOADD Task Force ▲ • MOADD App ▲ • DMH Clinical Review Committee 	<ul style="list-style-type: none"> • Transition Support Committee (DD, DBH SOP, DD SOP) • Trauma-informed Tiered Supports • DD Selective Contracting (B4 waiver) • DD Value-Base Payment funding model 	<ul style="list-style-type: none"> • Crisis Placemat • ITRH Service Design • DBH collaboration • 988/Mobile Crisis • (DD) Standard Crisis Communication

- MOADD ECHO ▲
- MOADD Learning Communities ▲
- DMH Common Grounds

It's not enough

Key Takeaways

We have a large gap between what we have and what we need

COVID highlighted issues but isn't the sole cause

Not a DBH or DD or community provider or hospital problem; – it's an **all our** problem

DD-Community Problem Solving

Stay-tuned for upcoming virtual conversations between DD and Community Providers

Each session focused around particular gap(s)

Goal to develop innovative solutions

MO Health Risk Screening Tool (HRST)

Kim Stock
Director of Quality Enhancement

MO DD Health Risk Screening Tool (HRST) Process Outline



- The division is working directly with residential provider and case management agencies that have requested to initiate implementation of the MO DD HRST process.
- Provider participation is **encouraged** during this phase of implementation.
- Provider agencies interested in initiating participation during CY 2022 should submit their request and any questions pertaining to the MO DD HRST process to MODDHRSTProject@dmh.mo.gov
- Participation at this time will support final process enhancements prior to full statewide implementation.
- Statewide implementation is scheduled to align with the ConneXion Go Live date of **May 2023**
<https://dmh.mo.gov/sites/dmh/files/media/pdf/2022/01/blastconnexionupdate.pdf>
- The targeted timeline to have all DMH DD waiver participants receiving their *initial* HRST screen is to align with the ConneXion project end date of **May 2024**.
- Additional information regarding the MO DD HRST process may be found at: <https://dmh.mo.gov/dev-disabilities/hrst-project>



ConneXion Project Update

Toi Wilde

Project Manager

Health Indicator:	Status:	Relevant Updates/Accomplishments:
Budget		<ul style="list-style-type: none"> • CMS approved updated IAPD Budget requesting a total of \$10,552,685 in MMIS funding, which includes \$9,317,444 (Total Federal shares), \$1,235,241 (Total State shares). • 98.94% Federal Share and 1.06% State Share • Continuing work to update the IAPD budget with the new timeline that was re-baselined at the beginning of this year.
Timeline		<ul style="list-style-type: none"> • Total % Complete: 65% Total Actual % Complete: 66% • Updated Project Go-Live date of May 2023. • Creating tasks for SSA Audit timeline.
Scope		<ul style="list-style-type: none"> • 77% complete with Design & Build/Configuration Phase inclusive of additional scope in contract amendments. • Kick-off meeting to gather requirements on additional program requirements.
Resources		<ul style="list-style-type: none"> • 2 FEI BA's resigned, FEI working on replacements internally and through subcontractor. • FEI submitted the request to use offshore resources to OA Purchasing on 1/26/22. Meeting with OA on 2/1/22. Under review by OA.

Project Phase:	Status:	Expected % Complete:	Actual % Work Complete:	Relevant Updates/Accomplishments:
Phase 1: Start-Up/Planning		100%	100%	<ul style="list-style-type: none"> This phase is complete.
Phase 2: Design & Build/ Configuration		76%	77%	<ul style="list-style-type: none"> While this phase is a little ahead of schedule, there are a few configurations, interface build and sample file submissions running a little behind.
Phase 3: Testing		26%	21%	<ul style="list-style-type: none"> The review and approval of the Test Plan is behind schedule. The Division has submitted their feedback to FEI on current version, FEI reviewing. Mini UAT Testing complete on QA modules, 84 Items have been logged and are being triaged for review and action.
Phase 4: Deployment/ Implementation		32%	35%	<ul style="list-style-type: none"> None at this time.
Phase 5: Stabilization/ Certification Phase		13%	16%	<ul style="list-style-type: none"> The Division and FEI is are working on CMS and State specific outcomes and metrics for Streamlined Modular Certification.
Phase 6: Close-Out Phase		0%	0%	<ul style="list-style-type: none"> None at this time.

