

WEBVTT

1 "Wanda Crocker" (1180598784)

00:00:04.225 --> 00:00:12.265

Thank you for coming this morning to meet with the Columbus group and the division and learn about what we're implementing and how things are changing.

2 "Wanda Crocker" (1180598784)

00:00:13.405 --> 00:00:19.405

We have 3 speakers today that will be sharing information.

3 "Wanda Crocker" (1180598784)

00:00:20.000 --> 00:00:21.180

With you.

4 "Wanda Crocker" (1180598784)

00:00:24.805 --> 00:00:33.415

And so, over the last few weeks, we have traveled around the state, we've been in every regional and satellite office.

5 "Wanda Crocker" (1180598784)

00:00:33.895 --> 00:00:41.155

Um, and so we wrapped that up last week and are offering this Webex today for those people who could.

6 "Wanda Crocker" (1180598784)

00:00:41.180 --> 00:00:47.175

The in person, um, so we hope that you will find the information helpful, um,

7 "Wanda Crocker" (1180598784)

00:00:47.205 --> 00:01:01.095

at the end of this PowerPoint we have collected Q and a across our travels and so we've added them to this PowerPoint to help people said you can place your questions in the chat, but we will wait until the end of the presentation.

8 "Wanda Crocker" (1180598784)

00:01:01.180 --> 00:01:02.700

Answer those questions.

9 "Wanda Crocker" (1180598784)

00:01:02.700 --> 00:01:12.870

Because many of your questions will be answered by the presentation, or by the Q and a, that we have already indicated, um, we'll do a brief introduction of presenters.

10 "Wanda Crocker" (1180598784)

00:01:12.870 --> 00:01:16.110

We're going to do an overview of the Columbus group.

11 "Wanda Crocker" (1180598784)

00:01:16.110 --> 00:01:20.580

Um, and what makes him qualified to do what we're asking them to do.

12 "Wanda Crocker" (1180598784)

00:01:20.580 --> 00:01:32.880

We'll talk about the functions of the contract and the why behind them we'll talk about the implementation timeline and then we'll talk about, uh, looking at the reviews up close.

13 "Wanda Crocker" (1180598784)

00:01:34.770 --> 00:01:40.675

So, we have with us today, myself, I'm 1 to Crocker. I'm the assistant deputy director of the division.

14 "Wanda Crocker" (1180598784)

00:01:40.975 --> 00:01:54.565

I've been with the division for 23 years, and prior to this position, I was the director of provider relations, but I believe I have held all, but maybe 4 or 5 positions, um, at the regional. regional

15 "Wanda Crocker" (1180598784)

00:01:54.770 --> 00:02:08.025

Because before that, I was a provider, and then Dan and Carey will introduce themselves when they come on to speak and Holly was 1 of our travelers and often was a speaker in place of me.

16 "Wanda Crocker" (1180598784)

00:02:08.265 --> 00:02:14.565

But I don't think she's on today, but still honorable mentioned to Holly for weathering the travel with us.

17 "Wanda Crocker" (1180598784)

00:02:14.770 --> 00:02:15.660

So.

18 "dan howell" (3819011584)

00:02:17.250 --> 00:02:28.495

And Dan, I'm going to turn that over to you to introduce yourself and a little bit about Columbus. That would be great. Thank you Wanda. And good morning to each of you. Sorry we can't be in person today.

19 "dan howell" (3819011584)

00:02:28.495 --> 00:02:37.075

But this is, this is the next best thing as 1 day said my name is Dan. How and I have the privilege of being the project director.

20 "dan howell" (3819011584)

00:02:37.935 --> 00:02:45.645

For the Missouri project for the Columbus organization, we've been around for almost 40 years and 38 years and counting now.

21 "dan howell" (3819011584)

00:02:45.645 --> 00:02:57.225

And we do really 3 things number 1 we're a professional staffing agency for psychologists or psychiatrists and other professionals around the country in the human service field. 2nd. second

22 "dan howell" (3819011584)
00:02:57.250 --> 00:02:57.960
Leave.

23 "dan howell" (3819011584)
00:02:58.465 --> 00:03:11.005
We, uh, in 8 different states, we have care management and I believe we have over 500, uh, case managers that do work in the South and Southeast portion of the United States. And then we're a consulting group.

24 "dan howell" (3819011584)
00:03:11.005 --> 00:03:17.875
And that's the, that's the group that's partnered with the state of Missouri to do. And Wanda will show. show

25 "dan howell" (3819011584)
00:03:17.960 --> 00:03:30.885
The 4 or 5 areas of work that we're doing uh, but primarily it's going to be in today's 1 of those days where we're going to talk about the review as well as the provider relations tool.

26 "dan howell" (3819011584)
00:03:31.095 --> 00:03:35.835
Personally, I've had about 37 years of experience in. in

27 "dan howell" (3819011584)
00:03:36.595 --> 00:03:44.905
Human service and healthcare administration. I'm a former hospital administrator. I was a consultant for a number of years.

28 "dan howell" (3819011584)
00:03:45.355 --> 00:03:56.215
I've been a provider, like many of you in the room as well as I had a 4 year stint as the director of developmental disabilities in the state of Georgia. So I'm thrilled to be.

29 "dan howell" (3819011584)
00:03:56.240 --> 00:04:02.280
Here, and hopefully we can go through the slide deck and if you have questions, we'd be more than happy to answer those.

30 "dan howell" (3819011584)
00:04:07.135 --> 00:04:19.555
1 of the things that happened, we, we were awarded this contract in November of 2022, and we've had a number of meetings with Carrie with Wanda with Holly with a number of members number of members of the division staff.

31 "dan howell" (3819011584)
00:04:19.555 --> 00:04:26.875

Uh, really talking about how we're going to implement this project and there's been 4 people who. been four people who

32 "dan howell" (3819011584)
00:04:26.900 --> 00:04:39.915

Who have been part and parcel on our end to doing it myself as the project director. Beth writer is the vice president of operations or quality improvement for the Columbus group out of Bluebell, Pennsylvania. Elan.

33 "dan howell" (3819011584)
00:04:39.945 --> 00:04:42.105

How shares the distinction of being.

34 "dan howell" (3819011584)
00:04:43.314 --> 00:04:57.354

The DD director in 2 different states 1 in Massachusetts and 1 in New Jersey. She is behind a lot of the writing, and some of the expansion of the tool that you'll see on the provider relations side.

35 "dan howell" (3819011584)
00:04:57.714 --> 00:05:01.434

And then Julie Flannery from the Columbus group was all things internal for us.

36 "dan howell" (3819011584)
00:05:04.314 --> 00:05:19.284

Next slide please what we have as we go through just throw out some names. Um, we, as we talked about just a little bit ago we talked that we were expanding the provider relations tool, a silly fine state.

37 "dan howell" (3819011584)
00:05:19.314 --> 00:05:24.114

I've been saying, she's out of Delaware. She's actually a Temple University and she's.

38 "dan howell" (3819011584)
00:05:24.229 --> 00:05:32.564

Helping us with that tool, and some of the sampling, how we're going to be sampling with individuals,

39 "dan howell" (3819011584)
00:05:33.074 --> 00:05:44.024

we also have a component of doing the clinical portion of mortality review and Janet Simons and Karen both are leads on that. Eric Billington from.

40 "dan howell" (3819011584)
00:05:44.229 --> 00:05:55.024

Henry is going to be our quality reviewer in our intensive therapeutic residential home. There's 1 facility right now in the Raleigh area. So wavered service.

41 "dan howell" (3819011584)

00:05:55.054 --> 00:06:04.144

It's another waiver service now, but as part of the waiver assurance is they want to bring it to the waiver and expand that 1 of the things they have to do. It's my understanding.

42 "dan howell" (3819011584)

00:06:04.229 --> 00:06:13.614

Is have an outside entity review that program before June 30th, and we will be doing that and then we are going into a little bit of process,

43 "dan howell" (3819011584)

00:06:14.244 --> 00:06:23.424

but we are going to set the stage with due process and helping. helping

44 "dan howell" (3819011584)

00:06:27.564 --> 00:06:40.014

We've had the rising right now when we put the slide together, we have 19 reviewers, both on the targeted case management side as well as the provider review side.

45 "dan howell" (3819011584)

00:06:40.014 --> 00:06:46.584

Many of these folks come from various places around the country. Some are Missouri based our hope.

