

WEBVTT

1 "Shelly Brown" (783916800)
00:00:01.645 --> 00:00:11.545

Just, as I said, we will be trying to answer anything that comes into the chat, but if we're not able to today, we will definitely follow up and get back with you. So please keep those questions coming.

2 "Shelly Brown" (783916800)
00:00:11.545 --> 00:00:24.445

Because that does help us also, in some of the clarification or information that we may need to seek or that we need to provide for you guys. So, today, I just want to take the opportunity to kind of talk about some changes as well as to go through.

3 "Shelly Brown" (783916800)
00:00:24.445 --> 00:00:31.045

Some of the frequently asked questions we receive and see if that can be a source of clarification for everyone else.

4 "Shelly Brown" (783916800)
00:00:31.170 --> 00:00:36.540

And so I have some exciting changes to talk about 1st.

5 "Shelly Brown" (783916800)
00:00:36.540 --> 00:00:46.165

1 of the efforts that we have is the team is to really try to streamline EA services. We're trying to make it more efficient yet more meaningful for the individuals who are utilizing the service.

6 "Shelly Brown" (783916800)
00:00:46.195 --> 00:00:52.794

And also, for those who are trying to navigate the process through the authorizations and working with families to, um.

7 "Shelly Brown" (783916800)
00:00:53.100 --> 00:01:04.285

Promote this service, so I'm excited to share a couple of those changes that we have made or that are approaching the 1st 1 is being the use of a waiver year versus an ISP year.

8 "Shelly Brown" (783916800)
00:01:04.525 --> 00:01:14.545

So, historically, the funding for followed the state fiscal year that all waivers do, which runs from July 1 to June 30th. So effective this past October just last week.

9 "Shelly Brown" (783916800)
00:01:14.545 --> 00:01:22.945

Um, EA, services will now follow the ISP year, which eliminates the need to monitor both in ISP. And a waiver year for utilization of.

10 "Shelly Brown" (783916800)
00:01:23.100 --> 00:01:37.855

Services, so now you will just have to require job completion within the ISP. We think this is going to be a much cleaner, much more efficient system for service coordinators and families in the tracking process. So we're really excited to see that change.

11 "Shelly Brown" (783916800)

00:01:38.130 --> 00:01:43.410

Another exciting change we want to talk about is the limit.

12 "Shelly Brown" (783916800)

00:01:44.005 --> 00:01:56.335

We do anticipate that effective January 1, we will see some flexibility in the use of the limit for EA funds. So currently we have a 7,500 dollar limit with an exception process up to 10,000 dollars beginning, January 12023wewillhave.

13 "Shelly Brown" (783916800)

00:01:56.335 --> 00:02:08.425

The ability to use 20,000 dollars over a 2 year, period for EA services. So we have been able to go through and look at some of the requests. We've received look at those bids, talk with providers to see what costs.

14 "Shelly Brown" (783916800)

00:02:08.425 --> 00:02:12.895

we've received look at those bids talk with providers to see what costs

15 "Shelly Brown" (783916800)

00:02:13.975 --> 00:02:26.485

And those things how they impact the ability to approve jobs. And what we have discovered is there's a lot of jobs. That cannot be done because they exceeded the 10,000 dollar limit. And maybe it's just a little bit over.

16 "Shelly Brown" (783916800)

00:02:26.485 --> 00:02:38.395

Um, and so we were trying to think of ways that we could ensure that we can get those jobs completed. So this is going to allow us to use 20,000 over 2 year, period. There are a lot of tracking mechanisms.

17 "Shelly Brown" (783916800)

00:02:38.395 --> 00:02:43.345

There's some implementation that needs to be reviewed, so we don't have that method. that method

18 "Shelly Brown" (783916800)

00:02:43.410 --> 00:02:57.595

Developed at this time, but please stay tuned because we will have that prior to the January 1 implementation but we are hopeful that this will allow some additional modifications that have recently been denied due to the limits will allow those to be done. And we'll see.

19 "Shelly Brown" (783916800)

00:02:57.595 --> 00:03:01.165

Families actually being able to get those modifications in their homes.

