

WEBVTT

1 "Shelly Summers" (3581694464)  
00:00:00.000 --> 00:00:03.899  
Hi, everyone thanks for joining us.

2 "Shelly Summers" (3581694464)  
00:00:03.899 --> 00:00:14.669  
This webinar will provide an overview and update on the division of developmental disabilities, personal assistant provider status progress with requirements.

3 "Shelly Summers" (3581694464)  
00:00:14.669 --> 00:00:18.959  
And sending data via the aggregator solution.

4 "Shelly Summers" (3581694464)  
00:00:18.959 --> 00:00:25.440  
I Kelly summers, I'm a program manager with a division, the federal programs unit.

5 "Shelly Summers" (3581694464)  
00:00:25.440 --> 00:00:34.530  
And today we have Terry Woodward, Missouri, health, net, strategic initiative manager, and her team that she's going to introduce.

6 "Terri Woodward" (3850373376)  
00:00:36.925 --> 00:00:51.595  
Good morning everyone this is Carrie Woodward and as Shelly indicated, I work with no health met and I've been the lead on the project since 2018. I have with me today, Renee Riley she works here at Health Net as well and she helps a lot with the. lot with the

7 "Terri Woodward" (3850373376)  
00:00:52.980 --> 00:01:07.675  
The numbers and analysis of the information that we're looking at, for I have Lucas connect. He's also a Mohammad employee who works with our project management and I also had Carrie Bruno, who is actually an employee of very done.

8 "Terri Woodward" (3850373376)  
00:01:07.915 --> 00:01:11.905  
So, she's a contracted employee, but she also assist with the project management for.

9 "Terri Woodward" (3850373376)  
00:01:12.840 --> 00:01:18.330  
So, just to kind of show what you want me to just get her started here.

10 "Terri Woodward" (3850373376)  
00:01:18.330 --> 00:01:27.360  
Oh, sure that'd be great. Okay so we can move on to the next slide. Please I'm just going to kind of start out by giving you an.

11 "Terri Woodward" (3850373376)

00:01:27.360 --> 00:01:33.060

A little piece of the background of and about why we're having this conversation today. So.

12 "Terri Woodward" (3850373376)

00:01:33.060 --> 00:01:46.645

Way back in 2016 as President Obama was leaving office, he signed the 21st century care's act and that was a huge piece of legislation that was really designed to improve the quality of care that our Medicaid recipients.

13 "Terri Woodward" (3850373376)

00:01:47.095 --> 00:01:49.285

that our medicaid recipients

14 "Terri Woodward" (3850373376)

00:01:50.005 --> 00:01:56.965

Nationwide, we're receiving, so there's a lot of stuff in there, there are things about mental health and, and all kinds of quality control things.

15 "Terri Woodward" (3850373376)

00:01:56.965 --> 00:02:07.675

But 1 of the things that they had identified was that there were lots of instances of fraud waste and abuse within our personal care services programs. And if you think about it.

16 "Terri Woodward" (3850373376)

00:02:07.980 --> 00:02:18.750

It makes sense that they would identify that abuse because a lot of the times we have maybe a family caregiver or a shady person who takes advantage of our vulnerable populations. Right?

17 "Terri Woodward" (3850373376)

00:02:18.750 --> 00:02:24.840

So, they might go in and say, hey, just find this paper and say that I was here, but I'm leaving.

18 "Terri Woodward" (3850373376)

00:02:24.840 --> 00:02:34.350

Or, maybe it's grandma, and her granddaughter says grandma, I'm going to go hang with my friends, but you find this piece of paper and say that I was here taking care of, you.

19 "Terri Woodward" (3850373376)

00:02:34.350 --> 00:02:48.445

So, we're never gonna be able to totally fix that, but 1 of the things that the kirosav proposed was that we actually start verifying all of those visits electronically through use of any electronic visit verification system.

20 "Terri Woodward" (3850373376)

00:02:48.655 --> 00:02:54.325

So that just means we're getting paper time sheets. Everybody that's providing.

21 "Terri Woodward" (3850373376)

00:02:54.350 --> 00:03:03.735

The Medicaid funded service, and someone's home, be that through our department of health and senior services, or through our home health care programs, or through our department of mental health.

22 "Terri Woodward" (3850373376)

00:03:04.395 --> 00:03:10.755

Everyone has to use an electronic system to make sure that we know where the caregiver was.

23 "Terri Woodward" (3850373376)

00:03:11.220 --> 00:03:20.670

When they say that they're providing the care, so that's why we're having this conversation because it's it is federal legislation and we now also have.

24 "Terri Woodward" (3850373376)

00:03:20.670 --> 00:03:31.170

State requirements that in our regulations that also require the use of so it's federal and state. So we have to do it. No matter what.

25 "Terri Woodward" (3850373376)

00:03:31.170 --> 00:03:36.150

So, on our next slide, we talk about a little bit more about.

26 "Terri Woodward" (3850373376)

00:03:38.425 --> 00:03:52.765

The was very, very specific about what sorts of information needs to be collected. So, as a state, we didn't want to make the rules any more stringent than they needed to be. So, we really did just kind of tried to stick with what.

27 "Terri Woodward" (3850373376)

00:03:53.100 --> 00:04:01.350

The federal requirements are about what data elements need to be captured so they say you have got to capture that type of service.

28 "Terri Woodward" (3850373376)

00:04:01.350 --> 00:04:06.985

So the way we're doing that in Missouri is through the use of procedure codes and modifiers.

29 "Terri Woodward" (3850373376)

00:04:07.345 --> 00:04:17.455

So when that information is going to your system, and then onto our aggregator system, we need to know the procedure code and modifier of the service that's being performed.

30 "Terri Woodward" (3850373376)

00:04:17.940 --> 00:04:31.919

We need to know who the client is. So originally we were just basing our client information on the. It's like, yeah, we have a client with this, so yes.

31 "Terri Woodward" (3850373376)

00:04:32.484 --> 00:04:42.594

A little bit further down the road we decided that that kind of led to opportunity for error, or for mismatching of clients and services. So we added the requirements to also include the date of birth.

32 "Terri Woodward" (3850373376)

00:04:43.164 --> 00:04:51.894

So, it's really important for all of your client files that you have an accurate and that you have an accurate date of birth because of those 2 people.

33 "Terri Woodward" (3850373376)

00:04:51.919 --> 00:04:58.829

Pieces don't match whenever it goes to the aggregator, it's going to get kicked out and they're going to say this isn't a real person.

34 "Terri Woodward" (3850373376)

00:04:58.829 --> 00:05:10.469

We need to know the date of the service. We need to know where the service occurred. So, a lot of people use mobile apps for their and that will send the jps.

35 "Terri Woodward" (3850373376)

00:05:10.704 --> 00:05:18.384

Do the system. That's great. We can tell the location to GPS. Some people have a landline phone that's hanging on their wall.

36 "Terri Woodward" (3850373376)

00:05:18.533 --> 00:05:30.384

We don't have a lot of people who still do that, but if you do have a landline phone, we can use that as a standalone verification because we're assuming if you call in from someone's landline that you are in the home with them, where you're.

37 "Terri Woodward" (3850373376)

00:05:30.469 --> 00:05:31.379

Supposed to be.

38 "Terri Woodward" (3850373376)

00:05:31.884 --> 00:05:45.894

If you don't want to use, you don't have a landline phone. We also do allow the use of a fixed object. So that would just be something that your company would provide you that you secure, like, on the client's cabinet or somewhere in their home.

39 "Terri Woodward" (3850373376)

00:05:46.014 --> 00:05:51.294

It's not meant to be carried around. It's not meant to be put on a key chain. It gets secured in the client.

40 "Terri Woodward" (3850373376)

00:05:51.379 --> 00:06:03.539

Home and those devices continually put out a code so when the caregiver is logging in and out, they enter that code and that's going to verify yes. They're in this person's home because that's where this code is showing.

41 "Terri Woodward" (3850373376)

00:06:04.014 --> 00:06:09.984

So that's how we're going to verify location. We need to know who's providing the service we need to know who are caregivers are.

42 "Terri Woodward" (3850373376)

00:06:10.464 --> 00:06:23.514

We had right at the gate, a little bit of trouble deciding how we were going to identify our caregivers, because a lot of them work for multiple companies and provide multiple types of services. So, where we landed with that.

43 "Terri Woodward" (3850373376)

00:06:23.539 --> 00:06:35.174

That was to use that family care safety registry number to identify our caregivers. That's a unique number. Every caregiver in Missouri, that's providing these services has to have that number.

44 "Terri Woodward" (3850373376)

00:06:35.564 --> 00:06:43.514

So, when you're sending your caregiver information, it's very important that you have that family care safety registry number included in the file because.

45 "Terri Woodward" (3850373376)

00:06:43.539 --> 00:06:54.119

That's how we know for sure he's providing the service and we can use that information to do some cross checking to make sure that nobody's saying they're in 2 places at the same time and things like that.

46 "Terri Woodward" (3850373376)

00:06:54.119 --> 00:07:00.479

We need to know the time the service begins and ends. That's very cut and dry.

47 "Terri Woodward" (3850373376)

00:07:00.479 --> 00:07:10.529

The other thing that we need, and we'll, we'll talk about that a little bit more lately because, or later, because this is very specific to our DD services is that memo fields.

48 "Terri Woodward" (3850373376)

00:07:10.529 --> 00:07:15.119

Needs to be completed for these visits and we'll get into that a bit more.

49 "Terri Woodward" (3850373376)  
00:07:15.119 --> 00:07:19.799  
So, what we have on our next slide.

50 "Terri Woodward" (3850373376)  
00:07:19.799 --> 00:07:25.259  
Think we're getting handed back to Shelly for a minute. If she's going to talk about that memo fields.