46 "dan howell" (3819011584)

00:06:46.699 --> 00:07:00.734

Is to find more Missouri based reviewers both for, and for provider reviews that said the state asked us to implement this a little bit more quickly.

47 "dan howell" (3819011584)

00:07:00.944 --> 00:07:06.614

And so we're bringing in people from around the country. We have 4 mortality reviewers.

48 "dan howell" (3819011584)

00:07:06.699 --> 00:07:18.149

They are licensed in the state of Missouri. Uh, we talked about Eric on the lead, and we also shared with you about Laurie Gilman Wallace in the due process coordinator.

49 "dan howell" (3819011584)

00:07:20.454 --> 00:07:29.304

I think the packet or the slide deck was emailed to you earlier this is just a list of all names that I know some people are from Missouri so you can pick out those names and go.

50 "dan howell" (3819011584)

00:07:29.334 --> 00:07:38.124

Oh, I know that person or oh, I've heard of that person so we just shared with you the number of people that we've put into our spreadsheet.

51 "dan howell" (3819011584)

00:07:38.149 --> 00:07:45.419

Now, and again that this is a living and breathing list that will continue to grow as we move forward.

52 "Wanda Crocker" (1180598784)

00:07:47.844 --> 00:08:01.794

All right all right, so we wanted to share with you a little more detail about how the contract impacts the division because the 1st thing that people ask,

53 "Wanda Crocker" (1180598784)

00:08:01.824 --> 00:08:07.674

when you say that you're contracting something out that you're asking someone else to do it is, what are you.

54 "Wanda Crocker" (1180598784)

00:08:07.759 --> 00:08:14.069

Doing lay offs are you downsizing staff? And the answer to that is absolutely not.

55 "Wanda Crocker" (1180598784)

00:08:14.069 --> 00:08:23.249

The division has many unmet needs throughout all of the departments, not just a PR and tax, but many other units.

56 "Wanda Crocker" (1180598784)

00:08:23.249 --> 00:08:37.704

That's not going to say that any of our tax or PR going anywhere, because they're not we are replacing what is we're contracted with Columbus we're replacing that with other functions. And so I wanted to share with you what those are.

57 "Wanda Crocker" (1180598784)

00:08:37.974 --> 00:08:43.014

So, we will be transferring to Columbus, the clinical are in component of the mortality.

58 "Wanda Crocker" (1180598784)

00:08:43.249 --> 00:08:47.684

That is coming off of the quality program are ends at the regional offices.

59 "Wanda Crocker" (1180598784)

00:08:48.014 --> 00:09:01.874

So that is that 1 part that the quality RMS do after the provider does part 1, then our quality program, our ends go in and evaluate all the documentation and everything that happens surrounding the event.

60 "Wanda Crocker" (1180598784)

00:09:02.189 --> 00:09:07.734

And then it goes to a local mortality review committee, and then an executive mortality review committee.

61 "Wanda Crocker" (1180598784)

00:09:09.084 --> 00:09:21.744

So, that part that our quality program are end, fills out the evaluation of the event that is what is going to Columbus none of the other components. So, that is making room for the.

62 "Wanda Crocker" (1180598784)

00:09:22.189 --> 00:09:35.204

I think everybody has heard about the health risk screening tool assessment by now that is growing much larger than it was originally designed to do. We're using it for many other purposes.

63 "Wanda Crocker" (1180598784)

00:09:35.204 --> 00:09:42.164

We're doing residential, all which the quality program RMS will do. We're doing the non residential.

64 "Wanda Crocker" (1180598784)

00:09:42.189 --> 00:09:48.839

And it's also the, the tool, the assessment tool for, um, the home health.

65 "Wanda Crocker" (1180598784)

00:09:49.284 --> 00:10:03.204

System, so it's a much broader utilization, which means our, our ends have more technical assistance, more effort, getting those on boarded and helping people with their processes.

66 "Wanda Crocker" (1180598784)

00:10:03.234 --> 00:10:08.514

So we're making room for the RMS to focus on the Hearst. Um, we have.

67 "Wanda Crocker" (1180598784)

00:10:08.839 --> 00:10:20.219

Columbus to manage and facilitate the due process review committee that is currently managed and facilitated by the quality program at the regional office. So that is.

68 "Wanda Crocker" (1180598784)

00:10:20.244 --> 00:10:29.634

Everything related to the due process function that our regional office currently does receiving the information, making sure all the information.

69 "Wanda Crocker" (1180598784)

00:10:29.634 --> 00:10:39.984

Is there collecting additional information if it's not facilitating the committee and notifying of responses or or decisions. So, in.

70 "Wanda Crocker" (1180598784)

00:10:40.219 --> 00:10:53.249

Burn our staff are going to be focusing on individual rights and due process, becoming subject matter experts. We have well, over 3000 rights restrictions in the state.

71 "Wanda Crocker" (1180598784)

00:10:53.604 --> 00:11:07.764

And considering that, that is predominantly focused on people receiving residential services, that's a lot. And we've seen a wide variety of what those due processes are for. And many times.

72 "Wanda Crocker" (1180598784)

00:11:07.794 --> 00:11:12.864

The due process is not for the individual it's to protect staff or.

73 "Wanda Crocker" (1180598784)

00:11:13.169 --> 00:11:25.464

People are asking for a due process, because they've been told to ask not because they believe it is the rights restriction. So we obviously don't have 1 consistent definition statewide of what a rights restriction is.

74 "Wanda Crocker" (1180598784)

00:11:25.884 --> 00:11:33.144

And then we have way too many rights restrictions going on. So, we'll be working with Columbus to collect data.

75 "Wanda Crocker" (1180598784)

00:11:33.169 --> 00:11:39.779

Information about what they're reviewing so that the can then, um.

76 "Wanda Crocker" (1180598784)

00:11:39.779 --> 00:11:52.199

Target training and outreach and education to try to get the due process number 1 reduced and 2 to make to clarify and provide a singular definition that we're all following.

77 "Wanda Crocker" (1180598784)

00:11:52.644 --> 00:12:03.414

What a rights restriction is, we will be asking Columbus to take on the provider annual performance reports from the quality program,

78 "Wanda Crocker" (1180598784)

00:12:04.044 --> 00:12:11.574

and from provider relations that is generated by QB and distributed by PR to waiver service providers once a year.

79 "Wanda Crocker" (1180598784)

00:12:12.324 --> 00:12:25.794

And they're also taking on the provider site review previously known as the provider relations review, which is an expansion of the earlier version. So we've already talked about what Kelly is going to be moving into.

80 "Wanda Crocker" (1180598784)

00:12:25.794 --> 00:12:31.794

So we'll talk about how that impacts PR. So, you might remember prior to covid.

81 "Wanda Crocker" (1180598784)

00:12:32.114 --> 00:12:46.454

Our business office went to every provider annually and performed a general revenue service review. So any provider who was delivering services funded by general revenue were reviewed by the business office?

82 "Wanda Crocker" (1180598784)

00:12:46.454 --> 00:12:51.884

Well, they ceased doing that during and when as covid lifts off, when we.

83 "Wanda Crocker" (1180598784)

00:12:51.934 --> 00:13:02.044

Get to their end of our PR will be taking that the business office will not resume it. Pr will be redesigning it and they will be doing that review.

84 "Wanda Crocker" (1180598784)

00:13:02.314 --> 00:13:08.404

Additionally we're asking Columbus to review all direct service providers.

85 "Wanda Crocker" (1180598784)

00:13:08.669 --> 00:13:13.289

And so that's roughly 474 providers.

86 "Wanda Crocker" (1180598784)

00:13:13.674 --> 00:13:27.234

That leaves another 2 to 300 providers that do not currently have a review and have never had a review. So our providers of behavior services, transportation, assistant technology.

87 "Wanda Crocker" (1180598784)

00:13:27.234 --> 00:13:33.234

There is no look behind a review. review

88 "Wanda Crocker" (1180598784)

00:13:33.314 --> 00:13:41.084

On those other services to determine whether those services are compliant with our waiver or contractual requirements.

89 "Wanda Crocker" (1180598784)

00:13:41.114 --> 00:13:53.234

So, PR will be taking on the purchase of service review from the business office, and they will be implementing a, a service review of all of the contracts that are not being reviewed by Columbus .

90 "Wanda Crocker" (1180598784)

00:13:53.289 --> 00:14:02.879

Continuing to do the ongoing technical assistance to providers in working with Columbus as you'll see in the plan when when additional remediation is needed.