20 "Shelly Brown" (783916800)
00:03:02.785 --> 00:03:16.465

Another thing we wanted to talk about today, was some of the frequently asked questions that we hope would be beneficial for those of you who are navigating the EA services. So we always appreciate these questions. We always, it helps us learn as well.

21 "Shelly Brown" (783916800)
00:03:16.765 --> 00:03:31.405

And 1 thing that we're trying to do is provide consistency throughout the state and we recognize that each region kind of had their own interpretation, or own use of the service. And we don't think that anybody's wrong in that. But we're trying to go back and clarify it with the division or the definition so that we can make.

22 "Shelly Brown" (783916800)
00:03:31.500 --> 00:03:37.290

That we are using the service correctly in all areas and so.

23 "Shelly Brown" (783916800)
00:03:37.290 --> 00:03:49.705

We do know that some of these are more generalized in their response, because this is 1 service where it is always going to be unique. We could have a request from 2 different individuals for a bathroom modification.

24 "Shelly Brown" (783916800)
00:03:49.945 --> 00:03:58.555

And even though that bathroom modification is similar in the request, it's going to be implemented or used very differently for those individuals. So we always encouraged that.

25 "Shelly Brown" (783916800)
00:03:58.555 --> 00:04:06.835

You guys have any questions, or if you just kind of want to bounce those ideas off someone not to hesitate to use our team for, for that process.

26 "Shelly Brown" (783916800)
00:04:07.885 --> 00:04:20.365

So 1 of the questions we get most is, can waiver funding be used to pay for an PT evaluation for an individual under the age of 21 and that is an absolute yes, if the individual's under 21, many times,

27 "Shelly Brown" (783916800)
00:04:20.395 --> 00:04:27.145

we recognize that they have to go find state services, 1st, or exhaust those services 1st in this. in this

28 "Shelly Brown" (783916800)
00:04:27.389 --> 00:04:36.534

Particular service, if they are looking for the sole purpose of obtaining necessary EA, they can use the waiver for those evaluations.

29 "Shelly Brown" (783916800)

00:04:36.894 --> 00:04:44.934

Um, it's important to note if you're using funds, this must be with a contracted provider. Because, of course, that is waiver funding.

30 "Shelly Brown" (783916800)

00:04:45.294 --> 00:04:56.844

Um, we do recognize other sources, so, for instance, the family may have a private evaluation. Um, we would recognize that and utilize that. We have also seen some come through schools.

31 "Shelly Brown" (783916800)

00:04:57.389 --> 00:05:04.589

And we could also recognize and utilize those private evaluations for EA, services.

32 "Shelly Brown" (783916800)

00:05:06.119 --> 00:05:13.019

What, if the individual family or providers suggest changes to the original so.

33 "Shelly Brown" (783916800)

00:05:13.194 --> 00:05:25.794

Any modification must be reflected in the evaluation it's not uncommon for a provider to get that evaluation to begin their bid process and discover there are changes that may need to be made.

34 "Shelly Brown" (783916800)

00:05:25.854 --> 00:05:30.744

Um, or there are suggestions that could be more efficient in that modification.

35 "Shelly Brown" (783916800)

00:05:30.954 --> 00:05:43.014

So, anytime this occurs, it's important that we follow up with those discussions with the because whatever the reflects is what the provider is going to have to follow. So, if it's not listed in the.

36 "Shelly Brown" (783916800)

00:05:43.019 --> 00:05:47.429

We're not able to go through with that modification.

37 "Shelly Brown" (783916800)

00:05:50.334 --> 00:06:01.944

Should the cost of the evaluation be included in the IAE limit? And that is yes, so we often find that we have a 7,500 dollar limit with an exception to 10,000.

38 "Shelly Brown" (783916800)

00:06:01.944 --> 00:06:16.224

so the 10,000 is given to the provider to use, but it's often forgotten. That. That has to include the cost of the evaluation so just a quick example if we're using the current limit we have right now of 7,500 dollars and the cost is 300 dollars. Then there's a remaining.