51 "Shelly Summers" (3581694464)  
00:07:25.674 --> 00:07:37.314  
Yeah, thanks thanks, Terry. And so, as you mentioned, the DD memo field is a requirement and we just want to remind everybody of that.

52 "Shelly Summers" (3581694464)  
00:07:37.494 --> 00:07:45.174  
And also we found that during monitoring we have noticed that there continues to be providers who are not including.

53 "Shelly Summers" (3581694464)  
00:07:45.259 --> 00:07:47.729  
Documentation in that memo field.

54 "Shelly Summers" (3581694464)  
00:07:49.109 --> 00:07:53.219  
All DD services must include a memo.

55 "Shelly Summers" (3581694464)  
00:07:53.219 --> 00:08:03.869  
Must include documentation in the memo field of the activity, or support provided at that time. And we've noticed that there's.

56 "Shelly Summers" (3581694464)  
00:08:03.869 --> 00:08:08.759  
Documentation that just says, no comment or time end time out.

57 "Shelly Summers" (3581694464)  
00:08:08.759 --> 00:08:22.499  
And that's not sufficient. Documentation has always been a requirement and the memo field will be required a required field in August of this year, and the aggregator. And Terry may talk a little bit about that.

58 "Shelly Summers" (3581694464)  
00:08:22.499 --> 00:08:36.209  
A little later also hopefully going to interrupt you right now. So I'm sorry, but, you know, I remember that. Yeah, I know. You're great. So.

59 "Terri Woodward" (3850373376)  
00:08:36.209 --> 00:08:43.469  
Just to reiterate which Kelly said, she said in August, it's going to become a required field. So.

60 "Terri Woodward" (3850373376)  
00:08:43.469 --> 00:08:47.849

Right now, if you're trying to flip these through without a memo.

61 "Terri Woodward" (3850373376)

00:08:48.264 --> 00:08:57.654

They're sliding through, but in August, that's not going to work anymore. Your visits are not going to be complete with Adam memo field. So, my recommendation would be that.

62 "Terri Woodward" (3850373376)

00:08:57.654 --> 00:09:07.824

You get very familiar with entering that information to make sure all of your caregivers are entering something in the memo fields or else when August gets here you're going to have a lot of work to do.

63 "Terri Woodward" (3850373376)

00:09:07.849 --> 00:09:13.979

So, I would initiate those conversations now and just make sure everybody is using them. So sorry, Kelly, thank you.

64 "Shelly Summers" (3581694464)

00:09:13.979 --> 00:09:21.479

No, thank you. Moving on with the memo field requirements.

65 "Shelly Summers" (3581694464)

00:09:21.479 --> 00:09:28.139

As stated all records, require that appropriate documentation.

66 "Shelly Summers" (3581694464)

00:09:28.139 --> 00:09:33.869

And providers should insure and monitor their, their contract to DVD vendor.

67 "Shelly Summers" (3581694464)

00:09:33.869 --> 00:09:40.799

Has the system that's able to meet the following conditions for sending data to the aggregator.

68 "Shelly Summers" (3581694464)

00:09:40.799 --> 00:09:49.679

The system, so the maximum length of the memo field, and the aggregator is a 1024 characters and that does include spaces.

69 "Shelly Summers" (3581694464)

00:09:49.679 --> 00:10:00.269

And any memo exceeding this link, which is okay, but it must be truncated or shorted by the vendor before, sending that to the aggregator.

70 "Shelly Summers" (3581694464)

00:10:02.039 --> 00:10:07.109

So so the providers really want to make sure the vendor systems.

71 "Shelly Summers" (3581694464)

00:10:08.279 --> 00:10:17.819

Can adhere to these requirements and then also the completed memo must be available available upon request by the state.

72 "Shelly Summers" (3581694464)

00:10:21.329 --> 00:10:24.899

You got anything you got anything extra to add to that.

73 "Shelly Summers" (3581694464)

00:10:24.899 --> 00:10:28.769

My chance.

74 "Terri Woodward" (3850373376)

00:10:28.769 --> 00:10:32.609

I don't think so. I think you've covered it pretty well.

75 "Terri Woodward" (3850373376)

00:10:32.609 --> 00:10:42.269

So services requiring.

76 "Shelly Summers" (3581694464)

00:10:42.269 --> 00:10:48.029

It is only DD, personal assistant services that require.

77 "Shelly Summers" (3581694464)

00:10:48.029 --> 00:10:58.559

There's no other services at this time that require it all personal assistant services that that includes individual.

78 "Shelly Summers" (3581694464)

00:10:58.559 --> 00:11:07.109

Agency based and self directed there are variations of that are included and that's group and medical.

79 "Shelly Summers" (3581694464)

00:11:08.489 --> 00:11:20.219

Service services with personal care, sub components, such as group home ASL or individualized, supportive living community integration.

80 "Shelly Summers" (3581694464)

00:11:20.219 --> 00:11:28.409

There's they have they all have that sub component of PA, but they are not included in.

81 "Shelly Summers" (3581694464)

00:11:28.409 --> 00:11:35.549

And also, we've had some questions about non waiver, personal assistant services, and we just want to make sure.

82 "Shelly Summers" (3581694464)

00:11:35.549 --> 00:11:45.719

Everyone knows that requirements are only for the Medicaid funded services and Terry did mention that earlier, but that's just something to keep in mind also.

83 "Shelly Summers" (3581694464)  
00:11:47.579 --> 00:11:52.259  
Wait.

84 "Shelly Summers" (3581694464)  
00:11:57.299 --> 00:12:04.739  
Procedure codes and modifiers and Terry did lightly touch on this earlier but this slide is very important.

85 "Shelly Summers" (3581694464)  
00:12:04.739 --> 00:12:09.869  
Because it shows all the required procedure codes and modifiers for DD services.

86 "Shelly Summers" (3581694464)  
00:12:11.574 --> 00:12:20.004  
Record submitted to the aggregator, must include the correct procedure code and all modifiers for that service in review. Again.

87 "Shelly Summers" (3581694464)  
00:12:20.364 --> 00:12:29.784  
We've been seeing a trend of records with the incorrect modifiers on the visit record and that's comparing it to the paid claim for.

88 "Shelly Summers" (3581694464)  
00:12:29.869 --> 00:12:33.359  
Visit and then also we've seen no water. No.

89 "Shelly Summers" (3581694464)  
00:12:33.359 --> 00:12:40.169  
Waiver modifiers at all, just to give a couple of examples and I know Renee is going to talk a little bit more.

90 "Shelly Summers" (3581694464)  
00:12:40.169 --> 00:12:46.409  
In depth about this, but provider data that's being sent to the aggregator incorrectly.

91 "Shelly Summers" (3581694464)  
00:12:46.409 --> 00:13:01.319  
I just have the T1 0109 which is, a personal assistant procedure code service, but it's making their agencies look like they're delivering services with and other programs because there's no modifiers.

92 "Shelly Summers" (3581694464)  
00:13:01.319 --> 00:13:08.999  
So providers must know what waiver program actually, I should say, what DD waiver program each individual.

93 "Shelly Summers" (3581694464)  
00:13:08.999 --> 00:13:12.449  
And that they provide.

94 "Shelly Summers" (3581694464)

00:13:12.449 --> 00:13:20.459

And then another example, we're seeing records submitted with a waiver modifier. Let's just say, for example.

95 "Shelly Summers" (3581694464)

00:13:20.459 --> 00:13:28.199

Comprehensive is, we're seeing that submitted with a comprehensive waiver modifier and however.

96 "Shelly Summers" (3581694464)

00:13:28.199 --> 00:13:34.649

The individuals in the community support waiver, and that's showing up on the billing claim. So that's.

97 "Shelly Summers" (3581694464)

00:13:34.649 --> 00:13:38.279

That's not that's not correct.

98 "Shelly Summers" (3581694464)

00:13:38.279 --> 00:13:50.064

And then, of course, I get 1 more example, and that's which is the modifier for group it's being submitted on records also, but the provider's billing individual PA.

99 "Shelly Summers" (3581694464)

00:13:50.244 --> 00:13:54.084

so those are just some of the examples that we have that we're seeing.

100 "Shelly Summers" (3581694464)

00:13:54.569 --> 00:13:59.729

That's not that things aren't getting submitted correctly and built correctly.

101 "Shelly Summers" (3581694464)

00:13:59.729 --> 00:14:03.509

Did you want to add on.

102 "Laverna Riley" (648366080)

00:14:03.509 --> 00:14:08.369

Yes, it talks about definitely, um.

103 "Laverna Riley" (648366080)

00:14:08.369 --> 00:14:18.689

The the process right now is that you have your aggregator, the system that you have with your vendor.

104 "Laverna Riley" (648366080)

00:14:18.689 --> 00:14:21.989

Is separate from our billing at this process.

105 "Laverna Riley" (648366080)

00:14:21.989 --> 00:14:26.189

In the future that all, it's going to be.

106 "Laverna Riley" (648366080)  
00:14:26.189 --> 00:14:33.149  
Inclusive so, it's very important that, you know, which modifiers that go with each.

107 "Laverna Riley" (648366080)  
00:14:33.149 --> 00:14:36.539  
1 of the year 2019 procedure codes.

108 "Laverna Riley" (648366080)  
00:14:36.539 --> 00:14:43.139  
It's very important as Shelly is stated at if you don't get the right modifiers with the right.

109 "Laverna Riley" (648366080)  
00:14:43.139 --> 00:14:46.379  
Um, 2019 code, it looks.

110 "Laverna Riley" (648366080)  
00:14:46.379 --> 00:14:55.349  
And it appears that they're in a different program than what they are. So, it, it messes with our reporting and messes with a lot of lot of different.