91 "Wanda Crocker" (1180598784)

00:14:04.704 --> 00:14:16.584

Most recently, it was our last addition to the Columbus bid, we added the annual review from the technical assistance coordinators at the regional offices.

92 "Wanda Crocker" (1180598784)

00:14:17.064 --> 00:14:22.644

I think everyone is aware that part of our initiatives in the last year or so is to increase the number of.

93 "Wanda Crocker" (1180598784)

00:14:22.879 --> 00:14:28.559

Coordination statewide, therefore, decreasing state.

94 "Wanda Crocker" (1180598784)

00:14:28.559 --> 00:14:35.819

Support coordinator caseloads so if you consider that a state support coordinator's caseload was running 90 to 100.

95 "Wanda Crocker" (1180598784)

00:14:35.819 --> 00:14:44.159

In a private case load runs about 35, we need to support coordinators on the private side for every single.

96 "Wanda Crocker" (1180598784)

00:14:44.159 --> 00:14:57.114

State support coordinator, so by adding additional support coordinators on the private side, that is going to increase the tax efforts on waiver, assurance requirements and the amount of technical assistance that they're providing.

97 "Wanda Crocker" (1180598784)

00:14:57.624 --> 00:15:04.074

So, we had to make room for the tax to be able to take on. And and offer that technical assistance.

98 "Wanda Crocker" (1180598784)

00:15:04.159 --> 00:15:16.484

An ongoing waiver assurance to so that's why we have asked Columbus to take on the annual review. And then David mentioned the intense therapeutic residential that is a brand new service.

99 "Wanda Crocker" (1180598784)

00:15:16.754 --> 00:15:24.014

So it's not coming off of anyone that service specifically requires us.

100 "Wanda Crocker" (1180598784)

00:15:24.269 --> 00:15:28.529

To, um, to analyze.

101 "Wanda Crocker" (1180598784)

00:15:28.529 --> 00:15:32.669

How that 1 provider is doing and develop and.

102 "Wanda Crocker" (1180598784)

00:15:32.669 --> 00:15:37.979
Provide data to CMS showing that 1 that service is.

103 "Wanda Crocker" (1180598784)
00:15:37.979 --> 00:15:51.744
Cbs compliance, and 2 that the service works in order for that service to be expanded into other providers and we have many providers who are waiting to expand and offer that service, but they can't do.

104 "Wanda Crocker" (1180598784)
00:15:51.744 --> 00:15:57.954
So, until we get an independent evaluation of the provider systems. So.

105 "Wanda Crocker" (1180598784)
00:15:57.979 --> 00:16:03.959
So, that's written into our waiver. It's something we had to contract for, but it's not coming off of anyone.

106 "Wanda Crocker" (1180598784)
00:16:06.149 --> 00:16:21.114
So, why are we doing this? So we are doing this to develop a best in class quality assurance system we want to get to the point where we are looking at systems and ensuring that providers have systems in place for success.

107 "Wanda Crocker" (1180598784)
00:16:21.864 --> 00:16:26.124
We are evaluating for compliance for HCS rule you all.

108 "Wanda Crocker" (1180598784)
00:16:26.174 --> 00:16:38.504
Are probably aware that the rule goes into full implementation in May of this year that means at that point, CMS expects States and providers to be in full compliance.

109 "Wanda Crocker" (1180598784)
00:16:39.074 --> 00:16:46.124
Um, the state has asked to be placed on a corrective action plan, which is okay actually recommend.

110 "Wanda Crocker" (1180598784)
00:16:46.149 --> 00:16:58.049
That States asked for a corrective action plan, which most states have done and the reason for that is if you don't ask for a corrective action plan, you're kind of raising your hand in saying, we're perfect. Come look at us.

111 "Wanda Crocker" (1180598784)
00:16:58.049 --> 00:17:10.739
We're perfect we've done everything, right? And we have wrapped into everything. We do, um, asking for a corrective action plan, admits that we might have some room to to make things better.

112 "Wanda Crocker" (1180598784)

00:17:10.739 --> 00:17:18.689

So, compliance for the state does not come slowly from the division. The.

113 "Wanda Crocker" (1180598784)

00:17:18.689 --> 00:17:29.819

Hcs compliance means every 1 of our contracted providers is htbs compliance as well. So we don't get to compliance by ourselves. We get to compliance together.

114 "Wanda Crocker" (1180598784)

00:17:29.819 --> 00:17:35.309

Um, so what that means is.

115 "Wanda Crocker" (1180598784)

00:17:35.309 --> 00:17:40.499

We know that we have providers who are compliant and you say, well, wonder, how do you know.

116 "Wanda Crocker" (1180598784)

00:17:40.499 --> 00:17:50.249

We know, because of PR does 3 year reviews with providers. We have some providers who ask us what is.

117 "Wanda Crocker" (1180598784)

00:17:50.754 --> 00:18:00.444

Um, we also have providers that we are out there and do the last review with, um, and they didn't have policies and procedures so we developed those with them and got them in place.

118 "Wanda Crocker" (1180598784)

00:18:00.444 --> 00:18:10.224

But when we came back, they weren't able to produce them, which then tells us they're not implementing it either. So we know we have some work to do. Um, and that's what we're.

119 "Wanda Crocker" (1180598784)

00:18:10.274 --> 00:18:19.364

Asking Columbus to help us with you'll see in some of their questions. And some of the approach we're taking is very role specific related to waiver providers.

120 "Wanda Crocker" (1180598784)

00:18:19.994 --> 00:18:30.164

Um, also keep taking a comprehensive look at provider qualifications and systems for roughly the last 3 years. Our provider qualifications. Have been less than the CMS.

121 "Wanda Crocker" (1180598784)

00:18:30.249 --> 00:18:32.279

Required 86%.

122 "Wanda Crocker" (1180598784)

00:18:32.279 --> 00:18:43.259

So, providers of waiver services have 3 waiver assurances that PR, reports out on 1 of them is total number of staff reviewed for.

123 "Wanda Crocker" (1180598784)

00:18:43.259 --> 00:18:51.059

Background screen and education. 1 of them is total number of staff reviewed. And how many were compliant for core training.

124 "Wanda Crocker" (1180598784)

00:18:51.059 --> 00:18:57.029

And 1 of them is the subset of that specifically related to personal assistant and rough it.

125 "Wanda Crocker" (1180598784)

00:18:57.029 --> 00:19:10.944

And they 1, or more than 1 have been non compliant for the last few years. So, for the last 3 years, I've been writing corrective action plans, explaining how the division is educating providers. What our outreach is what our remediation is.

126 "Wanda Crocker" (1180598784)

00:19:11.244 --> 00:19:13.344

Um, but at some point.

127 "Wanda Crocker" (1180598784)

00:19:13.649 --> 00:19:27.299

Those efforts proven to be inefficient, something else has to happen because while we continue to work with providers, when CMS comes in and does an audit, if staff are qualified.

128 "Wanda Crocker" (1180598784)

00:19:27.299 --> 00:19:40.104

To provide the service they ask did you recoup the funds for the staff who weren't qualified and delivered services? We want that answer to be? No, we didn't have to because we got it all cleaned up right?

129 "Wanda Crocker" (1180598784)

00:19:40.374 --> 00:19:47.244

And we don't currently recoup funds when staff aren't trained. Um, or have a vat or have.

130 "Wanda Crocker" (1180598784)

00:19:47.299 --> 00:19:56.879

Um, education, qualifications, missing, but we do have to recoup funds when we go in and find a disqualifying defense. Um.

131 "Wanda Crocker" (1180598784)

00:19:57.204 --> 00:20:11.154

And there's no exception on file and we do that by having the provide a report to impact. So luckily, that doesn't happen very often, but it does happen. But CMS would question why aren't you doing that?

132 "Wanda Crocker" (1180598784)

00:20:11.154 --> 00:20:16.854

Anytime a staff is missing training, so we want to help providers, get systems in place.

133 "Wanda Crocker" (1180598784)

00:20:16.879 --> 00:20:26.894

And get that enhanced to get that percentage up before someone comes knocking and starts to tell us how we're going to remediate the situation.

134 "Wanda Crocker" (1180598784)

00:20:27.434 --> 00:20:35.924

Um, obviously the ability to review additional services that PR is taking on, um, and move towards a systemic review.

135 "Wanda Crocker" (1180598784)

00:20:36.269 --> 00:20:39.749

So, our timeline, um.