39 "Shelly Brown" (783916800)
00:06:16.914 --> 00:06:19.524
cost is three hundred dollars then there's a remaining

40 "Shelly Brown" (783916800)
00:06:19.679 --> 00:06:32.429
1200 dollars for that modification in the home. So it's really important that you take into consideration the cost of the, when utilizing what amount of money can be used for that modification.

41 "Shelly Brown" (783916800)
00:06:37.259 --> 00:06:41.819
Oh, and let me let me add 1 thing too. The.

42 "Shelly Brown" (783916800)
00:06:41.819 --> 00:06:56.664
The cpt evaluation does use the same service code as the modification the S5 165 but of course, it has the TC, modifier and that's how we can determine if the, if it was an evaluation, or if it was provided through a contract provider.

43 "Shelly Brown" (783916800)
00:06:57.084 --> 00:07:06.624
But as you'll see, there is that same course service code. So please make sure you're including that. Tc, modifier amount when you're looking at the overall cost. looking at the overall cost

44 "Shelly Brown" (783916800)
00:07:09.804 --> 00:07:15.414
What, if the family chooses the provider with the higher bid? Do we always have to use the lowest bid?

45 "Shelly Brown" (783916800)
00:07:15.834 --> 00:07:29.214
So, when the U, our committee reviews, they will look at all the bids, and they're going to approve the lowest, and the best if the price is reasonable based on the experience with some similar jobs that have come through that area. And it does not exceed the maximum amount for the service.

46 "Shelly Brown" (783916800)
00:07:29.424 --> 00:07:38.664
So, if you have a family who does provide, or who does choose the provider with a higher bid, it's important to include information in there as to why, you know, maybe.

47 "Shelly Brown" (783916800)
00:07:38.729 --> 00:07:53.724
Families had experience with that provider in the past, and they prefer their work over the other providers. There could be some different mechanisms that they use or methodologies that they use it. The family is choosing that provider. So it's important to include that information.

48 "Shelly Brown" (783916800)

00:07:54.234 --> 00:07:59.664

Because even though it's always the lowest bid, sometimes that higher bid does have some, um.

49 "Shelly Brown" (783916800)

00:08:00.269 --> 00:08:09.989

Information or it does include features that are important to the family and so that needs to be considered as well. But it is important to document that as to why.

50 "Shelly Brown" (783916800)

00:08:11.489 --> 00:08:22.044

What, if only 1 bid can be obtained and, and we do see this quite often in these areas, especially in some of the more rural areas, where we don't have a plentiful amount of EA providers.

51 "Shelly Brown" (783916800)

00:08:22.434 --> 00:08:33.684

So, even though we, we can't accept 1 bid, it is, it is only after due diligence that you have tried to, to obtain a 2nd bid. So.

52 "Shelly Brown" (783916800)

00:08:33.959 --> 00:08:44.574

Please be sure that you're documenting in the ISP that attempts to contact the other providers this includes the company name, the contact information the dates you contacted, and the result of those attempts,

53 "Shelly Brown" (783916800)

00:08:44.874 --> 00:08:58.794

we often have providers contracted providers who are contacted through email. But sometimes there's some unique ability, or is some unique um, maybe just uniqueness is the word I want to use in the evaluation.

54 "Shelly Brown" (783916800)

00:08:59.094 --> 00:09:03.954

And so it's important to be sure that you have maybe had a conversation.

55 "Shelly Brown" (783916800)

00:09:03.959 --> 00:09:12.984

With that provider, because maybe they don't understand and so they didn't feel that they were able to bid on that. So sometimes email is an easy way for us to get some that information across.

56 "Shelly Brown" (783916800)

00:09:13.254 --> 00:09:21.834

But it is important to often follow up with a phone call or another email to help clarify the, um, the bid that's being requested.

57 "Shelly Brown" (783916800)

00:09:23.909 --> 00:09:32.999

Um, can EA, funds be used to offset the cost of new construction, or add square footage to a home and.

58 "Shelly Brown" (783916800)

00:09:32.999 --> 00:09:45.929

The EA, service is not a service that is just used for anything associated with mobility or accessing and individuals environment. So, rather it's supposed to be looked at as a service targeted at a specific.