111 "Laverna Riley" (648366080)  
00:14:55.349 --> 00:15:05.519  
Aspects of and what its purpose is so we want you to make sure they get go that you're using the right modifiers and.

112 "Laverna Riley" (648366080)  
00:15:05.519 --> 00:15:11.849  
With each 1 of the procedure codes, and I think your vendor is very important there that they know.

113 "Laverna Riley" (648366080)  
00:15:11.849 --> 00:15:25.319  
Which person that you have, which modifier which waiver which agency that each 1 of your persons with so when they submit this to the aggregator, we know that you're in the right that this person is.

114 "Laverna Riley" (648366080)  
00:15:25.319 --> 00:15:29.309  
Has these programs in their.

115 "Laverna Riley" (648366080)  
00:15:29.309 --> 00:15:43.859  
And there, and it's being processed correctly through our system so that we can match them up when we go to do the billing as well or when we do the billing. And I look at the billing. I look on the billing side and I look on the on the aggregator side both.

116 "Laverna Riley" (648366080)  
00:15:43.859 --> 00:15:50.339

And if they're not matching, we know that there's, there's a ripple a ripple effect there. And I'm afraid later.

117 "Laverna Riley" (648366080)

00:15:50.339 --> 00:15:58.529

It'll be detrimental to you because you won't get paid for this service. So that's why we want you to make sure that you get these right now.

118 "Laverna Riley" (648366080)

00:15:58.529 --> 00:16:05.099

Upfront and everything will go go smoothly when that that does happen down the in the future.

119 "Shelly Summers" (3581694464)

00:16:07.319 --> 00:16:19.619

Is there anything else showing that you needed from that? No, no, I think that's great. And I know we've had that's been a little bit of an issue with the Seymour system also Renee, but yeah, I'm hoping that.

120 "Shelly Summers" (3581694464)

00:16:19.619 --> 00:16:23.219

And that's a that's actually.

121 "Shelly Summers" (3581694464)

00:16:23.219 --> 00:16:31.889

Possible 2 separate submissions to with Seymour being 1 and, you know, the visit verification.

122 "Shelly Summers" (3581694464)

00:16:31.889 --> 00:16:45.239

To the aggregator is a separate submission also. So I know there's been some issues with that. So hopefully that helps you explain helps clear that up a little bit for, for some folks.

123 "Shelly Summers" (3581694464)

00:16:45.239 --> 00:16:49.649

Okay, okay I think we've got Lucas now.

124 "Lucas Knipp" (1334935552)

00:16:50.669 --> 00:16:55.349

Yeah, thank you. Yeah, my name is coming up. I'm a project manager under the.

125 "Lucas Knipp" (1334935552)

00:16:55.349 --> 00:17:10.074

Um, project, management, office, working on this project. So here I wanted to talk about providers and they have some responsibility for being able to interface your visit data with the aggregator solution.

126 "Lucas Knipp" (1334935552)

00:17:10.764 --> 00:17:11.363

Um.

127 "Lucas Knipp" (1334935552)

00:17:11.639 --> 00:17:26.484

The 1st, step that you'll need to do is you'll need to register your vendor. This can be done, following an vendor registration link that you'd be able to find on image, these electronic verification webpage and we can get that link to you.

128 "Lucas Knipp" (1334935552)

00:17:26.484 --> 00:17:31.404

If you don't have that. And then the 2nd step is, is.

129 "Lucas Knipp" (1334935552)

00:17:31.664 --> 00:17:45.374

Just 1 person from your agency will need to complete the online aggregator training before, receiving your production login credentials. And when you do that, remember to print and save a copy of your training completion certificate for your records.

130 "Lucas Knipp" (1334935552)

00:17:46.154 --> 00:17:51.614

And then the 3rd step, you'll be able to, or you will be able to go live in the system once your vendor has.

131 "Lucas Knipp" (1334935552)

00:17:51.639 --> 00:18:06.124

Successfully passed integration testing and then it will remind you often is communication between the providers and vendors is critical in this integration success so just remember to continue to monitor your visits in the

132 "Lucas Knipp" (1334935552)

00:18:06.124 --> 00:18:11.554

aggregator solution to ensure that all your visit data is being sent by your vendors to the system.

133 "Lucas Knipp" (1334935552)

00:18:11.639 --> 00:18:13.049

Whenever you do go live.

134 "Lucas Knipp" (1334935552)

00:18:14.339 --> 00:18:17.459

Uh.

135 "Lucas Knipp" (1334935552)

00:18:17.784 --> 00:18:31.644

All right, and then this next slide over compliance, so the deadline for all the providers to have implemented it, an system was January. 1st, 2021, there's a significant number of providers who are not in compliance right now.

136 "Lucas Knipp" (1334935552)

00:18:31.764 --> 00:18:34.374

So to ensure the steps. to ensure the steps

137 "Lucas Knipp" (1334935552)

00:18:34.949 --> 00:18:48.114

So do ensure that those steps from that previous slide have been completed for your registration training and go live. And then again, ensure that your vendor is sending this visit data to the aggregator system on a daily basis.

138 "Lucas Knipp" (1334935552)

00:18:48.624 --> 00:18:50.784

And you can do that by, um.

139 "Lucas Knipp" (1334935552)

00:18:51.119 --> 00:18:57.989

Logging in once you receive your credentials and stuff and just verifying that that's what they're doing on a on a regular basis.

140 "Lucas Knipp" (1334935552)

00:18:57.989 --> 00:19:10.079

You'll be able to also find the compliance criteria under the regulation listed on this slide. Um, and if you need that information again, we can send you a link.

141 "Lucas Knipp" (1334935552)

00:19:10.079 --> 00:19:14.939

Do that information.

142 "Lucas Knipp" (1334935552)

00:19:15.384 --> 00:19:27.354

And then the next slide, so, outreach will be made to any providers for the state is aware, becomes aware that they're not actively submitting, accurate and complete visit to the aggregator solution.

143 "Lucas Knipp" (1334935552)

00:19:28.944 --> 00:19:34.764

And so we'll want to go through and verify that. The writer's progress is being done for that.

144 "Lucas Knipp" (1334935552)

00:19:34.939 --> 00:19:49.619

Frustration training and go live and then again, you know, as you've heard now for 3 slides, you know, frequent communication with your vendor, it will help ensure that your visit data is being sent to the aggregator solution. So, just.

145 "Lucas Knipp" (1334935552)

00:19:49.619 --> 00:19:59.274

Continue to have that frequent communication and monitoring of that visit data. I've been failing to successfully integrate the aggregator solution.

146 "Lucas Knipp" (1334935552)

00:19:59.274 --> 00:20:08.034

May cause the misery, Medicaid audit and compliance unit to impose 1 or more administrative sanctions listed under that regulation. And this could.

147 "Lucas Knipp" (1334935552)  
00:20:08.459 --> 00:20:12.389  
Be up to, and including termination from the Missouri Medicaid program.

148 "Terri Woodward" (3850373376)  
00:20:15.239 --> 00:20:22.409  
All right, so I'm going to talk a little bit more about really.

149 "Terri Woodward" (3850373376)  
00:20:22.409 --> 00:20:25.889  
Aggregation but but before I.

150 "Terri Woodward" (3850373376)  
00:20:25.889 --> 00:20:38.309  
Do that I want to point out some of it and reiterate some of the things that Lucas just said. So when I first got on the call, I said that I've been working on this project since 2018.

151 "Terri Woodward" (3850373376)  
00:20:38.309 --> 00:20:44.999  
So that means that no health net division has been telling all of our providers since 2018.

152 "Terri Woodward" (3850373376)  
00:20:44.999 --> 00:20:48.749  
You have to do you have to do you have to do.

153 "Terri Woodward" (3850373376)  
00:20:48.749 --> 00:20:57.719  
In January of 2021, we put state regulation in place that says you have to do you have to do.

154 "Terri Woodward" (3850373376)  
00:20:57.719 --> 00:21:10.379  
November 8th of 2021, we went live with our aggregator and again, we're saying you have to send your data, you have to do you have to send it to the aggregator. So, at this point.

155 "Terri Woodward" (3850373376)  
00:21:10.464 --> 00:21:23.484  
April 11 2023, there are very few reasons why it would be acceptable for any of our providers to not be submitting. All of their visits to a DB, all of their in home visits to an system.

156 "Terri Woodward" (3850373376)  
00:21:23.484 --> 00:21:30.354  
And all of their visits need to be showing up in the aggregator. Now I know some things happen. know some things happen

157 "Terri Woodward" (3850373376)  
00:21:30.379 --> 00:21:39.269

We've had some vendors who kind of struggled getting out of the gate. We've had some providers who had to make some changes. The guys we had been doing this for a long time.

158 "Terri Woodward" (3850373376)

00:21:39.269 --> 00:21:43.709

Nobody should be surprised that you have to use. It's not a sacred.

159 "Terri Woodward" (3850373376)

00:21:43.709 --> 00:21:55.289

We have talked about it until we were literally blue in the face. So what I'm saying, Lucas is very nice and said if we figure it out, you can be in trouble. What I'm saying is.

160 "Terri Woodward" (3850373376)

00:21:55.289 --> 00:22:04.979

If you're not sending your your visits to an system, and you don't have a very, very legitimate reason for it, you're not maybe going to be in trouble. You're in trouble.

161 "Terri Woodward" (3850373376)

00:22:04.979 --> 00:22:10.409

Because you're out of compliance with state regulation and your out of compliant with federal legislation.

162 "Terri Woodward" (3850373376)

00:22:10.409 --> 00:22:13.439

And if we as a state or out of compliance.