Area of the Project	Detail of Accomplishments
Configuration /FRD's	<ul style="list-style-type: none"> ✓ 31/37 FRDs (functional requirement documents) are approved. <ul style="list-style-type: none"> ❑ Of the FRDs not yet approved, 3 are pending DMH approval, 2 are with FEI for revisions, and 1 has not yet been submitted (Reports).
Interfaces/ Migrations	<ul style="list-style-type: none"> ✓ 10 Interfaces – All actively working on all of these at this time. <ul style="list-style-type: none"> ❑ IntellectAbility, FEI and DD meeting on 2/3/21 to begin the detailed requirements gathering of the HRST interface. ✓ 11 Migrations – Actively working on 7 of these at this time. <ul style="list-style-type: none"> ❑ ITSD received pre-encounter files to test from FEI. Working out issues identified. ❑ EMT test files being validated by FEI from ITSD.
Scope	<ul style="list-style-type: none"> ✓ 22 Change Requests with FEI have been signed and executed. <ul style="list-style-type: none"> ❑ Requirement and Development work being completed on all.

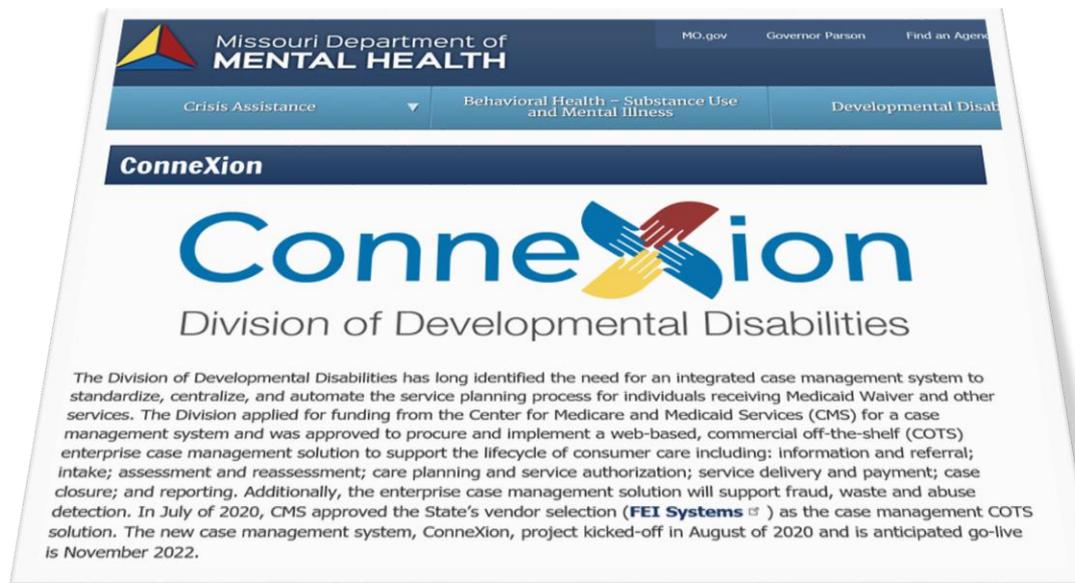
Provider Engagement Items:

-  What is most successful way to communicate with support coordinators and providers?

Upcoming Information:

-  User Acceptance Testing (UAT) Updates
-  Pilot Billing/Claims Updates
-  Batch versus Manual Claims in ConneXion
-  How to request access to Active Directory, if not established already
-  Working on Training Plan and Strategy

- 👤 For questions or concerns, please reach out to Toi Wilde.
 - 📞 P: 573.751.9425
 - ✉ E: Toi.Wilde@dmh.mo.gov
- 👤 Check out the [ConneXion webpage](#) for relevant updates.



EMT Timelines

Donna Rodriguez
DD Consumer Safety Coordinator



EMT Timelines

EMT Timelines (Regional Offices)	Reporting Requirement	FY21Q2- FY22Q1	FY22Q2
% Compliance for Event Requiring Immediate DMH Notification- Critical, Death, Abuse/Neglect CMS Performance measure Ga3 plus death and critical	Immediately report to DD, use on call system for after hour/holiday reporting.	90.84%	89.07%
Ga3 CMS performance measure for reporting A/N events immediately to DMH.	Immediately report to DD, use on call system for after hour/holiday reporting.		Community 86.7% Comprehensive 91.4%
% Compliance for Events Requiring Next Business Day Notification- All other not Critical, Death, Abuse/Neglect	Report to DD next business day after event date or discovery date.	90.99%	92.85%
% Compliance for Events Requiring Next Business Day Entry into the EMT database	Enter into EMT next business day after event date or discovery date.	84.25%	86.60%

Support Monitoring Update

Carrie Williams

Targeted Case Management Technical Assistant Coordinators
State Lead

Monitoring Guidance

- 👤 Monitoring Guidance for Support Coordinators is posted to the Division Website under the COVID-19 Information/DD Operation/Provider Specific Guidance.

Monitoring Guidance

- 👤 Guidance document revised 2/18/22.
- 👤 Effective April 1, 2022, all support coordination will resume in-person monitoring.