136 "Wanda Crocker" (1180598784)

00:20:39.749 --> 00:20:53.124

In December from December to February, as Dan said, we awarded the contract in November we had to wait 30 days to even begin working on the contract as we had to allow other bidders to contest the decision,

137 "Wanda Crocker" (1180598784)

00:20:53.364 --> 00:20:59.664

which they had 30 days to do. So, luckily, no, I did because contesting takes a lot of time we might not be here today. If.

138 "Wanda Crocker" (1180598784)

00:20:59.749 --> 00:21:07.424

Someone had contested the decision, but starting in December, through February, we started working on processes, developing tools,

139 "Wanda Crocker" (1180598784)

00:21:07.813 --> 00:21:19.454

getting Columbus staff access as they will have access as PR and tax due and providing training and developing this training. So, in March we've been doing training with.

140 "Wanda Crocker" (1180598784)

00:21:19.749 --> 00:21:23.729

The staff we've been doing this outreach with.

141 "Wanda Crocker" (1180598784)

00:21:23.729 --> 00:21:29.964

Providers in March Columbus, shadowed 3 TCM reviews.

142 "Wanda Crocker" (1180598784)

00:21:31.074 --> 00:21:40.824

So they, they went with a TCM tack and participated in TCM reviews as part of their training and we started our round Robin meet and greet across the state.

143 "Wanda Crocker" (1180598784)

00:21:41.099 --> 00:21:47.279

So, in April, sometime this month, the plan is for the TCM reviews to go live.

144 "Wanda Crocker" (1180598784)

00:21:47.279 --> 00:21:50.549

That Columbus will fully.

145 "Wanda Crocker" (1180598784)

00:21:50.964 --> 00:22:05.664

Take on all of the TCM reviews that the tax we're doing, um, in April, we are piloting provider reviews with all 4 of our state operator programs as well as for community waiver providers who have volunteered to be part of the pilot.

146 "Wanda Crocker" (1180598784)

00:22:05.969 --> 00:22:12.749

And we're offering in this web event in May we're projecting to go live with the provider review.

147 "Wanda Crocker" (1180598784)

00:22:12.954 --> 00:22:27.654

After the pilot, um, and then in June, you'll see some of the other functions. This is by the end of this fiscal year, where due process and mortality review will be implemented. No later than that. But we'll talk about the other portion of provider annual report.

148 "Wanda Crocker" (1180598784)

00:22:27.954 --> 00:22:28.614

Um.

149 "Wanda Crocker" (1180598784)

00:22:28.949 --> 00:22:38.369

Later and where that's going to fall in. So now I'm going to turn it over to carry Williams who's going to do the annual review portion.

150 "Carrie Williams" (26616576)

00:22:39.629 --> 00:22:54.269

Good morning everyone my name is Carrie Williams that I am the director of services, and as I said, I'm going to be covering the annual review process piece of that Columbus contract.

151 "Carrie Williams" (26616576)

00:22:57.024 --> 00:23:11.454

Next slide please. So, as has been mentioned with the annual review process, Columbus is going to take that current process in place the current tools that tax are utilizing.

152 "Carrie Williams" (26616576)

00:23:11.664 --> 00:23:16.704

Um, and they're just gonna pick up that process. So there are no changes to the annual.

153 "Carrie Williams" (26616576)

00:23:16.939 --> 00:23:26.069

Process if you are a TCM provider, the only change that you are going to see through that process is instead of your.

154 "Carrie Williams" (26616576)

00:23:26.069 --> 00:23:30.959

Regional Office TAC, providing that review is going to be Columbus staff.

155 "Carrie Williams" (26616576)

00:23:30.959 --> 00:23:41.189

Also for that process, it will continue to be a combination of a desk audit and an on site review. So, again that is no change.

156 "Carrie Williams" (26616576)

00:23:41.634 --> 00:23:52.104

Since the process, and the guideline was initially developed, and that was back about probably 2011, 2012 that was written into the process at that time.

157 "Carrie Williams" (26616576)

00:23:52.104 --> 00:24:01.164

So you will continue to see a combination of that desk gotten an on site review. There will be things that Columbus will be reviewing. things that columbus will be reviewing

158 "Carrie Williams" (26616576)

00:24:01.189 --> 00:24:01.829

In.

159 "Carrie Williams" (26616576)

00:24:01.829 --> 00:24:12.449

Um, for example, in the Seymour system, or or some things within the individual record review before going out there and doing that on site piece.

160 "Carrie Williams" (26616576)

00:24:12.449 --> 00:24:17.789

Also, as has been mentioned tax will continue to work with Columbus.

161 "Carrie Williams" (26616576)

00:24:18.174 --> 00:24:32.484

And that provider to transition the process. So the tax are not going away. They will still be involved in those other duties and processes that they currently work with you as a TCM provider on.

162 "Carrie Williams" (26616576)

00:24:32.484 --> 00:24:37.704

So, you know, quarterly reviews, all all the things around level of.

163 "Carrie Williams" (26616576)

00:24:37.789 --> 00:24:38.699

Years.

164 "Carrie Williams" (26616576)

00:24:38.699 --> 00:24:51.594

Information gathering around audits and follow up and remediation with some of those other audits, technical assistance, um, access requests, all those things that they're currently doing. They're not going anywhere.

165 "Carrie Williams" (26616576)

00:24:51.594 --> 00:24:58.674

It is only this piece of the annual review that is being transitioned. Um, the tax will also.

166 "Carrie Williams" (26616576)

00:24:58.699 --> 00:25:10.469

I'll continue to work as part of that annual review process in terms of identifying or pulling the sample names for the individual record review portion.

167 "Carrie Williams" (26616576)

00:25:10.469 --> 00:25:21.684

Of that manual review, and then they will provide those names to Columbus. The reason for that is with the tax continuing to do the quarterly ISP reviews.

168 "Carrie Williams" (26616576)

00:25:22.044 --> 00:25:30.024

That process is based on performance measure waiver, performance, measure reporting and we have to.

169 "Carrie Williams" (26616576)

00:25:30.469 --> 00:25:43.124

Port the results from those quarterly ISP reviews, as part of our waiver performance measure reporting and so that is a random sample that is pulled each quarter and given to the tax to complete.

170 "Carrie Williams" (26616576)

00:25:43.514 --> 00:25:48.854

And so we want to do that cross reference just to ensure we're not reviewing all those same names.

171 "Carrie Williams" (26616576)

00:25:49.109 --> 00:25:58.169

That Columbus would be reviewing, so that's where tasks are gonna be involved in that piece of the process to pull those sample names for the individual records.

172 "Carrie Williams" (26616576)

00:25:58.169 --> 00:26:06.359

Review portion to provide a Columbus also that review continues to be an annual review again. No change.

173 "Carrie Williams" (26616576)

00:26:06.359 --> 00:26:11.399

Uh, for those TCM providers, they are reviewed on an annual basis.

174 "Carrie Williams" (26616576)

00:26:13.134 --> 00:26:26.814

Next slide please. Okay. Um, the next few slides really are going over the annual review, those requirements for that review. So, again, as we have stressed, there is nothing changing.

175 "Carrie Williams" (26616576)

00:26:26.814 --> 00:26:32.694

We are not changing the requirements of this annual review. However, we did think this would be.

176 "Carrie Williams" (26616576)

00:26:32.779 --> 00:26:41.039

A good opportunity just to review those areas of requirements that are reviewed during that annual review process.

177 "Carrie Williams" (26616576)

00:26:41.754 --> 00:26:53.664

So the 1st thing you will see here is the evidence that case management staff meet qualifications. So, you know, do they have the educational requirements to provide the services?

178 "Carrie Williams" (26616576)

00:26:54.024 --> 00:26:59.124

Have they had the appropriate training and that's all outlined within the contract but have they.

179 "Carrie Williams" (26616576)

00:26:59.459 --> 00:27:03.749

Has the appropriate training was it within those specified guidelines?

180 "Carrie Williams" (26616576)

00:27:04.164 --> 00:27:04.704

Also,

181 "Carrie Williams" (26616576)

00:27:04.704 --> 00:27:19.704

looking for the records that they are maintained for each of those individuals who are receiving support coordination services from that provider and looking to ensure that the annual ISP is prepared according

182 "Carrie Williams" (26616576)

00:27:19.704 --> 00:27:23.544

to guidelines. Um, you know, we talk about we talk about the.