163 "Terri Woodward" (3850373376)

00:22:13.439 --> 00:22:16.769

We are going to lose our money that we're getting from the beds.

164 "Terri Woodward" (3850373376)

00:22:16.769 --> 00:22:20.459

If we lose money, you, it is money.

165 "Terri Woodward" (3850373376)

00:22:20.459 --> 00:22:29.579

So, it's not all about money, it's about quality of care, but at the end of the day, if providers are not doing what they're supposed to do, we have to get rid of them.

166 "Terri Woodward" (3850373376)

00:22:29.579 --> 00:22:42.564

Because as a state, we can't afford to lose that money from our budget. So we look Renee said she looks at stuff. We are looking all the time and we are finding providers who just start doing a darn thing. And that is not acceptable, and we can't let it happen anymore.

167 "Terri Woodward" (3850373376)

00:22:43.074 --> 00:22:49.494

So if you walk away from this with 1 thing in your mind, today, you walk away thinking I better figure out if I'm using.

168 "Terri Woodward" (3850373376)  
00:22:49.579 --> 00:22:56.729  
Dvd, and if my vendor sending it to the aggregator, because I'm going to bet if you're not, you're going to be getting a call either from myself.

169 "Terri Woodward" (3850373376)  
00:22:56.729 --> 00:23:01.469  
Or from from Dale car, over in Mac, and we're going to be saying, all right guys what the heck.

170 "Terri Woodward" (3850373376)  
00:23:01.469 --> 00:23:08.369  
So that's my word of warning we are at a place in time now where there are no.

171 "Terri Woodward" (3850373376)  
00:23:08.369 --> 00:23:11.489  
There's no more room for excuses.

172 "Terri Woodward" (3850373376)  
00:23:11.489 --> 00:23:17.639  
So, unless you have a very good reason, be ready for that phone call and be prepared to answer it.

173 "Terri Woodward" (3850373376)  
00:23:18.384 --> 00:23:33.174  
So, just to get back to us, I had to say that, but to get back to our presentation so really? System there's all different kinds. We have 40 different systems in the state right now who are collecting this data from their providers.

174 "Terri Woodward" (3850373376)  
00:23:33.474 --> 00:23:37.554  
So that excuse that, there's nobody that can do this for me that's out. That's out the.

175 "Terri Woodward" (3850373376)  
00:23:37.639 --> 00:23:42.779  
Window now, because we know we have 40 companies who are doing it every day. Um.

176 "Terri Woodward" (3850373376)  
00:23:42.779 --> 00:23:56.094  
We have over a 1000 providers doing it so don't tell me you can't do it because you can. Because other people are we're not specific about what system you use these vendors. They provide a technology.

177 "Terri Woodward" (3850373376)  
00:23:56.124 --> 00:24:02.694  
You as a provider, you pick what works for you. You can do some cost shopping. You can look at the size of your population and.

178 "Terri Woodward" (3850373376)

00:24:02.779 --> 00:24:07.079

See, what your clients need and pick 1 that works for you, but as a state.

179 "Terri Woodward" (3850373376)

00:24:07.079 --> 00:24:11.699

We have to be able to tell that you're using your system. So we were like.

180 "Terri Woodward" (3850373376)

00:24:11.699 --> 00:24:14.999

You guys pick whatever you want and.

181 "Terri Woodward" (3850373376)

00:24:14.999 --> 00:24:21.359

We are going to develop an aggregator, so we can look at that information. So, on the next slide, there's just a little.

182 "Terri Woodward" (3850373376)

00:24:21.359 --> 00:24:25.379

Picture that picks what that aggregator looks like.

183 "Terri Woodward" (3850373376)

00:24:25.974 --> 00:24:38.844

If you look at it, it starts at the top, it starts in the home of our participants, right? The caregivers in the home, they're doing their thing, they're logging in and out on their, their tablet or their cell phone or whatever.

184 "Terri Woodward" (3850373376)

00:24:38.844 --> 00:24:41.334

They're doing all that provided data.

185 "Terri Woodward" (3850373376)

00:24:41.669 --> 00:24:46.889

Goes to the system, does vendors all their stuff.

186 "Terri Woodward" (3850373376)

00:24:46.889 --> 00:24:51.989

Can we go back to my little thing? Please I'm sorry. Um.

187 "Terri Woodward" (3850373376)

00:24:51.989 --> 00:24:56.549

So, all those different things from the vendors.

188 "Terri Woodward" (3850373376)

00:24:56.549 --> 00:25:00.989

It all looks different because every vendor does something differently.

189 "Terri Woodward" (3850373376)

00:25:00.989 --> 00:25:10.919

So, it squishes that all of my gets a funnel, it goes in there, it's worth it all around and when it comes out at the bottom, it's consolidated, it's formatted.

190 "Terri Woodward" (3850373376)  
00:25:10.919 --> 00:25:19.259  
Everybody's data looks the same. So as a state user, I can log in and look at it and every company's data.

191 "Terri Woodward" (3850373376)  
00:25:19.434 --> 00:25:29.664  
Matches and Mac can go in, for their audit purposes they can look, everybody looks the same and you, as providers can also log in and look at your data for your agency.

192 "Terri Woodward" (3850373376)  
00:25:29.814 --> 00:25:37.494  
And there are lots of different reporting tools and things that you can use in this system to help you keep an eye on the services you're providing. So, it's, it's.

193 "Terri Woodward" (3850373376)  
00:25:37.829 --> 00:25:43.259  
It all around, it gives it back to the state for us to use it, but you guys can use it too.

194 "Terri Woodward" (3850373376)  
00:25:43.259 --> 00:25:47.729  
So, on to the next slide, sorry I, I talk fast.

195 "Terri Woodward" (3850373376)  
00:25:47.729 --> 00:25:52.859  
Okay, so we're going to talk about using these I've already said.

196 "Terri Woodward" (3850373376)  
00:25:52.859 --> 00:26:00.689  
State agencies use it, we do, we log in all the time and look and see who's using it. We can tell how many clients we have all of that stuff.

197 "Terri Woodward" (3850373376)  
00:26:00.689 --> 00:26:05.399  
And that can use it for their reporting purposes. But again, as I said.

198 "Terri Woodward" (3850373376)  
00:26:05.424 --> 00:26:11.454  
As providers, not only do I recommend you use this as a tool, but I'm telling you,

199 "Terri Woodward" (3850373376)  
00:26:11.574 --> 00:26:21.204  
you have to log into the aggregator you have to log in and look and make sure that your vendor is doing what you expected them.

200 "Terri Woodward" (3850373376)  
00:26:21.539 --> 00:26:30.234

This is the service you guys are paying for. I'm always very surprised when I have providers call me and they say, I thought I was sending all my stuff.

201 "Terri Woodward" (3850373376)

00:26:30.324 --> 00:26:37.883

I have an vendor and I say, have you ever logged into the aggregator to see if your visits are there? We'll know.

202 "Terri Woodward" (3850373376)

00:26:38.219 --> 00:26:53.004

If you guys are paying an vendor to provide this service to you, you have to log in and make sure they're doing it otherwise you're paying them for nothing. And if it's not going to the aggregator, you're out of compliance. So you're wasting your time and money.

203 "Terri Woodward" (3850373376)

00:26:53.604 --> 00:27:07.524

So we're going to have here in a moment Carrie is going to show you how you can log in and look at your data. But what I'm saying is, Lucas gave you that process. You said, you have to register, you have to take the training, then we're going to go live.

204 "Terri Woodward" (3850373376)

00:27:07.704 --> 00:27:13.224

The final step in that process is for providers to log in. And we asked that they do it at least once.

205 "Terri Woodward" (3850373376)

00:27:13.369 --> 00:27:25.649

I would do it every day. If I was a provider, it only takes a 2nd to log in, but to log in and make sure yes. All my clients are listed here. Yes. Their visits are coming through. Yes. Their visits are complete.

206 "Terri Woodward" (3850373376)

00:27:25.649 --> 00:27:39.719

All the information is there, my vendor is doing what they need to do for me. My caregivers are doing what they need to do for their clients, because this is pretty close. If you submit this every day, do your system.

207 "Terri Woodward" (3850373376)

00:27:39.719 --> 00:27:50.249

And then your system submits it every day to the aggregator. This is some pretty close to real time information, right? You can look and see this caregiver is never going. They're never logging in.

208 "Terri Woodward" (3850373376)

00:27:50.249 --> 00:27:55.379

It's such a great tool to use. So I highly recommend that you use it.

209 "Terri Woodward" (3850373376)

00:27:55.854 --> 00:28:04.224

Very often, but I will tell you, if you're not logging in at least once a week to make sure that your vendor is sending your data. You probably will regret that.

210 "Terri Woodward" (3850373376)

00:28:04.224 --> 00:28:15.354

Because we've had a lot of providers who their data was going, and then something breaks or gets twisted up and it just stops and they have no idea because they're not going in to check on it. So, with all of that being said.

211 "Terri Woodward" (3850373376)

00:28:15.379 --> 00:28:25.619

I'm going to hand it over to Carrie, and then I introduced her earlier carriers with Barry done, and she's going to kind of talk a little bit about the actual system and what it looks like.

212 "Kari Bruns" (2426773248)

00:28:25.619 --> 00:28:40.019

Thank you, Terry, thank you everyone for allowing me this opportunity to do a little demonstration of ease. It's very, um, very exciting. If you haven't logged in yet. So.

213 "Kari Bruns" (2426773248)

00:28:40.019 --> 00:28:44.099

Let's see. Can you guys see.

214 "Terri Woodward" (3850373376)

00:28:44.099 --> 00:28:49.439

The aggregator login screen? Yeah. Can you make it any bigger? Do you think.