59 "Shelly Brown" (783916800)

00:09:45.929 --> 00:09:54.269

Issue and that issue is the existing home, the existing home or vehicle requires some modifications to improve independence. So.

60 "Shelly Brown" (783916800)

00:09:54.269 --> 00:10:00.084

The answer is, no, we don't use EA, funds to offset new construction or add square footage to the home.

61 "Shelly Brown" (783916800)

00:10:00.384 --> 00:10:14.184

Because what we're really we're looking at is existing structures, not looking at new structures, or looking to provide opportunity for new structures, but trying to to modify what currently exists in the home.

62 "Shelly Brown" (783916800)

00:10:18.804 --> 00:10:28.584

Next our residential modifications required to be ADA compliant and this is the question we have seen come through that sometimes can affect the cost as well.

63 "Shelly Brown" (783916800)

00:10:28.824 --> 00:10:41.634

So contracted providers are often used to working in the public sector where this is a requirement, but when it comes to the private sector or the private residents, um, this is not required in the home.

64 "Shelly Brown" (783916800)

00:10:41.934 --> 00:10:47.514

And so it's important to look over and make sure that it's not something that's influencing the cost because.

65 "Shelly Brown" (783916800)

00:10:47.609 --> 00:10:56.004

Sometimes, the ADA compliance requires a certain use or, um, certain use of equipment or perhaps more equipment than is necessary.

66 "Shelly Brown" (783916800)

00:10:56.334 --> 00:11:03.804

And so we need to review those and make sure that we're not doing anything that is going to have to hold someone to an NDA compliance.

67 "Shelly Brown" (783916800)

00:11:03.804 --> 00:11:16.824

If it's not necessary, um, and so this should help with families, too, in some of the structure, because, you know, grab bars maybe don't have to be included in certain measurements. They can be included for what works for that individual.

68 "Shelly Brown" (783916800)
00:11:18.929 --> 00:11:33.509

The other question can individual family request, materials or style to match the home. And so the waiver typically pays only for builder grade materials. So, anytime we have costs that are above the builder.

69 "Shelly Brown" (783916800)
00:11:33.594 --> 00:11:44.634

Great we are going to look at the family to maybe kick in if that is something that they wish there are sometimes choices within the builder grade materials that they can choose from. And that seems totally appropriate.

70 "Shelly Brown" (783916800)
00:11:44.964 --> 00:11:59.424

But if this is a situation where the builder grade is not what the family wants to go with, then they would be responsible for anything that is above the cost of the builder grade. And this is also true of some of homeowner associations, or some of our historic districts.

71 "Shelly Brown" (783916800)
00:11:59.724 --> 00:12:02.844

So I have seen situations where a homeowners.

72 "Shelly Brown" (783916800)
00:12:03.509 --> 00:12:11.039

Certain certain types of materials that are to be used. So, again, we would be we would be.

73 "Shelly Brown" (783916800)
00:12:11.039 --> 00:12:25.224

Allowed to provide that builder grade and anything above that would need to be funded through the family. Again. I want to go back to the purpose of of waiver funded is to improve access and independence and safety to the residents and not necessarily.

74 "Shelly Brown" (783916800)
00:12:25.254 --> 00:12:28.044

Are we looking to do anything for the appearance of the home?

75 "Shelly Brown" (783916800)
00:12:31.974 --> 00:12:46.284

Um, the other thing we wanted to kind of go through today was just to remind you that we provide consultation for all EA, request over 5,000, um, or we do these by requests. And sometimes it may even be that. You just have 1 question and that's fine.

76 "Shelly Brown" (783916800)
00:12:46.284 --> 00:13:00.054

Let us know it could be that you're in the beginning processes, and you really need some help in the planning and we're more than happy to do that as well. So we provide this technical assistance to providers service coordinators as well as to, um. um

77 "Shelly Brown" (783916800)
00:13:01.074 --> 00:13:14.244

Professionals who are conducting evaluations so anytime you find, you're in that situation and you have some questions again, please don't hesitate to let us know, because we will review all of these components. We're going to look at the planning.

78 "Shelly Brown" (783916800)
00:13:14.244 --> 00:13:23.214

We're going to look at the compliance and we're going to try to follow up all the way to completion to ensure that there aren't any resolutions that are needed. So.