183 "Carrie Williams" (26616576)

00:27:23.749 --> 00:27:35.714

Settings rule a piece of is also around requirements in terms of the person center planning process and requirements of the person centered service plan or the.

184 "Carrie Williams" (26616576)

00:27:36.914 --> 00:27:43.184

So that is a piece of that review as well looking to ensure those requirements are being met within the ISP.

185 "Carrie Williams" (26616576)

00:27:45.149 --> 00:27:53.189

Next slide please, um, the assessment and level of care evaluation is accurately completed.

186 "Carrie Williams" (26616576)

00:27:53.189 --> 00:27:57.179

So, looking for a level of cares that are timely.

187 "Carrie Williams" (26616576)

00:27:57.474 --> 00:28:02.634

Were they completed timely on an annual basis for those redetermination?

188 "Carrie Williams" (26616576)

00:28:02.664 --> 00:28:16.884

Were they reviewed and were they approved by that SC, supervisor looking for evidence that individuals were provided choice and choice in terms of those waiver services as well as the waiver?

189 "Carrie Williams" (26616576)

00:28:17.179 --> 00:28:22.019

Provider so looking for that evidence of documentation that that occurred.

190 "Carrie Williams" (26616576)

00:28:22.374 --> 00:28:36.384

Also, as part of that manual review looking for the evidence that the monitoring was conducted, that findings were identified and entered into the system.

191 "Carrie Williams" (26616576)

00:28:36.384 --> 00:28:41.934

So, as you all know that monitoring is really driven by this.

192 "Carrie Williams" (26616576)

00:28:42.019 --> 00:28:54.914

Services that individual receives it is individualized so if I'm an individual receiving residential services, my monitoring is going to be a monthly face to face visit. That's what my monitoring is gonna look like.

193 "Carrie Williams" (26616576)

00:28:55.364 --> 00:29:01.604

But again, it's driven by those services. So, a piece of that process is looking to insure the monitoring.

194 "Carrie Williams" (26616576)

00:29:02.019 --> 00:29:09.149

Per what is authorized for services for that individual identified, and then followed up and.

195 "Carrie Williams" (26616576)

00:29:11.364 --> 00:29:15.414

Also looking for evidence of implementation of the process.

196 "Carrie Williams" (26616576)

00:29:15.414 --> 00:29:24.924

So, you know, as services were requested, the individual was assessed for that need looking for the evidence that that you,

197 "Carrie Williams" (26616576)

00:29:24.924 --> 00:29:30.894

our process was implemented as well as evidence that the process is followed for.

198 "Carrie Williams" (26616576)

00:29:30.919 --> 00:29:37.409

For individuals who are moving, so transferring transitioning is that process being followed?

199 "Carrie Williams" (26616576)

00:29:37.409 --> 00:29:50.489

And then also looking at that evidence for the TCM provider, um, that if there are action plans that are identified as a result of abuse neglect.

200 "Carrie Williams" (26616576)

00:29:50.489 --> 00:29:57.894

A death inquiry and investigation did that did that agency follow up on that plan of action?

201 "Carrie Williams" (26616576)

00:29:58.104 --> 00:30:10.464

So, an example of that, I think the most common thing we see is that maybe something is identified in terms of an, maybe there's incorrect information in an ISP may.

202 "Carrie Williams" (26616576)

00:30:10.489 --> 00:30:23.819

Maybe there's additional information that needs to be added so there might be a plan of action that goes up from a regional office requesting that that ISP is updated to include that information. And so did that occur.

203 "Carrie Williams" (26616576)

00:30:26.879 --> 00:30:34.169

Also, looking for evidence that the individual was given that annual rights without limitation.

204 "Carrie Williams" (26616576)

00:30:34.169 --> 00:30:39.569

I'm looking for evidence that the or a system that ensures.

205 "Carrie Williams" (26616576)

00:30:39.569 --> 00:30:52.884

That the divisions information management system is being kept updated. So right now, that is Seymour is that demographic? Kept updated? Does the individual have correct contact information?

206 "Carrie Williams" (26616576)

00:30:52.884 --> 00:30:58.824

Is there correct guardian information that would match that? Isp that's been updated within the.

207 "Carrie Williams" (26616576)

00:30:59.569 --> 00:31:10.349

System as we transition over to the connection case management system at that time, it would be ensuring that that information is kept updated within connection.

208 "Carrie Williams" (26616576)

00:31:13.824 --> 00:31:25.974

Looking for evidence of a 24, 7 on call system for the contract, and providers are required to have a system and process in place for 24, 7 on call system.

209 "Carrie Williams" (26616576)

00:31:25.974 --> 00:31:33.204

So, evidence that that has occurred and evidence that QA processes and systems are in. are in

210 "Carrie Williams" (26616576)

00:31:33.409 --> 00:31:47.804

So, an example of that is an annual consumer satisfaction survey that is a requirement for the contract that that agency have a process for annual satisfaction surveys.

211 "Carrie Williams" (26616576)

00:31:47.804 --> 00:31:53.384

So that's an example of a QA process. That review would be looking.

212 "Carrie Williams" (26616576)

00:31:53.409 --> 00:31:57.299

4, and then the last thing you see here is logging.

213 "Carrie Williams" (26616576)

00:31:57.299 --> 00:32:10.229

And for the TCM provider, that is that billing component so reviewing 3 months worth of log notes or billing documentation to ensure those billing requirements are being met.

214 "Carrie Williams" (26616576)

00:32:13.919 --> 00:32:27.509

This slide then speaks to the annual review process, just some things to, to remember reminders around that process. The TCM provider will continue to be notified 30 days in advance.

215 "Carrie Williams" (26616576)

00:32:27.509 --> 00:32:35.669

Of that annual review, that's going to look the same on the service provider side of things as you'll see later with that review process.

216 "Carrie Williams" (26616576)

00:32:35.669 --> 00:32:49.649

Providers are notified 30 days in advance and then that meeting is scheduled. Columbus will then collect that data. They will complete their review of the, the information in those areas that we've covered.

217 "Carrie Williams" (26616576)

00:32:50.244 --> 00:33:02.604

And as part of that process, there will be an exit interview, and the tap will be invited to that exit interview as well. And then that way everyone's at the table.

218 "Carrie Williams" (26616576)

00:33:02.604 --> 00:33:06.234

Everyone's hearing the same thing, given the same information.

219 "Carrie Williams" (26616576)

00:33:06.569 --> 00:33:16.409

That way if there are questions down the road, additional technical assistants or education, that needs to be given, then the tack is is aware in in the loop.

220 "Carrie Williams" (26616576)

00:33:16.409 --> 00:33:27.324

Um, of that information as well, as, you know, part of that process now is with identifying those findings and then then entering those findings into IQ.

221 "Carrie Williams" (26616576)

00:33:28.644 --> 00:33:36.354

So that could also include positive findings or positive outcomes. Maybe Columbus will identify.

222 "Carrie Williams" (26616576)

00:33:36.409 --> 00:33:46.499

A really exemplary practice or process that a TCM provider has in place. And so that would be an example of a positive outcome that might be entered.

223 "Carrie Williams" (26616576)

00:33:46.914 --> 00:34:00.804

And then the final piece really of that process is pulling that information together and providing that written report or that that summary that annual TCM review summary and then sharing that with the TCM provider

224 "Carrie Williams" (26616576)

00:34:01.734 --> 00:34:06.474

tax will receive a copy of that as well. And then tax will be distributing that.

225 "Carrie Williams" (26616576)
00:34:06.499 --> 00:34:08.969
Locally to their region.

226 "Carrie Williams" (26616576)
00:34:12.179 --> 00:34:17.249
And that concludes the annual TCM review process. I will turn it back over to Wanda.

227 "Wanda Crocker" (1180598784)
00:34:18.534 --> 00:34:33.144
Thank you. All right so there are a number of changes to the PR review that Columbus is taking on and expanding and so we want to share that with you. So.

228 "Wanda Crocker" (1180598784)
00:34:33.689 --> 00:34:37.079
The 1st thing is an expanded review.

229 "Wanda Crocker" (1180598784)
00:34:37.079 --> 00:34:42.179
Um, if you are a waiver provider, you're aware that we currently, um.

230 "Wanda Crocker" (1180598784)
00:34:42.179 --> 00:34:47.639
Pr, currently has a review cycle of every 3 years.

231 "Wanda Crocker" (1180598784)
00:34:47.639 --> 00:34:51.629
So, 100% of providers over the course of 3 years.