215 "Terri Woodward" (3850373376)

00:28:49.439 --> 00:29:02.819

Oh, dear, let me see, I'm sorry. You know, I have old. That's good. Thank you. Carrie. Okay. Perfect. You're welcome. And all you can see is the aggregator screen, right?

216 "Kari Bruns" (2426773248)

00:29:04.619 --> 00:29:09.449

Yes. Okay. Perfect. All right. I so.

217 "Kari Bruns" (2426773248)

00:29:10.074 --> 00:29:24.624

I just want to preface that 1, this is a uat or user acceptance testing environment. So, all of the data that you guys see in here is fake data. There's no or in here.

218 "Kari Bruns" (2426773248)

00:29:25.104 --> 00:29:29.004

Um, and another important thing that I want to remind you all about, is that.

219 "Kari Bruns" (2426773248)

00:29:29.449 --> 00:29:44.159

Is read only, um, data is submitted by your vendor via interface file um, and this includes any adjustments that you guys have to your visits. So what I'm, what I'm.

220 "Kari Bruns" (2426773248)

00:29:44.424 --> 00:29:57.294

Wanting to say here is that don't be afraid to get in here and explore your data because you cannot break anything it's all read only. Um, so there's nothing in here that you can break.

221 "Kari Bruns" (2426773248)

00:29:57.354 --> 00:30:01.374

So don't be afraid, don't be afraid to do the hair play around. Um.

222 "Kari Bruns" (2426773248)

00:30:02.154 --> 00:30:17.064

So, if you don't have your login information yet, or if you have trouble logging in, you'll need to contact San data. And I believe we'll have some, some links for you guys later on how to get in contact with same data, if you don't already.

223 "Kari Bruns" (2426773248)

00:30:17.064 --> 00:30:21.504

Know. So, I'm going to go ahead here and I'm going to log in again.

224 "Kari Bruns" (2426773248)

00:30:21.709 --> 00:30:23.399

All test data.

225 "Kari Bruns" (2426773248)

00:30:27.209 --> 00:30:37.619

To entering your username and then your password and I do apologize. It is the uat environments are usually a little slower than production. So bear with me here.

226 "Kari Bruns" (2426773248)

00:30:46.109 --> 00:30:55.619

Okay, so once you logged in by default, this visit review screen will always display. This is essentially.

227 "Kari Bruns" (2426773248)

00:30:55.619 --> 00:30:59.009

Basically, your search criteria, um.

228 "Kari Bruns" (2426773248)

00:30:59.009 --> 00:31:03.839

You can see here now, if I had more than 1.

229 "Kari Bruns" (2426773248)

00:31:03.839 --> 00:31:07.799

Provide a number, so let's say that I provided, um.

230 "Kari Bruns" (2426773248)

00:31:08.424 --> 00:31:20.814

Services with another Medicaid number that required, I would have a drop down here where I could select, which account I wanted to view but since for testing purposes,

231 "Kari Bruns" (2426773248)

00:31:20.814 --> 00:31:27.714

I only have 11 provider ID. So I don't have that availability here. Um, so when you. you

232 "Kari Bruns" (2426773248)

00:31:27.799 --> 00:31:38.084

So here you have all sorts of different search options. Okay you can search by your client's Medicaid ID. You can search by employee.

233 "Kari Bruns" (2426773248)

00:31:38.084 --> 00:31:47.294

If you have an employee that you want to see all of the visits that they have performed with a specific date range. Um, you can search by employee ID um, they're.

234 "Kari Bruns" (2426773248)

00:31:47.799 --> 00:31:52.259

Far, you would search here in this employee, um.

235 "Kari Bruns" (2426773248)

00:31:52.644 --> 00:31:55.854

Bill that you can search by their 1st name last name.

236 "Kari Bruns" (2426773248)

00:31:56.154 --> 00:32:09.264

Um, basically, whatever information that you have, um, date range when we, when we talk about date ranges, it is always going to be that visit date or the data service. Um.

237 "Kari Bruns" (2426773248)

00:32:09.569 --> 00:32:19.704

We can, um, sort by visit status. You I think we probably always sort by or search by all of our visits.

238 "Kari Bruns" (2426773248)

00:32:20.154 --> 00:32:26.874

Um, but you can search by just those that are in an incomplete status and complete means that your visit.

239 "Kari Bruns" (2426773248)

00:32:27.179 --> 00:32:41.819

Failed 1 of the, um, 1 of the required elements for it to be in a verified status you can search by verified. I just want to see all of your successful visits. Um, you can do that.

240 "Terri Woodward" (3850373376)

00:32:41.819 --> 00:32:46.139

So, Carrie can I interrupt you for just a 2nd you can.

241 "Terri Woodward" (3850373376)

00:32:46.139 --> 00:32:52.709

So, I just want to make sure we point out that bid visit status.

242 "Terri Woodward" (3850373376)

00:32:53.999 --> 00:32:57.509

Once that memo field becomes required.

243 "Terri Woodward" (3850373376)

00:32:57.509 --> 00:33:01.649

They will show us incomplete visit. Is that correct?

244 "Terri Woodward" (3850373376)

00:33:01.649 --> 00:33:16.049

That is correct. Yes. So, if you're looking for for people who are consistently not entering that memo field information, because I think that's going to be the biggest thing that's going to make these incomplete for you guys.

245 "Terri Woodward" (3850373376)

00:33:16.049 --> 00:33:21.929

Once we implement that, you could use that in complete filter and you could see all of your visits that are missing.

246 "Terri Woodward" (3850373376)

00:33:21.929 --> 00:33:29.579

That memo field information so thank you for letting me jump in. I just wanted to point that out. Nope. Nope. You bet.

247 "Kari Bruns" (2426773248)

00:33:30.084 --> 00:33:38.244

Okay, and 1 thing that I wanted to point out too, since I've already been in this environment, I already have my my filters set the way I like them.

248 "Kari Bruns" (2426773248)

00:33:38.664 --> 00:33:49.224

Um, but by default, when you 1st log in, if you don't save your settings, it's going to default to all exceptions. And what that means is that if you're searching for.

249 "Kari Bruns" (2426773248)

00:33:49.579 --> 00:33:57.299

And it's going to look for all of those that are basically in an incomplete status. Um, so just.

250 "Kari Bruns" (2426773248)

00:33:57.654 --> 00:34:10.434

If you're searching and you're not finding any results, then, you know, that you have visits out here, make sure you check your filter visits by option to make sure that you have it set to all visits.

251 "Kari Bruns" (2426773248)

00:34:10.824 --> 00:34:17.124

Um, then that way in return, all the visits that match that criteria. I just wanted to point that out because I know that.

252 "Kari Bruns" (2426773248)

00:34:17.299 --> 00:34:18.539

Has.

253 "Kari Bruns" (2426773248)

00:34:18.539 --> 00:34:25.739

That's got me a couple of times, so I just wanted to remind you all of that. Okay so I'm going to search by visits.

254 "Kari Bruns" (2426773248)

00:34:25.739 --> 00:34:33.929

With a visit date, ranging between March, 14th and and today's date um, I'm going to go ahead and I'm going to do a search.

255 "Kari Bruns" (2426773248)

00:34:37.319 --> 00:34:44.699

And you can see here, okay, this is really big and you guys aren't going to be able to see I'm going to have to zoom out a little bit Terry. I'm sorry.

256 "Kari Bruns" (2426773248)

00:34:46.799 --> 00:34:53.309

So they can see so, this is central. Can you guys still see this? Okay, Terry and team.

257 "Terri Woodward" (3850373376)

00:34:53.309 --> 00:34:56.309

Or is it just saying.

258 "Kari Bruns" (2426773248)

00:34:56.309 --> 00:35:03.894

You can see it. Okay. Okay. Yeah. Right. So when you search and you, you return results, it's going to display down here in this table.

259 "Kari Bruns" (2426773248)

00:35:04.373 --> 00:35:16.224

Um, you have the ability to customize this view to what is most important to you again? I've been out here, so I've, I've kind of set set the stage.

260 "Kari Bruns" (2426773248)

00:35:16.309 --> 00:35:26.999

For what I like to see, um, but you can change these, these columns to whatever means the most to you and your agency. Um.

261 "Kari Bruns" (2426773248)

00:35:26.999 --> 00:35:35.999

So, I like to see the client's Medicaid ID. I'd see their name. I like to see the employee who, um.

262 "Kari Bruns" (2426773248)  
00:35:36.594 --> 00:35:51.204  
Who completed the visits? I like to see my service the visit received. I believe Terry may have talked about this a little bit or maybe we're going to um, this is the date that your vendor submitted.

263 "Kari Bruns" (2426773248)  
00:35:51.509 --> 00:35:55.734  
Your data to the aggregator um, and then this is your visit date.

264 "Kari Bruns" (2426773248)  
00:35:55.734 --> 00:36:03.594  
So, if you're out here, and you want to make sure that your, um, vendor is submitting your visits in a timely fashion,

265 "Kari Bruns" (2426773248)  
00:36:03.594 --> 00:36:11.334  
at least at a minimum once a day and they're not that's a red flag for you guys to reach out to your vendor and say.

266 "Kari Bruns" (2426773248)  
00:36:11.509 --> 00:36:26.459  
I see that you aren't submitting my visits every day. Um, you know, what's going on. So that's, that's something that you want to kind of keep an eye out for and you can easily see that information by adding this visit received column. Um.

267 "Kari Bruns" (2426773248)  
00:36:26.459 --> 00:36:38.424  
So then we have your call in times your call out times, uh, how long you were there, any adjustments that were made to the visit to your time and time out would be here.

268 "Kari Bruns" (2426773248)  
00:36:39.174 --> 00:36:44.724  
Um, this visit status is very important. You're gonna want to, you.