79 "Shelly Brown" (783916800)
00:13:24.504 --> 00:13:36.474

We can be used in any array of these, and we can also be used from the very beginning to the very end. And we have a clip of those going on right now where we're going to be involved in the planning all the way to the completion of that project.

80 "Shelly Brown" (783916800)
00:13:36.744 --> 00:13:50.844

And that is just to kind of help keep things streamlined to help keep everybody on the same page. So that we're all working towards the common outcome and common goal. Um, with that, I do have some additional information here.

81 "Shelly Brown" (783916800)
00:13:50.844 --> 00:13:53.394

If you want to contact us, um, with any.

82 "Shelly Brown" (783916800)
00:13:53.639 --> 00:13:57.149

Questions with those consultation packages, just.

83 "Shelly Brown" (783916800)
00:13:57.149 --> 00:14:11.034

Send those to the technology 1st and universal design email box and Jason is the 1 who manages that. And so it's typically Jason that you will receive a response from. But once in a while, I'll also be following up with those. We do have several webinars.

84 "Shelly Brown" (783916800)
00:14:11.034 --> 00:14:23.874

That are available on the website and then we also have the different tools that can be utilized and those consist of the bid estimate tool. They consist of the getting started document that just kind of gives an overview of how the EA process works.

85 "Shelly Brown" (783916800)
00:14:24.174 --> 00:14:27.054

And then we also have, um, different tools that, like.

86 "Shelly Brown" (783916800)
00:14:27.149 --> 00:14:35.399
Landlord consent, um, that you could utilize if you need to obtain some of that. So I'm going to take a quick look through the chat box.

87 "Shelly Brown" (783916800)
00:14:35.399 --> 00:14:41.729
And 1 of the questions is, the console for over 5,000 is not a requirement.

88 "Shelly Brown" (783916800)
00:14:41.729 --> 00:14:54.084
Um, is that optional? And so I may have misspoke. Um, so, no, it is required over 5,000 at this time. Um, and we do look at everything over 5,000 so that if we do need to have some follow through with the provider at the end, we can provide that assistance.

89 "Shelly Brown" (783916800)
00:14:54.084 --> 00:15:03.234
So anything under 5,000 would be considered optional. Um, those are not required for over for review. over for review

90 "Shelly Brown" (783916800)
00:15:04.344 --> 00:15:16.434
Um, another question, if I have a contract for services and want to do home assessments, do I need to have both the code and the home code with modifier on my contract?

91 "Shelly Brown" (783916800)
00:15:16.704 --> 00:15:26.784
And so, if you are an provider, and you are wanting to do evaluations to be paid by the waiver, you do need to have that modifier code on your contract.

92 "Shelly Brown" (783916800)
00:15:26.994 --> 00:15:33.444
So, if you are aware of some in your area, um, who do want to provide this service, and they want to be.

93 "Shelly Brown" (783916800)
00:15:34.044 --> 00:15:42.294
For the wafer with the EA services through the waiver, they do need to have this code on their contract. And that's something that's not too difficult to do.

94 "Shelly Brown" (783916800)
00:15:42.294 --> 00:15:50.154
So, if you have any questions, you can contact us, or you can, um, contact your local provider relations for that.

95 "Shelly Brown" (783916800)
00:15:52.649 --> 00:16:00.119
Let me look through real quick. Okay so.

96 "Shelly Brown" (783916800)
00:16:00.624 --> 00:16:10.464
About for hallmark is a cost amount not a unit amount, correct? Yes. So we do see that they have established cost and you'll see that.

97 "Shelly Brown" (783916800)
00:16:10.464 --> 00:16:17.724
That varies a little bit with, um, with different providers and so based maybe on the, um.

98 "Shelly Brown" (783916800)
00:16:18.029 --> 00:16:32.364
The amount of time that it takes to do that it may fluctuate that cost a little bit. So, Stacy, I am going to follow up on that, for sure. Because I do believe there are some units that are used and so we'll have to verify that.

99 "Shelly Brown" (783916800)
00:16:32.874 --> 00:16:33.864
I apologize.