232 "Wanda Crocker" (1180598784)
00:34:51.629 --> 00:35:00.894
For the implementation phase of the Columbus organization contract, every waiver provider will be reviewed annually for 2 consecutive years.

233 "Wanda Crocker" (1180598784)
00:35:01.374 --> 00:35:11.454
So that means in this 1st year they're targeting 75% of our providers in year 2 to targeting 100%. And then those providers who still need a 2nd year will get. second year will get

234 "Wanda Crocker" (1180598784)
00:35:11.629 --> 00:35:16.139
A, 2nd, year and year 3 during these 1st, 2 years will be.

235 "Wanda Crocker" (1180598784)
00:35:16.139 --> 00:35:29.999
Will be collecting baseline data and the purpose of that baseline data. And the reason that we are expanding the sample is we want to go to a 123 year renewal.

236 "Wanda Crocker" (1180598784)
00:35:29.999 --> 00:35:34.409

After the 1st, 2 years so we need that baseline.

237 "Wanda Crocker" (1180598784)

00:35:34.409 --> 00:35:45.419

Data to help us develop the criteria under, which what is what tells us that a provider is super good has everything that they need in place and.

238 "Wanda Crocker" (1180598784)

00:35:45.419 --> 00:35:59.184

Therefore, we're not coming back for 3 years. What tells us that a provider is really struggling doesn't have systems in place is missing policies and procedures not implementing. So we're going to come back and see them in 1 year.

239 "Wanda Crocker" (1180598784)

00:35:59.514 --> 00:36:05.394

And what tells us that a provider is in in that middle place. So we don't come back for 2 years. So.

240 "Wanda Crocker" (1180598784)

00:36:05.419 --> 00:36:11.459

We need that data to in those 1st, 2 years to tell us.

241 "Wanda Crocker" (1180598784)

00:36:11.459 --> 00:36:23.339

And help us design what quantifies a quality provider? Um, there's also another reason for expanding the frequency size that you'll see here in a moment.

242 "Wanda Crocker" (1180598784)

00:36:24.359 --> 00:36:38.334

Um, so we will be enhancing the tools prior from the Pre coded provider relations tools. You might remember prior to covid the PR review wasn't just about staff qualifications.

243 "Wanda Crocker" (1180598784)

00:36:38.574 --> 00:36:44.274

It also was about your policies. It was also about your contractual requirements. It was.

244 "Wanda Crocker" (1180598784)

00:36:44.359 --> 00:36:54.779

Also about are you staffing at the required contractual level or what does it align with? What's on your budget?

245 "Wanda Crocker" (1180598784)

00:36:54.779 --> 00:37:06.594

Those those things we have not been reviewing during during we've only been reviewing staff qualifications and your compliance and your restraint policy.

246 "Wanda Crocker" (1180598784)

00:37:07.164 --> 00:37:14.694

So we condensed it during covid. So, there, we're going to go back to what it was before. And we'll be adding.

247 "Wanda Crocker" (1180598784)
00:37:14.779 --> 00:37:15.779
Systemic.

248 "Wanda Crocker" (1180598784)
00:37:15.779 --> 00:37:29.819
Reflections so every question that you're going to see, when you have the tool, it has been interpreted with the division and Columbus that we've worked together to create this tool to.

249 "Wanda Crocker" (1180598784)
00:37:29.819 --> 00:37:41.969
To determine how our providers implementing, what are their systems like, are they in compliance? And how much are we in compliance? So.

250 "Wanda Crocker" (1180598784)
00:37:44.424 --> 00:37:56.544
In addition to the items that we talked about, I mentioned earlier, the htbs settings were requirements, you're going to see a lot more when Dan comes on and talks about the caps survey,

251 "Wanda Crocker" (1180598784)
00:37:57.594 --> 00:38:01.944
but we will be expanding the review to include a much more.

252 "Wanda Crocker" (1180598784)
00:38:01.969 --> 00:38:07.379
In depth look into how providers are implementing the role and are they compliant.

253 "Wanda Crocker" (1180598784)
00:38:08.694 --> 00:38:17.064
So, the items that we've added to the review, the, the division and Columbus agreed that we needed to add these items,

254 "Wanda Crocker" (1180598784)
00:38:17.424 --> 00:38:24.024
because providers aren't meeting those standard requirements or current standards of practice.

255 "Wanda Crocker" (1180598784)
00:38:24.355 --> 00:38:28.315
Not all providers we say providers in globally, but that's not all providers.

256 "Wanda Crocker" (1180598784)
00:38:28.315 --> 00:38:40.225
Obviously we have some excellent quality providers, but all it takes is someone coming in and auditing the 5 providers who are not our high standard providers to.

257 "Wanda Crocker" (1180598784)
00:38:41.100 --> 00:38:44.760
To extrapolate that as a state, we're not compliant.

258 "Wanda Crocker" (1180598784)
00:38:48.060 --> 00:38:59.065
So I mentioned, we're going to be developing enhanced folks from the Pre covid provider relations. Um, I had mentioned earlier that we'll be reviewing providers of Medicaid waiver DSP services.

259 "Wanda Crocker" (1180598784)
00:38:59.395 --> 00:39:08.035
So that is residential day have community networking, employment services anything that requires a DSP to.

260 "Wanda Crocker" (1180598784)
00:39:08.060 --> 00:39:22.335
Deliver those are the providers that Columbus will be reviewing in addition to the services related to DSP this will be expanded to include professional or semi professional services.

261 "Wanda Crocker" (1180598784)
00:39:22.575 --> 00:39:28.035
So I mentioned that, as Columbus comes on to do this review PR is going to be.

262 "Wanda Crocker" (1180598784)
00:39:28.060 --> 00:39:37.745
Developing a review for all professional and semi professional, and all other services for providers who don't have DSPs on their contract.

263 "Wanda Crocker" (1180598784)
00:39:38.045 --> 00:39:47.795
So we're asking Columbus to do the DSP service review and the professional, semi professional because if they don't do the T.

264 "Wanda Crocker" (1180598784)
00:39:48.060 --> 00:39:51.660
Specialist behavior services, price, the service support broker.

265 "Wanda Crocker" (1180598784)
00:39:51.660 --> 00:40:01.795
Then you would have to have a 2nd review from PR. So, Columbus is combining both of those 4 providers of DSP related services. And then PR will pick up the ones.

266 "Wanda Crocker" (1180598784)
00:40:01.825 --> 00:40:11.485
That don't do DSP services um, just to give you guys an idea of the review cycle. If you were reviewed and may of.

267 "Wanda Crocker" (1180598784)
00:40:11.660 --> 00:40:14.190
2 202,122.

268 "Wanda Crocker" (1180598784)
00:40:14.190 --> 00:40:17.760
Most likely you'll be reviewed in May of 2023.

269 "Wanda Crocker" (1180598784)
00:40:17.760 --> 00:40:32.125
We're going to try to keep it consistent with your last review cycle so that you can kind of anticipate now that might not come off. Exactly. Right. Um, considering that they're going to attempt to review 75% in this calendar year.

270 "Wanda Crocker" (1180598784)
00:40:32.125 --> 00:40:37.585
So, there might be some, some maneuverability there, but we. but we

271 "Wanda Crocker" (1180598784)
00:40:37.760 --> 00:40:41.700
To give you at least an anticipation of when they might contact you.

272 "Wanda Crocker" (1180598784)
00:40:43.075 --> 00:40:57.265
So, like, the TCM tack, the setup process very similar. Columbus will schedule with a waiver provider. 30 days, 30 days notice Columbus will have the same access to the system as tax and vendor service coordinators. Do.

273 "Wanda Crocker" (1180598784)
00:40:57.990 --> 00:41:11.035
Um, but Columbus will pull the reports to determine the samples, unlike the tack, and the PR doesn't have a separate waiver assurance that requires us to, uh, eliminate duplication.

274 "Wanda Crocker" (1180598784)
00:41:11.215 --> 00:41:15.385
So, Columbus can pull those reports themselves now in the 1st, few months because.

275 "Wanda Crocker" (1180598784)
00:41:16.045 --> 00:41:24.715
Nobody said our system is easy. Columbus might need some assistance of pulling those reports and PR will help them with that as they learn how our system works.

276 "Wanda Crocker" (1180598784)
00:41:25.705 --> 00:41:35.605
Like, PR, before them, Columbus will review providers, last certification or accreditation any corrective action plans that the provider is on and data reflecting.