Monitoring Guidance

- 👤 You can reference the Monitoring Guidance document at the link below;

<https://dmh.mo.gov/media/pdf/monitoring-guidance>



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Tier 2 Risk Prevention Transition Updates



The old Transition Manual was outdated and has been removed.

The Transitions webpage serves as the new Transition Manual

We are undergoing efficiency changes so always go to the webpage rather than saving documents to a server or your PC, that way you have what is most up-to-date.

- [Transitions webpage with resources](#)
 - *Helpful documents like the transition process map and roles and responsibilities can be found under the Resources and Forms section*

Community Transitions

Tier 2

TRANSITIONS: COFFEE & CHAT

Ongoing virtual opportunity to problem-solve, share what's working, discuss what's not working, and drink your favorite coffee or tea with Risk Prevention Leadership.

2nd Tuesday of every month from 9:00 am to 11:00 am



Join Event 

▼ What is a Transition?

▼ Transition Starting Steps

▼ What is a Transfer?

▼ Transfer Starting Steps

▼ [Resources and Forms:](#)

▼ Training and Live Support

Updates:

Webpage & Manual



MISSOURI
TIERED SUPPORTS
RISK
PREVENTION

MULTIPLE DATES

Tier 2 Workshop Series
by Risk Prevention Team - Missouri
Division of Developmental Disabilities

Follow

Free

Select A Date

The 1st Tuesday of every month will be workshops set aside for training on the transition process.

Location
Online event

About this event

Support Coordinator Supervisors may attend to learn the Support Coordinator role in the transition process, how to support their team to host transition calls, where to go for resources, and more. Follow-up support will be provided to attendees when requested and includes a Risk Prevention Consultant observing and assisting with 1-2 transition calls post-workshop training.

Transition workshops for Support Coordinator **Supervisors** to get extra support that they can take back and use to help their team implement the transition process successfully

Register here:

<https://www.eventbrite.com/e/tier-2-workshop-series-registration-220361074907>

Updates:
Training

In the works

- Smarter tracking of “crisis” moves and situations
- Streamlined updates when there is progress
- Web-based referral packets
- Packaged Tier 2 interventions
- Training and resources for risk prevention consultants to better support teams

Questions / Comments

- 👤 Please send questions / comments to tier2@dmh.mo.gov with the subject line “Webinar Question”
- 👤 The team will review and a follow-up FAQ document will be posted with this webinar on the DD website previous webinar page located here: <https://dmh.mo.gov/dev-disabilities/webinar/previous>

Budget Update

Angie Brenner

Deputy Division Director, Administration

Budget Updates

Early Supplemental

-  Governor's Pay Plan
-  Medicaid Expansion

Supplemental

-  Overtime
-  CHIP Authority – setting up new fund to track Medicaid expenditures related to CHIP funds
-  Case Management System – appropriation authority for recently approved contract amendments
-  DD Council COVID-19 Vaccine – appropriation authority for grant award

FY 2023 Governor's Budget Recommendations



- 👤 \$166,378,997 to continue providing standardized provider rates up to market-based cost, including \$56,655,376 general revenue.
- 👤 \$4,949,444 to maintain targeted market-based Home and Community Based Services provider rate adjustments, including \$1,685,385 general revenue.
- 👤 \$4,464,000 to continue providing telehealth physician services for individuals utilizing developmental disability waiver services, including \$1,520,082 general revenue

FY 2023 Governor's Budget Recommendations

- 
 \$127,016,453 to provide critical community based services for individuals experiencing a crisis or emergency situation, to transition individuals from the Children's Division and nursing homes, and to prevent individuals from being added to the Medicaid-eligible in-home wait list, including \$43,048,000 general revenue.

Home & Community Based		
Recommendation	Total	GR
Utilization Increase	\$127,016,470	\$43,048,000
- 1,313 In Home		
- 402 Residential		
- Cost to Continue for Individuals Served in FY21 (\$38M total/\$13M GR)		