100 "Shelly Brown" (783916800)
00:16:34.079 --> 00:16:41.999
As I sit here, i2nd guess myself a little bit. So, let me follow up on that question for you, Stacey, and we'll get that added to this question answer.

101 "Shelly Brown" (783916800)
00:16:43.109 --> 00:16:49.259
Um, what if the landlord does not want to let a certain provider complete work in his home? Um.

102 "Shelly Brown" (783916800)
00:16:49.259 --> 00:17:01.554
That's a, that's a great question. And so I think that is something to be mindful of as well. So if that landlord does not have to give consent to have the modification completed if they don't feel comfortable with that with a certain provider.

103 "Shelly Brown" (783916800)
00:17:01.794 --> 00:17:15.354
And so, if that is a stipulation that is done, then it may be that we need to visit with the family and have a discussion with the team to see what options there are. Or, if there is something that we need to do in order to help that landlord feel more comfortable with that provider.

104 "Shelly Brown" (783916800)
00:17:15.684 --> 00:17:18.984
Um, but again there is provider choice in this, um.

105 "Shelly Brown" (783916800)
00:17:19.259 --> 00:17:23.994
With the family, and so we, I think that's a 1 of those situations.

106 "Shelly Brown" (783916800)

00:17:23.994 --> 00:17:34.704

I can't give you quite the generalized answer, but I do think that there is opportunity for discussion in that and we do need to look at some of what's going on there that maybe they have some issues with that provider.

107 "Shelly Brown" (783916800)

00:17:35.724 --> 00:17:49.074

Good question if a sibling that requires a vehicle modification and both have waivers, could you combine both their waiver funds? If the total cost is over 20,000 dollars. dollars

108 "Shelly Brown" (783916800)

00:17:50.039 --> 00:17:59.034

For, so this is another question that could be generalized, not just to vehicle, but to EA, funds.

109 "Shelly Brown" (783916800)

00:17:59.034 --> 00:18:07.584

So I'm going to give a scenario that's maybe outside of this specific question, shay, but, you know, if we see, hopefully, it will help bring it together.

110 "Shelly Brown" (783916800)

00:18:07.584 --> 00:18:19.674

So, we do see situations where a bathroom modification is needed and there are 2 individuals in the home and those 2 individuals are in need of that bathroom modification.

111 "Shelly Brown" (783916800)

00:18:20.039 --> 00:18:34.764

Ability purposes, so they can split the cost. Now the way I do not want it to be looked at is necessarily in an avenue to try to get more funding. What we're really going to be looking at is if this is something that both individuals will be benefiting from.

112 "Shelly Brown" (783916800)

00:18:35.124 --> 00:18:49.764

Um, and so when it comes to a vehicle that 1 gets a little more difficult, because sometimes, we don't know if that vehicle is truly going to meet the needs of both. So, it would probably be 1 of those situations where we'd really want to take a look at the information that's available and look at the.

113 "Shelly Brown" (783916800)

00:18:50.039 --> 00:18:55.709

But is it something that can be considered? And the answer is yes, it can be considered for that.

114 "Shelly Brown" (783916800)

00:18:59.004 --> 00:19:04.314

We had an ot therapist requesting a flat 400 amount, so no units so curious about the cost. Okay, absolutely.

115 "Shelly Brown" (783916800)
00:19:04.434 --> 00:19:18.714

And so we do have we do have a situation where most they do have their own established cost that is 1 of those, I'm going to call it 1 of those rolling rates that we don't have standardized at this time.

116 "Shelly Brown" (783916800)
00:19:18.714 --> 00:19:28.314

So it's 1 of those. Do I dare bring up the word transportation? It reminds me of the transportation rates. Those were assigned to different groups or providers. providers

117 "Shelly Brown" (783916800)
00:19:28.464 --> 00:19:43.254

And so they looked different across the board. This is 1 of those that is not standardized. So it, it does have some flexibility from provider to provider. However, they should have a rate that is assigned to them. And so I appreciate that.