277 "Wanda Crocker" (1180598784)
00:41:35.690 --> 00:41:44.565
Trends in, so they're prepared coming in to know, and have a picture of that providers performance based on the information we already have.

278 "Wanda Crocker" (1180598784)

00:41:45.225 --> 00:41:55.665

Um, like PR, Columbus may request information prior to the onsite review to complete partial remote review. Things like staffing patterns is fast schedule.

279 "Wanda Crocker" (1180598784)

00:41:55.690 --> 00:42:06.755

Policies things that can easily be transmitted and reviewed remotely. And PR has been doing that even before that we had a hybrid system in place.

280 "Wanda Crocker" (1180598784)

00:42:07.385 --> 00:42:15.605

It just works a little easier to be able to focus on staffing patterns and schedules in front of a computer versus trying to look at it on paper in person.

281 "Wanda Crocker" (1180598784)

00:42:15.690 --> 00:42:22.770

And taking that providers valuable time by doing. So, um, and they will conduct a brief entrance meeting.

282 "Wanda Crocker" (1180598784)

00:42:25.260 --> 00:42:30.480

So, part of what we're asking them to look at is provider capability review.

283 "Wanda Crocker" (1180598784)

00:42:30.745 --> 00:42:39.685

How where are you as a provider ensuring that you have the capacity to deliver services with quality? So we're asking to look at.

284 "Wanda Crocker" (1180598784)

00:42:39.685 --> 00:42:50.185

Do you have a philosophy mission and capacity that results and supports directed to inclusion community participation, health, safety and welfare those speak.

285 "Wanda Crocker" (1180598784)

00:42:50.480 --> 00:42:52.290

To the HCPs role.

286 "Wanda Crocker" (1180598784)

00:42:52.290 --> 00:43:03.420

And so that's where we're really honing and focusing along with some other factors looking at your policies looking at how your procedures, how do you implement.

287 "Wanda Crocker" (1180598784)

00:43:03.420 --> 00:43:13.650

Not just that you say you're going to do it, but how are you doing it? How are you making it happen? Are you training your staff? Is it a 1 and done or are you having.

288 "Wanda Crocker" (1180598784)

00:43:13.650 --> 00:43:22.140

Frequent renewals, refreshers on the rule and the expectation for community participation and inclusion. Um.

289 "Wanda Crocker" (1180598784)

00:43:22.140 --> 00:43:29.880

Are you, you know, are are you are you actually monitoring your staff to make sure that they're implementing.

290 "Wanda Crocker" (1180598784)

00:43:29.880 --> 00:43:40.015

The expectations, what is your system to make sure that you were implementing the htbs role and all other waiver requirements? That's what we're asking. Columbus to look at.

291 "Wanda Crocker" (1180598784)

00:43:40.585 --> 00:43:49.735

Um, do you provide the tools and materials necessary for your staff to effectively perform your duties? And do you follow applicable laws and state policy regarding responding to abuse in the.

292 "Wanda Crocker" (1180598784)

00:43:49.880 --> 00:43:54.150

And serious incidents that could threaten the safety or wellbeing of a consumer.

293 "Wanda Crocker" (1180598784)

00:43:55.345 --> 00:44:06.535

Are you insuring proper handling of all consumer records of security, accountability, confidentiality and retention that's not really something new, but they're, they're looking at your system. Okay.

294 "Wanda Crocker" (1180598784)

00:44:06.835 --> 00:44:10.494

So the 2nd, 1, I want to spend a little more time on because this might kind of.

295 "Wanda Crocker" (1180598784)

00:44:10.860 --> 00:44:24.720

Maybe confuse or concern people in sure. Proper handling of all consumer, financial benefits and income, including security, accountability, confidentiality and retention. Columbus is not auditing providers.

296 "Wanda Crocker" (1180598784)

00:44:24.720 --> 00:44:35.010

They are not auditing how you manage a person's benefits. Um, you may be aware that the division is working to move out of being representative.

297 "Wanda Crocker" (1180598784)

00:44:35.305 --> 00:44:38.575

So, right now, if we are representative pay E for someone,

298 "Wanda Crocker" (1180598784)
00:44:38.845 --> 00:44:50.515
then our business office completes a review of how those funds are utilized by the provider and the intern we're audited by social security to see how those funds are being managed.

299 "Wanda Crocker" (1180598784)
00:44:50.880 --> 00:44:54.990
As we move out of being represented E, I think.

300 "Wanda Crocker" (1180598784)
00:44:54.990 --> 00:44:58.110
We're still representing P. E. for around 50.

301 "Wanda Crocker" (1180598784)
00:44:58.110 --> 00:45:03.030
Teen 100 people in the state, but we have migrated out.

302 "Wanda Crocker" (1180598784)
00:45:03.030 --> 00:45:07.830
Whole regions of represented where that office is, is.

303 "Wanda Crocker" (1180598784)
00:45:07.830 --> 00:45:15.690
Only doing, like 5 or 10 compared to hundreds that they used to do. So, what that means is.

304 "Wanda Crocker" (1180598784)
00:45:15.690 --> 00:45:26.340
We're not going to be looking at, from an audit perspective from a business office perspective of how you're handling people's finances when we're no longer represented. Peggy.

305 "Wanda Crocker" (1180598784)
00:45:26.340 --> 00:45:30.570
That doesn't mean that you're still not responsible to have a system.

306 "Wanda Crocker" (1180598784)
00:45:30.570 --> 00:45:41.305
Because when the representative new represented is audited by social security, they'll be knocking on your door to say, I need evidence of how you utilize their funds.

307 "Wanda Crocker" (1180598784)
00:45:41.755 --> 00:45:50.425
And so this step is about looking at your system. It's not looking at receipts. It's not looking to do balance a checkbook. It's not looking at.

308 "Wanda Crocker" (1180598784)
00:45:50.570 --> 00:46:03.690
Is looking do you have a system in place to assure that when the representative is is audited that you're prepared to respond and support that activity? So as system.

309 "Wanda Crocker" (1180598784)
00:46:03.690 --> 00:46:11.250
They're also going to be looking to see if you as a provider conduct, annual satisfaction surveys.

310 "Wanda Crocker" (1180598784)
00:46:11.250 --> 00:46:17.760
To self assess and prove and expand services. Now, this is not currently a requirement.

311 "Wanda Crocker" (1180598784)
00:46:17.760 --> 00:46:21.360
But this is a core component of the rule.

312 "Wanda Crocker" (1180598784)
00:46:21.360 --> 00:46:30.540
How do you know if you're doing a good job as a provider? How do you know if you're doing quality? If you're not asking people how you're doing.

313 "Wanda Crocker" (1180598784)
00:46:30.540 --> 00:46:43.735
So, no, this is not a requirement by the division, but it is a component of and just, because it's not a requirements day doesn't mean it won't be tomorrow and it would be something that would be looking for.

314 "Wanda Crocker" (1180598784)
00:46:43.765 --> 00:46:50.515
We think, when they come to audit us. So someone asked me in a previous call.

315 "Wanda Crocker" (1180598784)
00:46:50.540 --> 00:46:54.480
This is best practice, so I don't have to do it. Right?

316 "Wanda Crocker" (1180598784)
00:46:54.480 --> 00:47:05.130
And you're right, it is best practice and it's not a requirement by contract but this is how we're going to determine whether a provider meets that 3 year renewal.

317 "Wanda Crocker" (1180598784)
00:47:05.130 --> 00:47:12.865
Best practice is what gets providers to to 3 year renewal cycle, so no, we can't make you do this today.

318 "Wanda Crocker" (1180598784)
00:47:12.895 --> 00:47:20.425
We're trying to guide you into best practice that sets you up for success with CMS audit audits and.

319 "Wanda Crocker" (1180598784)
00:47:20.760 --> 00:47:32.520

And with our own review system that can help you get to that 3 year renewal, instead of continually having an annual renewal, because you don't have best practice in place. So so that is what that is for.

320 "Wanda Crocker" (1180598784)

00:47:34.315 --> 00:47:47.395

Waiver assurance related I mentioned earlier that we have not been compliant with all 3 of our waiver assurances under the provider house for some time. So, the other big change right now.

321 "Wanda Crocker" (1180598784)

00:47:47.700 --> 00:47:52.890

Provider relations reviews, 100% of staff delivering personal assistant and respite.