269 "Kari Bruns" (2426773248)  
00:36:45.029 --> 00:36:54.599  
Essentially you want them all to be in a verified status, right? So that means that it is totally complete. And, um, all of your required elements are there, including the memo field.

270 "Kari Bruns" (2426773248)  
00:36:54.599 --> 00:37:00.719  
Um, I got to scroll down here because it's still big. Sorry guys for my scroll.

271 "Kari Bruns" (2426773248)  
00:37:01.974 --> 00:37:12.594  
Okay, let's scroll back. Ah, sorry. Okay so then we have units that is the total number of units based on your call in and call out time.

272 "Kari Bruns" (2426773248)

00:37:13.344 --> 00:37:21.804

Um, this little eyeball here this will take you into the details of the visit. So you can get into your.

273 "Kari Bruns" (2426773248)

00:37:21.889 --> 00:37:30.179

Details by clicking really anywhere within this, the visit record. Um, but I'm going to go ahead and click on this little eyeball.

274 "Kari Bruns" (2426773248)

00:37:30.179 --> 00:37:42.029

And then it's going to display the visit details. This header row will stay with you throughout the whole visit regardless of what tab you're on.

275 "Kari Bruns" (2426773248)

00:37:42.029 --> 00:37:52.979

Um, and has your client's name, their Medicaid ID, your employee and then the employees ID, which is the.

276 "Kari Bruns" (2426773248)

00:37:52.979 --> 00:37:58.499

Okay, so by default the 1st tab that displays is your visit general tab.

277 "Kari Bruns" (2426773248)

00:37:58.499 --> 00:38:05.639

This essentially has all of the high level details of your of your visit.

278 "Kari Bruns" (2426773248)

00:38:05.639 --> 00:38:11.040

Um, we have the client.

279 "Kari Bruns" (2426773248)

00:38:11.040 --> 00:38:20.605

The client tab, this is information specific to your client. Um, it has everything from their, their gender.

280 "Kari Bruns" (2426773248)

00:38:20.635 --> 00:38:30.895

Their address address is very important obviously, for, for cures compliance reasons um, emergency contact if your provider or your vendor, if that's.

281 "Kari Bruns" (2426773248)

00:38:31.040 --> 00:38:34.800

Thing that they capture for you. Fantastic. That would display here.

282 "Kari Bruns" (2426773248)

00:38:34.800 --> 00:38:43.950

Uh, employee again, this is all information specific to your employee that provided the service to the client.

283 "Kari Bruns" (2426773248)

00:38:43.950 --> 00:38:47.970

The call log this is, um.

284 "Kari Bruns" (2426773248)

00:38:47.970 --> 00:38:56.790

Basically, everything that is associated with the, the call, so whatever type of.

285 "Kari Bruns" (2426773248)

00:38:57.325 --> 00:39:11.605

Call it was so this 1 in particular was a mobile, a mobile call, which was on a handheld device, and it captured jps information that information is displayed here as well. Um, user.

286 "Kari Bruns" (2426773248)

00:39:11.605 --> 00:39:16.705

This would if it were in a production environment would capture, um, who was.

287 "Kari Bruns" (2426773248)

00:39:16.790 --> 00:39:20.910

Logged in the device and who logged the visit.

288 "Kari Bruns" (2426773248)

00:39:20.910 --> 00:39:24.060

Um, and then you have so you have your call in.

289 "Kari Bruns" (2426773248)

00:39:24.060 --> 00:39:28.230

In your call out, every visit should have a call in.

290 "Kari Bruns" (2426773248)

00:39:28.465 --> 00:39:36.384

Time and they call out time tasks tasks are not applicable to services.

291 "Kari Bruns" (2426773248)

00:39:36.415 --> 00:39:48.145

I'm just going to skip over that, but they are applicable to some, some PCs providers and their services exceptions. So, this particular, this particular visit, even though.

292 "Kari Bruns" (2426773248)

00:39:48.510 --> 00:39:57.025

For you guys wouldn't have tasks, but this is a perfect example of say, you had a missing memo,

293 "Kari Bruns" (2426773248)

00:39:57.595 --> 00:40:08.365

you would have an exception listed here that would say missing memo or whatever it is that we decide to call it. Or if you had a, a visit out here with.

294 "Kari Bruns" (2426773248)

00:40:08.510 --> 00:40:15.840

Have a call in or a call out time, it would say missing call in or missing call out. So if you get out here.

295 "Kari Bruns" (2426773248)  
00:40:15.840 --> 00:40:23.190

And you notice that your status is incomplete what you're going to want to do if it's not obvious here.

296 "Kari Bruns" (2426773248)  
00:40:23.190 --> 00:40:35.370

You're going to want to click into your call your call general and go down to your exceptions tab and that's going to tell you what's wrong with your visit. Why? It's not in a in a verified status.

297 "Kari Bruns" (2426773248)  
00:40:36.085 --> 00:40:49.375

Okay, and so GPS, this will show, um, where your client is, um, if there was no GPS exception, or if there is a GPS exception,

298 "Kari Bruns" (2426773248)  
00:40:49.615 --> 00:40:55.285

this particular scenario does show us a GPS exception, which means.

299 "Kari Bruns" (2426773248)  
00:40:55.370 --> 00:41:05.445

But it was within the call in was, um, not within that quarter mile range of the client.

300 "Kari Bruns" (2426773248)  
00:41:05.895 --> 00:41:15.345

Um, this will not cause your visit to be in an incomplete status, but just an, it does show up on a report for.

301 "Kari Bruns" (2426773248)  
00:41:15.370 --> 00:41:26.400

Um, for the state and Mac to monitor why maybe you have a lot of calls that are, um, with with not within that reporting range.

302 "Kari Bruns" (2426773248)  
00:41:26.400 --> 00:41:36.180

Memo this is, I think terry's talked quite a bit about this already and Shelley. Um, this is where.

303 "Kari Bruns" (2426773248)  
00:41:37.230 --> 00:41:40.350

You will want to record your.

304 "Kari Bruns" (2426773248)  
00:41:40.525 --> 00:41:51.925

Memo for the memo detailing out, basically the services that you provided while you were in the home again, this all has to come in through your, um, your vendor.

305 "Kari Bruns" (2426773248)

00:41:51.925 --> 00:42:00.295

So, it's not like, you can go out here and type anything, but just making you aware that once this is a requirement, this is where it's going to display.

306 "Kari Bruns" (2426773248)

00:42:00.350 --> 00:42:04.890

Okay, it's going to display up here in this top memo box.

307 "Kari Bruns" (2426773248)

00:42:06.030 --> 00:42:12.480

Claims we're not doing claims validation at this time. So that will always say, no data found.

308 "Kari Bruns" (2426773248)

00:42:13.530 --> 00:42:24.330

History, um, so, for this visit, remember how it was an, an incomplete status showing that it was missing tasks um.

309 "Kari Bruns" (2426773248)

00:42:24.655 --> 00:42:39.295

So, what's going to show out here the 1st, time that the visit was received? But then, when the provider goes out to make the correction to the visit so, in this instance, the provider would have to add their tasks and then resubmit the visit.

310 "Kari Bruns" (2426773248)

00:42:39.655 --> 00:42:42.595

It would show that the.

311 "Kari Bruns" (2426773248)

00:42:42.870 --> 00:42:57.240

Um, visit was updated or adjusted, it would show the adjustment reason, and then it would show the date that the adjustment was made and who made the adjustment. Um, so your, your history tab.

312 "Kari Bruns" (2426773248)

00:42:57.240 --> 00:43:09.510

Tells a lot about what has happened with that visit it shows when it was received it shows any adjustments that were made to it. And why and by who.

313 "Kari Bruns" (2426773248)

00:43:11.430 --> 00:43:15.540

So, that pretty much sums up, um.

314 "Kari Bruns" (2426773248)

00:43:15.540 --> 00:43:29.880

The aggregator as a whole I mean, you guys can go out here and you, there are reports over here that you can, you can run. There are tons of things out here that you guys can use to help.

315 "Kari Bruns" (2426773248)

00:43:29.880 --> 00:43:37.560

Um, monitor your your day to day activities. Um, you can come in here and run reports on visits.

316 "Kari Bruns" (2426773248)  
00:43:37.560 --> 00:43:44.640

Um, particular, maybe you have an employee that, um.

317 "Kari Bruns" (2426773248)  
00:43:44.935 --> 00:43:52.975

As always missing there or not clocking in and clocking out there are different types of reports that you guys can run to to easily identify that.

318 "Kari Bruns" (2426773248)  
00:43:53.575 --> 00:44:04.435

Um, there's just all kinds of good stuff out here and, um, it could be overwhelming at at 1st, but the more that you guys are out here and playing around with it.

319 "Kari Bruns" (2426773248)  
00:44:04.640 --> 00:44:15.000

The more familiar you'll be with it and more easier it gets to use again. There is nothing out here that you guys can break. So don't don't be afraid to go ahead and play around.

320 "Kari Bruns" (2426773248)  
00:44:15.000 --> 00:44:21.210

Terry, was there anything that you wanted me to cover that? I may have missed.

321 "Terri Woodward" (3850373376)  
00:44:22.495 --> 00:44:33.205

I don't think so I see that Linda just put a little note in the chat, just a reminder that as providers, when you log in, you're only going to be able to see that information that's relevant to your agency.

322 "Terri Woodward" (3850373376)  
00:44:33.505 --> 00:44:40.975

So, there's not like any kind of a security issue other providers can't log in and look at your clients or anything. It's very specific to the.

323 "Kari Bruns" (2426773248)  
00:44:41.210 --> 00:44:44.340

Providers yes, thank you.