118 "Shelly Brown" (783916800)
00:19:43.254 --> 00:19:52.254

We'll go back and check those up and if you have any specific Stacy that you want me to look into, send me that information and I will be more than happy to get that to look that up for you.

119 "Shelly Brown" (783916800)
00:19:54.384 --> 00:20:06.354

There's challenges to get 2 bids. T. seems have asked if they contact the provider wait 1 week and don't get a response. Can they move on? Also? How many providers do they need to get an attempt to get bids from before staying? They can only get 1.

120 "Shelly Brown" (783916800)
00:20:06.864 --> 00:20:13.674

so, there's no magic answer to this because I do know that there are areas where it's just really difficult to get provider bids.

121 "Shelly Brown" (783916800)
00:20:14.304 --> 00:20:22.284

I would say that, you know, the best response is to actually follow up in a phone call with that provider to see if you can get a bid, rather than just assuming.

122 "Shelly Brown" (783916800)
00:20:22.649 --> 00:20:31.404

Is the most efficient source so if you are able to follow up with them by phones, sometimes there's a lot of discussion that can happen there.

123 "Shelly Brown" (783916800)
00:20:31.404 --> 00:20:37.974

And they would be willing to give you a bit if not, then please document that, that you weren't able to get through or they.

124 "Shelly Brown" (783916800)
00:20:38.339 --> 00:20:43.559
They declined to provide a bit if you do have, um.

125 "Shelly Brown" (783916800)
00:20:44.064 --> 00:20:54.174
Some questions on looking into other regions, um, please give us a call.
We do have some providers that are willing to travel. Sometimes it
depends on where they are with their jobs.

126 "Shelly Brown" (783916800)
00:20:54.174 --> 00:21:04.854
If they're overwhelmed, they're not going to be able to travel, but if
they have some free time, they may travel to a neighboring region. And so
we do have some, that don't want to make it a habit of providing services
in that area.

127 "Shelly Brown" (783916800)
00:21:05.514 --> 00:21:13.554
But if you want us to, to help you in that in looking at other regions,
we would be happy to give you some names and help assist in that process.

128 "Shelly Brown" (783916800)
00:21:13.559 --> 00:21:14.489
This as well.

129 "Shelly Brown" (783916800)
00:21:14.489 --> 00:21:22.259
So, yes, I think that it's hard to know what is going to be sufficient
but but we really want to see, um.

130 "Shelly Brown" (783916800)
00:21:22.259 --> 00:21:29.309
Good faith. Good faith attempts to at least say that you did contact and
you did follow up as needed.

131 "Shelly Brown" (783916800)
00:21:29.309 --> 00:21:41.279
To follow up with both siblings, need an about to show that both need
this. And that is correct if you are going to look at a modification
where you're going to be.

132 "Shelly Brown" (783916800)
00:21:41.844 --> 00:21:55.284
Servicing 2 individuals, and they're going to split the cost of that
modification. They both need valves and 1 is for the fact that we can
show that they're both going to utilize that modification.

133 "Shelly Brown" (783916800)
00:21:55.494 --> 00:22:07.224
And 2, there may be features that are going to be specific to that
individual and that would also impact how you're going to split costs of
those modifications. Um, so, yes, we would require both individuals.

134 "Shelly Brown" (783916800)
00:22:07.529 --> 00:22:10.559
What is the 2nd, bit is not complete.

135 "Shelly Brown" (783916800)
00:22:10.559 --> 00:22:24.299
With the other bid received specifically did not speak with the owner said a revised bid would happen, but it has not. Yeah, that's a little bit of a situation to be in. So, if the 2nd bit is not, um.

136 "Shelly Brown" (783916800)
00:22:24.624 --> 00:22:34.224
Complete is apples and apples then, you know, I think that's and you have not received follow up, even after several attempts to receive that follow up.

137 "Shelly Brown" (783916800)
00:22:34.584 --> 00:22:41.574
I think it's sufficient to go ahead and submit that bid with recognition that it does not have a complete assessment.

138 "Shelly Brown" (783916800)
00:22:42.114 --> 00:22:56.304
With it, so, you know, that is your attempt I do believe, and you have given them ample opportunity to provide the revisions and they have not then, you know, we don't want to slow down the process any more than that.