FY 2023 Governor's Budget Recommendations

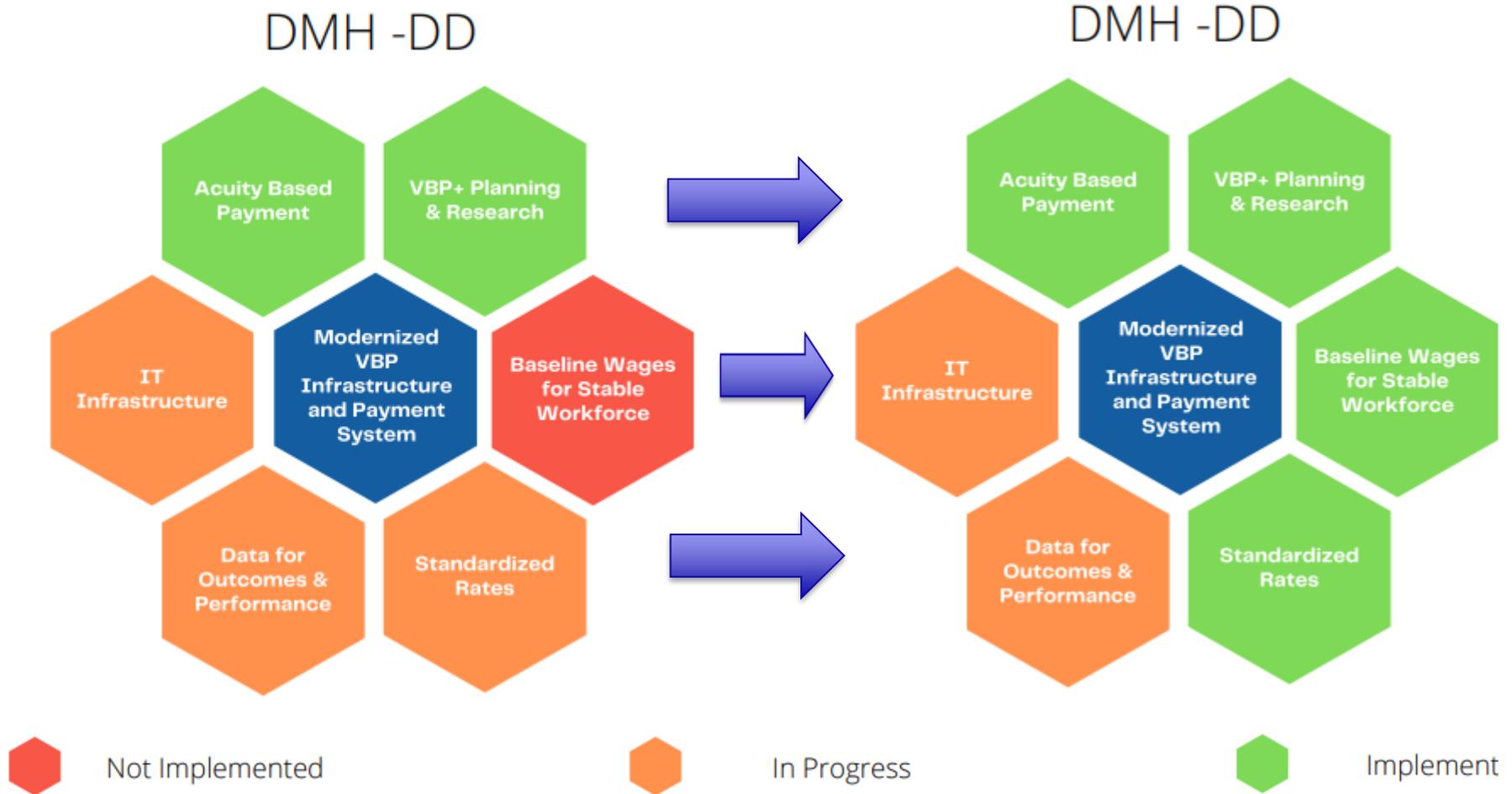


 \$411,591,024 for standardized market-based provider rate increases to establish a market wage for Direct Support Professionals and similarly increased wage levels for other support services professionals as well as Value Based Payment incentives and information technology investments.

 Provider Standardization - \$375m (\$127.7m GR)
 All Service Types
 Based on \$15 Baseline Starting Direct Support Professional Wage

 Value Based Payment - \$36.5m

Governor's Budget Recommendations – Value Based Payment



FY 2023 Governor's Budget Recommendations

Value Based Payment – \$36.5m

Outcomes Based Incentive Payments

-  Behavior Supports
-  Remote Supports
-  Electronic Visit Verification

Workforce Recruitment and Retention

-  Enhanced Training
-  Enhanced Training Levels Incentive Payments
-  Direct Support Professional Apprenticeship Incentive Payments
-  Career Ladder Initiative

FY 2023 Governor's Budget Recommendations

Value Based Payment – \$36.5m *continued*

Baseline Data for VBP

-  National Core Indicator Staff Stability
-  Health Risk Screening Tool
-  Employment

VBP Information Technology *

-  Interoperability
-  Provider System Enhancements
-  Health Information Exchange
-  Connexion Enhancements

* *Efforts driven by LEAP Grant research and testing*

FY 2023 Governor's Budget Recommendations



👤 \$14,676,724 federal funds to enhance, expand, and strengthen home and community based services.

- 👤 Home Modifications
- 👤 Training
- 👤 Quality Assurance
- 👤 Health Risk Screening Tool



Wrap up