324 "Terri Woodward" (3850373376)  
00:44:44.340 --> 00:44:48.000

Well, and you did a great job Carey, and I hope after.

325 "Terri Woodward" (3850373376)  
00:44:48.000 --> 00:44:55.740

Seeing that that everyone does agree that there's a lot of information in here that is valuable. Um.

326 "Terri Woodward" (3850373376)

00:44:55.740 --> 00:45:09.235

From an oversight of your agency perspective. So again, I really, really encourage all of our providers to use this as a tool. It's kind of intimidating at 1st, there's a lot of information. But as Carey said, you can't break it.

327 "Terri Woodward" (3850373376)

00:45:09.595 --> 00:45:15.565

So, go in, play around. See, what you can do with it, but there's a lot of of information.

328 "Terri Woodward" (3850373376)

00:45:15.740 --> 00:45:26.865

That you might not be able to get as easily from existing systems, or certainly not from going through papers. So, thank you, Kerry for doing the demo. You bet. And I just wanted to point out really quickly.

329 "Kari Bruns" (2426773248)

00:45:26.865 --> 00:45:35.625

I know that everybody is required to to take training, but if you get out here and you're not, and you're wanting to run a report and you're not really sure what the report.

330 "Kari Bruns" (2426773248)

00:45:35.740 --> 00:45:44.640

It's going to show you this online manual link um, when you click on it, it will download into a PDF. So you can, um.

331 "Kari Bruns" (2426773248)

00:45:44.640 --> 00:45:55.170

Search the manual, um, if you, if it gets stuck, don't just don't give up just keep keep going until you find out what it is that you need to know. Okay.

332 "Kari Bruns" (2426773248)

00:45:56.340 --> 00:46:02.430

I'm going to stop sharing. I'm with stop rambling now. Okay. I'm going to turn it back over to you. Guys.

333 "Shelly Summers" (3581694464)

00:46:02.430 --> 00:46:07.380

Thank you all for the opportunity Carrie.

334 "Shelly Summers" (3581694464)

00:46:12.840 --> 00:46:17.730

Okay, so the next thing we're going to talk about pretty quick is.

335 "Shelly Summers" (3581694464)

00:46:17.730 --> 00:46:23.460

Value based payment, incentive reminders and the reason that we're bringing this up.

336 "Shelly Summers" (3581694464)

00:46:23.460 --> 00:46:29.520

This webinar is that DB is offering several value based payment incentives.

337 "Shelly Summers" (3581694464)

00:46:29.785 --> 00:46:44.455

And it includes so just quickly value based payments is a approach that offers States a way to transition from a fee for service payment approach where providers are reimbursed based

338 "Shelly Summers" (3581694464)

00:46:44.455 --> 00:46:46.525

on quality of service.

339 "Shelly Summers" (3581694464)

00:46:46.620 --> 00:46:55.830

So, it's basically going to reimburse providers based on the value of the quality of service they provide.

340 "Shelly Summers" (3581694464)

00:46:55.830 --> 00:47:07.920

With Here's just a snapshot of what incentive is basically for who it's any service provider of agency.

341 "Shelly Summers" (3581694464)

00:47:07.920 --> 00:47:14.190

Successfully connect and transfer, verified records to the state, even the aggregator.

342 "Shelly Summers" (3581694464)

00:47:14.190 --> 00:47:21.870

Self directed is not eligible, but pretty much exactly what we've talked about today. You could if you connect.

343 "Shelly Summers" (3581694464)

00:47:21.870 --> 00:47:25.500

Successfully in transfer, verified records.

344 "Shelly Summers" (3581694464)

00:47:25.500 --> 00:47:37.380

It's a possibility you can get a payment. So what the payment is, it is an equivalent to 1% of claims payments made to the agency for a 6 month period.

345 "Shelly Summers" (3581694464)

00:47:37.380 --> 00:47:43.800

When 80% or greater of records match, paid claims.

346 "Shelly Summers" (3581694464)

00:47:43.800 --> 00:47:51.540

And this payment is a data reporting payment for the value based purchasing benchmarks in the future future years.

347 "Shelly Summers" (3581694464)

00:47:52.015 --> 00:48:06.475

And then, why are we doing this electronic Timekeeping as efficiency?  
We've talked about that today and also provides quicker payments and  
allows for better coordination of care and easier scheduling.

348 "Shelly Summers" (3581694464)

00:48:06.865 --> 00:48:12.685

Verification that care was received at the point of care and minimizes  
billing errors.

349 "Shelly Summers" (3581694464)

00:48:13.075 --> 00:48:26.725

So there is additional information that's on our website website, value,  
based payments, damage, demo dot. Gov. And I've got the link here, but we  
probably have it on the next. We might have.

350 "Shelly Summers" (3581694464)

00:48:26.840 --> 00:48:29.730

The next of resources, so.

351 "Shelly Summers" (3581694464)

00:48:29.730 --> 00:48:34.140

Okay.

352 "Shelly Summers" (3581694464)

00:48:36.385 --> 00:48:49.675

Basically, this is just a page of resources and I know Lucas mentioned  
some and I hope that we've got them listed here, but if PA providers are  
having issues, they can email at Health Net.

353 "Shelly Summers" (3581694464)

00:48:49.885 --> 00:48:52.015

Actually dot Gov.

354 "Shelly Summers" (3581694464)

00:48:52.290 --> 00:48:55.350

And also.

355 "Shelly Summers" (3581694464)

00:48:55.350 --> 00:49:00.540

If they're having providers are having issues with Seymour or DV related.

356 "Shelly Summers" (3581694464)

00:49:00.540 --> 00:49:06.240

Issues they can email the DB mail at dot. Gov.

357 "Shelly Summers" (3581694464)

00:49:06.535 --> 00:49:15.745

And, of course, as you can look there, I'm not going to go through them  
all, but then we've got a link for vendors are having issues or  
aggregator issues.

358 "Shelly Summers" (3581694464)

00:49:15.745 --> 00:49:25.315

There's a scan data, help desk and we, you know, there's a lot of resources out there to reach out to if your agency is having issues or.

359 "Shelly Summers" (3581694464)  
00:49:26.240 --> 00:49:29.760  
Entity or you're an individual receiving the service.

360 "Shelly Summers" (3581694464)  
00:49:29.760 --> 00:49:39.360  
There's there's ways you can connect with us, and hopefully we can provide that technical assistance or or provide that support that you might need.

361 "Shelly Summers" (3581694464)  
00:49:39.360 --> 00:49:44.460  
So that's pretty much all we have today.

362 "Shelly Summers" (3581694464)  
00:49:44.460 --> 00:49:49.950  
I seen there is a few questions in the in the chat. I don't know if that's.

363 "Shelly Summers" (3581694464)  
00:49:49.950 --> 00:49:56.040  
The team wants to try to go through and answer them or if we'd like to do an, or.

364 "Shelly Summers" (3581694464)  
00:49:56.040 --> 00:49:59.100  
If there's any other questions that.

365 "Shelly Summers" (3581694464)  
00:49:59.100 --> 00:50:05.400  
Excuse me, if anyone wants to put them in the chat or speak up.

366 "Kat Craig" (2253723904)  
00:50:07.200 --> 00:50:13.380  
I can read some to you if you'd like, since we have a little bit more time we have 9 more minutes.

367 "Kat Craig" (2253723904)  
00:50:13.380 --> 00:50:16.380  
Okay, yeah.

368 "Kat Craig" (2253723904)  
00:50:16.380 --> 00:50:25.830  
1st question is, where do I find the memo field? That work said they put a line in there. What are you wanting in the memo?

369 "Kat Craig" (2253723904)  
00:50:25.830 --> 00:50:30.750  
Our dailies are supposed to be sent with the submission, right?

370 "Shelly Summers" (3581694464)

00:50:34.225 --> 00:50:46.195

Okay, well, I will jump in there and then I will let Terry or Carrie. If I'm saying something wrong with the minimal field was just explained and showed by Kerry who just did the demonstration.

371 "Shelly Summers" (3581694464)

00:50:46.195 --> 00:50:50.425

So, I'm not sure if that question was put in there prior to the demonstration.

372 "Terri Woodward" (3850373376)

00:50:50.760 --> 00:50:55.320

It was, it was put in Pryor. Okay. Okay. So thank you.

373 "Terri Woodward" (3850373376)

00:50:55.320 --> 00:51:04.890

I need to jump in there, Sally, but so Carrie showed you where you're going to find it at the end of the day after it's been entered, but.

374 "Terri Woodward" (3850373376)

00:51:05.335 --> 00:51:19.765

As far as the actual entry of the memo field for whoever has provided the service that needs to enter it, that's gonna be it's going to vary, depending on which vendor you have. So, all of our systems look different. So if you have set works.

375 "Terri Woodward" (3850373376)

00:51:20.250 --> 00:51:33.090

If you would have to ask them where in the formatting that memo information gets entered it all looks the same in the aggregator, but it looks different at the front door. If that makes sense. Good.

376 "Kat Craig" (2253723904)

00:51:33.090 --> 00:51:38.460

Very good point. Yeah. You.

377 "Kat Craig" (2253723904)

00:51:38.460 --> 00:51:48.900

Another is we are running into an issue with getting the 2nd modifier. It is not listed in the service authorization and see more. Where can we get this information?

378 "Shelly Summers" (3581694464)

00:51:50.280 --> 00:51:58.710

Okay, so we just from. Okay, so and that person can reach out to me and I can send to them.

379 "Shelly Summers" (3581694464)

00:51:58.710 --> 00:52:06.030

The list of procedures, and modifiers, that's going to show that there's going to show all the modifiers. So so if it's.

380 "Shelly Summers" (3581694464)

00:52:06.895 --> 00:52:21.175

For example, if it's medical, it's going to have an SC on it. If it's a group, it'd be. So, is it Hannah? I see. And if you want to reach out to me, I can get you that list.