139 "Shelly Brown" (783916800)
00:22:56.304 --> 00:22:58.284
So, again, we.

140 "Shelly Brown" (783916800)
00:22:58.619 --> 00:23:07.139
We hope that providers are responsive to that, but we understand that if you're having some trouble in that, maybe we could provide some assistance if needed as well.

141 "Shelly Brown" (783916800)
00:23:10.524 --> 00:23:23.964
What, if you can't even get 1 bit? Um, yeah that's that's true. Where I live, um, that has happened. So, if you are struggling to get a bid, um, give us a call, send us an email.

142 "Shelly Brown" (783916800)
00:23:24.264 --> 00:23:34.404
We are not going to promise you that we are that we can provide that either, but we will do what we can to help assist and to try to get some providers to at least consider that.

143 "Shelly Brown" (783916800)
00:23:34.704 --> 00:23:40.314
And so let's have a discussion on that when you're in those, those situations, and see if we can try.

144 "Shelly Brown" (783916800)
00:23:40.319 --> 00:23:44.879
Try to come up with a plan of at least some providers in neighboring areas that may be considered.

145 "Shelly Brown" (783916800)
00:23:44.879 --> 00:23:52.319
So, I think with that, I have been able to get through majority of the.

146 "Shelly Brown" (783916800)
00:23:52.319 --> 00:23:57.599
Questions and answers I think there's maybe some I have missed.

147 "Shelly Brown" (783916800)
00:23:58.614 --> 00:24:13.074
And so I will go through that with a more distinct review to make sure that I haven't missed any. And I'll be following up either directly with you or I will definitely follow up in a attachment that will go on to the webinar with this PowerPoint.

148 "Shelly Brown" (783916800)
00:24:13.404 --> 00:24:18.114
So, I don't want to hold you guys any longer than I have to. Let me do 1 more.

149 "Shelly Brown" (783916800)
00:24:18.389 --> 00:24:33.234
Quick review if anything's popped in, I don't see anything. Um, and so I appreciate you guys sitting through this. I appreciate the questions please let us know, because I'm gonna tell you this. This is a tough service.

150 "Shelly Brown" (783916800)
00:24:33.864 --> 00:24:48.294
This is tough, because we cannot give just blanket responses to every single 1. we do have waiver definitions that we're going to follow and we do have parameters that we're going to follow, but when it comes to individuals, sometimes it's really hard to give that blanket response. So.

151 "Shelly Brown" (783916800)
00:24:48.389 --> 00:24:51.684
Please don't hesitate to reach out to us because every time you do,

152 "Shelly Brown" (783916800)
00:24:51.894 --> 00:25:06.534
we also learn and it also prompts us to go get clarification and to make sure that we're meeting it within the waiver definition and that we have compliance in the way that service is going to be provided to the individuals, so we appreciate all the questions we get.

153 "Shelly Brown" (783916800)
00:25:07.164 --> 00:25:14.724

And sometimes it takes us full time to get back to you because we do have to do some research ourselves. So we appreciate your time. We appreciate you.

154 "Shelly Brown" (783916800)

00:25:15.899 --> 00:25:26.699

Coming in on these, with these lunch and learns, because I believe this is the place where I'll also try to unveil that methodology to utilizing the new flexible limits. So.

155 "Shelly Brown" (783916800)

00:25:26.699 --> 00:25:39.954

Please be watching for additional ones. Um, we'll try to keep up with these on some of these lunch and learns in the future, um, maybe every 3 or 4 months just to kind of update that because the questions we get a really good. They're really good.

156 "Shelly Brown" (783916800)

00:25:39.954 --> 00:25:53.214

And we want to share that with everybody because if 1 of you has that question, we anticipate others will as well. So with that, I will quit chatting and we'll get off. So you guys can continue on with your lunch. But, again, thank you for attending today.

157 "Shelly Brown" (783916800)

00:25:53.394 --> 00:25:56.694

And please don't hesitate to follow up with us. If you have any questions.

158 "Shelly Brown" (783916800)

00:25:56.699 --> 00:26:01.464

And we'll see you guys later.