381 "Terri Woodward" (3850373376)

00:52:22.080 --> 00:52:27.390

I will have to chat will be helpful. Sally. Once we post once this is posted.

382 "Terri Woodward" (3850373376)

00:52:27.390 --> 00:52:33.150

You do have that 1 chart on page 7 of the PowerPoint that I think would be helpful as well.

383 "Shelly Summers" (3581694464)

00:52:33.150 --> 00:52:43.405

Yeah, I do too Terry, and I think what they're referring to is in Seymour, and I know there's some, there's things that are done behind the scenes so I'll have to work.

384 "Shelly Summers" (3581694464)

00:52:43.405 --> 00:52:52.555

Maybe I could probably work with this individual or if there's several and give them that information on how to be able to do that.

385 "Shelly Summers" (3581694464)

00:52:52.650 --> 00:52:55.650

And see more and.

386 "Shelly Summers" (3581694464)

00:52:55.650 --> 00:53:03.690

See more Seymour does a lot of thinking does any yeah, so a lot of things are done behind the scenes. Yeah.

387 "Kat Craig" (2253723904)

00:53:09.060 --> 00:53:15.475

I have a caregiver who used this telephony, which is a landline to pop in and out.

388 "Kat Craig" (2253723904)

00:53:15.715 --> 00:53:29.035

She currently submits written progress notes, slash memos because there is no way to submit a memo electronically unless you are an app. So in August are you using? Are you saying telephone.

389 "Kat Craig" (2253723904)

00:53:29.060 --> 00:53:34.890

And it will not no longer be allowed as a form of for services for D.

390 "Shelly Summers" (3581694464)

00:53:39.300 --> 00:53:43.560

Terry, I'm gonna.

391 "Shelly Summers" (3581694464)

00:53:44.640 --> 00:53:48.930

I'm just I'm going to defer to you on that about the telephony.

392 "Terri Woodward" (3850373376)

00:53:48.930 --> 00:54:01.920

Sorry, yeah, so I, I think that there will need to be some conversation Shelley between DD and Mac as far as what the expectations are.

393 "Terri Woodward" (3850373376)

00:54:01.920 --> 00:54:07.440

In that situation before you can give it a decisive answer.

394 "Shelly Summers" (3581694464)

00:54:08.580 --> 00:54:15.150

Is that fair? You? But that's something we can look into and follow up with. Maybe.

395 "Kat Craig" (2253723904)

00:54:15.150 --> 00:54:27.720

Yeah, where in Seymour can we get this for each individual on the modifiers the need to be.

396 "Kat Craig" (2253723904)

00:54:27.720 --> 00:54:31.740

Attached for send out, I think maybe might have answered that.

397 "Shelly Summers" (3581694464)

00:54:32.790 --> 00:54:37.500

Yeah, yeah, we won't that's a little bit done behind the scenes in Seymour.

398 "Shelly Summers" (3581694464)

00:54:37.500 --> 00:54:42.090

But we can maybe on the, we can send out a.

399 "Shelly Summers" (3581694464)

00:54:42.090 --> 00:54:46.530

Something in regards to those questions, that seems to be definitely.

400 "Shelly Summers" (3581694464)

00:54:46.530 --> 00:54:50.220

An issue with finding those modifiers.

401 "Kat Craig" (2253723904)

00:54:50.220 --> 00:54:57.150

Is the vendor for self directed PA document system?

402 "Shelly Summers" (3581694464)

00:54:57.150 --> 00:55:02.910

That is.

403 "Shelly Summers" (3581694464)

00:55:02.910 --> 00:55:08.190

Active menus contracts with the vendor.

404 "Kat Craig" (2253723904)  
00:55:10.980 --> 00:55:25.585

In August, what if they send out an app is down and the staff provides paper documentation for their visit or what about rural families that don't have access to reliable Internet connections? I think you might have mentioned that 1 as well.

405 "Terri Woodward" (3850373376)  
00:55:26.100 --> 00:55:33.960

So, per state regulation systems has to have the ability.

406 "Terri Woodward" (3850373376)  
00:55:33.960 --> 00:55:38.755

In those circumstance, I mean, if the system's down the system's down, right we're going to have to make exceptions for that.

407 "Terri Woodward" (3850373376)  
00:55:39.085 --> 00:55:52.645

But generally, speaking, if there is not good Internet, our vendors are required to have the capability to go ahead and capture that information and then load it. When you get to an area where you do have access to the Internet.

408 "Terri Woodward" (3850373376)  
00:55:56.425 --> 00:56:08.185

Okay, send it down. It does that information is still going to have to be entered into the system, but as Carrie demonstrated, you can kind of see where they can tell if somebody goes in and touches it.

409 "Terri Woodward" (3850373376)  
00:56:08.575 --> 00:56:15.445

So, it's going to be flagged and we're going to be able to tell it didn't get entered real time. And then whoever enters that information will have to.

410 "Terri Woodward" (3850373376)  
00:56:15.470 --> 00:56:18.990

To indicate the system was down and that's why we're doing it like this.

411 "Kat Craig" (2253723904)  
00:56:22.050 --> 00:56:29.490

On the provider rep. team. Is there a way to tell if providers are compliance?

412 "Kat Craig" (2253723904)  
00:56:29.490 --> 00:56:37.080

Hello.

413 "Shelly Summers" (3581694464)  
00:56:38.430 --> 00:56:41.910

Can you see cool. I was just going to ask her.

414 "Kat Craig" (2253723904)

00:56:41.910 --> 00:56:56.520

Did you say that again as a, which has been this service coordinate vendor service coordinator on the provider rep team? Is there a way to tell if providers are compliant?

415 "Terri Woodward" (3850373376)

00:57:03.420 --> 00:57:09.390

I don't understand enough about what that person's role is to answer that question. Honestly.

416 "Terri Woodward" (3850373376)

00:57:10.650 --> 00:57:15.930

Sorry, no, no, I don't go ahead.

417 "Shelly Summers" (3581694464)

00:57:15.930 --> 00:57:29.490

No, go ahead, Terry. I'm just trying to think. So the vendor service coordinator works at the regional office as part of the provider relations team. I think we'll have to follow up and get back on that. Get back with an answer on that question.

418 "Kat Craig" (2253723904)

00:57:30.510 --> 00:57:35.395

Service coordinators yes, they are on the provider rep team.

419 "Kat Craig" (2253723904)

00:57:35.395 --> 00:57:50.215

But what they're doing 1 of their roles is, is that they, um, they are to ensure that providers are in compliance with what they're supposed to with their contract and such. Okay. So, is that correct? Yes.

420 "Kat Craig" (2253723904)

00:57:50.310 --> 00:57:53.670

Yes, they worked DD.

421 "Terri Woodward" (3850373376)

00:57:53.670 --> 00:58:04.980

Okay, so I think and I hope I don't put my foot in my mouth. I don't think at this time that they have a way to do it, but I think we can get them access to the aggregators so that they could.

422 "Terri Woodward" (3850373376)

00:58:04.980 --> 00:58:15.660

Could log in and look at their providers we'll have a sidebar conversation, but it sounds like that would be a very useful tool for them in performing their job. So if there's a way to do it, we'll make it happen.

423 "Kat Craig" (2253723904)

00:58:17.220 --> 00:58:29.910

And the last question I have is do are targeted case management service coordinators, need to have a send data log in to review the data for the agencies. They are monitoring.

424 "Shelly Summers" (3581694464)  
00:58:33.090 --> 00:58:38.130  
Okay, so I'm going to step in and answer this 1 and somebody can tell me if I'm wrong.

425 "Shelly Summers" (3581694464)  
00:58:38.130 --> 00:58:43.500  
I would think it would be similar to it. So I want to say, no.

426 "Shelly Summers" (3581694464)  
00:58:43.500 --> 00:58:52.890  
And that it would be similar to an agency that works that uses an electronic documentation system already.

427 "Shelly Summers" (3581694464)  
00:58:52.890 --> 00:58:56.730  
And that they would be accessing that system.

428 "Shelly Summers" (3581694464)  
00:59:00.750 --> 00:59:05.790  
So that could be the vendor.

429 "Shelly Summers" (3581694464)  
00:59:07.020 --> 00:59:12.420  
That's the last question and it is exactly 11 o'clock.

430 "Shelly Summers" (3581694464)  
00:59:12.420 --> 00:59:16.530  
Perfect timing. Let's look at that.

431 "Shelly Summers" (3581694464)  
00:59:16.530 --> 00:59:30.930  
Yeah, well, I just want to thank Terry and her team as well as everybody who participated in the webinar today. And I hope this information is been helpful. And I want to thank cat also.

432 "Shelly Summers" (3581694464)  
00:59:30.930 --> 00:59:37.710  
For being the host is otherwise Terry. Do you have anything else on your team? Yeah.

433 "Terri Woodward" (3850373376)  
00:59:37.710 --> 00:59:45.060  
We're just we're always glad to take an opportunity to, to help people understand and as always, if you have questions, just.

434 "Terri Woodward" (3850373376)  
00:59:45.060 --> 00:59:52.350  
Reach out and we'll, we'll see if we can work through them. Shelly I think we have some conversations we need to have as a follow up to this and then we can get back with everyone.

435 "Shelly Summers" (3581694464)  
00:59:52.350 --> 00:59:55.710

Yes, I agree, Terry, thank you.

436 "Terri Woodward" (3850373376)

00:59:55.710 --> 01:00:01.470

Great. We'll have a great day. Everybody.

437 "Shelly Summers" (3581694464)

01:00:02.850 --> 01:00:06.156

Bye bye. Bye.