322 "Wanda Crocker" (1180598784)

00:47:53.185 --> 00:48:01.165

On the other services, they pull a much smaller sample in some instances, only 3 staff per service.

323 "Wanda Crocker" (1180598784)

00:48:01.735 --> 00:48:11.875

Um, so the things that PR looks for, and that Columbus will look for are background screening within 2 days of higher prior to contact initiated.

324 "Wanda Crocker" (1180598784)

00:48:12.420 --> 00:48:19.170

Proof of education understanding that right now during appendix pay providers didn't have the collect.

325 "Wanda Crocker" (1180598784)

00:48:19.170 --> 00:48:23.160

Proof of education for people hired during, um.

326 "Wanda Crocker" (1180598784)

00:48:23.160 --> 00:48:26.460

During covid, but that is about to end.

327 "Wanda Crocker" (1180598784)

00:48:26.460 --> 00:48:41.430

And so, you know, those people that you hire during that time, period, um, if you did not get proof of education on them, you need to start doing that because those all have to be in file by November of this year.

328 "Wanda Crocker" (1180598784)

00:48:41.430 --> 00:48:49.860

We've already heard from some providers that they're having difficulty or finding out now that their staff didn't have, um, high school diploma, or.

329 "Wanda Crocker" (1180598784)

00:48:49.860 --> 00:48:52.890

So, we need to start looking at that now.

330 "Wanda Crocker" (1180598784)

00:48:52.890 --> 00:49:03.690

Well, they'll be looking at required training CPR 1st, date embedded man, abuse and neglect ISP, training, PBS crisis intervention. If required.

331 "Wanda Crocker" (1180598784)

00:49:03.690 --> 00:49:13.800

Um, it might surprise you to learn what are 3 trainings that are consistently in the top. 5 are most people think.

332 "Wanda Crocker" (1180598784)

00:49:13.800 --> 00:49:26.310

Medication administration, other people say from CPR 1st date. I can't pull you guys. I actually should have told you that would have been a good poll for the for the presentation, but our biggest.

333 "Wanda Crocker" (1180598784)

00:49:26.310 --> 00:49:30.150

Consistent in the top 3 is training.

334 "Wanda Crocker" (1180598784)

00:49:30.325 --> 00:49:41.755

Isp training is arguably the easiest 1 to obtain you do that internally. You don't have to use an external source. It's about there's many different systems.

335 "Wanda Crocker" (1180598784)

00:49:41.755 --> 00:49:45.475

You could use to do ISP training as those.

336 "Wanda Crocker" (1180598784)

00:49:45.810 --> 00:49:55.800

Isp come in, um, followed up by abuse and neglect and positive behavior supports, which are free trainings, available, virtually through Elias.

337 "Wanda Crocker" (1180598784)

00:49:55.800 --> 00:50:02.820

So, the free trainings are consistently in the top 5 of not being delivered to our staff.

338 "Wanda Crocker" (1180598784)

00:50:03.085 --> 00:50:07.255

So, why that's what we're after why what's the barrier?

339 "Wanda Crocker" (1180598784)

00:50:07.645 --> 00:50:22.525

Um, we did in this last quarter, October through December was the 1st quarter in many quarters that we were compliant with all 3 waiver assurances. Um, the reason I hypothesize.

340 "Wanda Crocker" (1180598784)

00:50:22.820 --> 00:50:31.605

They were compliance is 1 last year, Amy Rutledge and dawn Cochran conducted a small wasn't very small,

341 "Wanda Crocker" (1180598784)

00:50:31.605 --> 00:50:42.735

was a work group and we invited the 60 some providers I think it was in the sixty's maybe 70 s, who had been required to self audit in the previous 5 quarters due to have.

342 "Wanda Crocker" (1180598784)

00:50:42.820 --> 00:50:54.125

And at least 1 staff not qualified in 1 of these areas. So they have that work group. They looked at what are the barriers shared resources how can we make it better?

343 "Wanda Crocker" (1180598784)

00:50:54.125 --> 00:51:01.655

What kind of system I think that could have helped additionally what could be impacting that is our DSP value based payment.

344 "Wanda Crocker" (1180598784)

00:51:02.275 --> 00:51:15.985

Right. A lot of providers are aiming for that eventual when you get through all 3 stages 3% of billing, which for some of our providers is a substantial amount of billing and a substantial amount of value based payment.

345 "Wanda Crocker" (1180598784)

00:51:15.985 --> 00:51:21.745

You cannot pursue the DSP value based payment until your staff meet. meet

346 "Wanda Crocker" (1180598784)

00:51:22.010 --> 00:51:23.130

Requirements.

347 "Wanda Crocker" (1180598784)

00:51:23.130 --> 00:51:30.420

So, you can't as hypo would say, you can't skip the meal to get to the dessert.

348 "Wanda Crocker" (1180598784)

00:51:30.420 --> 00:51:37.975

You have to have core training requirements in place before you can pursue the value based payment for enhanced training.

349 "Wanda Crocker" (1180598784)

00:51:38.935 --> 00:51:50.395

So, I think that maybe those are some reasons that we might have seen an increase in compliance, but we're not sure we also don't know with the small sample that we've been reviewing.

350 "Wanda Crocker" (1180598784)

00:51:50.420 --> 00:51:53.670

In the past was that, um.

351 "Wanda Crocker" (1180598784)

00:51:53.670 --> 00:52:06.930

Is our is our result low because we're not sampling enough people. So a provider let's say, who only has for staff if 1 staff is not compliant you're at a 75% ratio.

352 "Wanda Crocker" (1180598784)

00:52:06.930 --> 00:52:10.320

So, is it because our sample size was too small.

353 "Wanda Crocker" (1180598784)

00:52:10.320 --> 00:52:17.850

That that we weren't compliant, we won't know until we, until we have bigger data set to evaluate and look at.

354 "Wanda Crocker" (1180598784)

00:52:18.960 --> 00:52:30.810

Um, someone also asked at our training and I forgot to ask us to add this to the Q and a, at the end they asked during certification.

355 "Wanda Crocker" (1180598784)

00:52:30.810 --> 00:52:34.860

Will Columbus not look at these things.

356 "Wanda Crocker" (1180598784)

00:52:34.860 --> 00:52:39.030

If certification does, and the answer to that is.

357 "Wanda Crocker" (1180598784)

00:52:39.030 --> 00:52:45.240

Columbus will always look at this, regardless of when certification comes.

358 "Wanda Crocker" (1180598784)

00:52:45.240 --> 00:52:51.840

Um, the reason for it is, or certification also has a waiver assurance.

359 "Wanda Crocker" (1180598784)

00:52:51.840 --> 00:52:54.900

Related to qualifications somehow.

360 "Wanda Crocker" (1180598784)

00:52:54.900 --> 00:53:03.120

Their waiver assurance is not having this the struggle that provider relations is. And I think there's a reason for that.

361 "Wanda Crocker" (1180598784)

00:53:03.120 --> 00:53:08.910

When PR, looks at this information, we don't just look to see that it exists.

362 "Wanda Crocker" (1180598784)

00:53:08.910 --> 00:53:18.960

We look to see that you had a continuum. So when we look at CPR 1st state, we're not just looking to see did is do you have a current certificate?

363 "Wanda Crocker" (1180598784)

00:53:18.960 --> 00:53:27.930

But did you have convert training from the last 1 or did you have a 6 month laughs when staff wasn't.

364 "Wanda Crocker" (1180598784)

00:53:28.315 --> 00:53:36.775

In compliance with CPR 1st state. So we're looking for the overlap. Did you get your staff trained before the expiration of the previous training?

365 "Wanda Crocker" (1180598784)

00:53:37.165 --> 00:53:47.905

And I think that is the difference, and that is key to a provider system of showing how they manage their training and onboarding processes. So that they don't have.

366 "Wanda Crocker" (1180598784)

00:53:47.930 --> 00:53:54.270

Of those lapses in training so I think that is the difference, but we won't know until we have better data.

367 "Wanda Crocker" (1180598784)

00:53:56.100 --> 00:54:04.650

Um, site reviews, the things with asterisks are things that provider relations is currently looking at. Um.

368 "Wanda Crocker" (1180598784)

00:54:04.650 --> 00:54:15.415

And so, service documentation review for requirements previously, outlined in the PR review that is just looking at basic service documentation requirements.

369 "Wanda Crocker" (1180598784)

00:54:15.745 --> 00:54:24.535

Do you have a date from time to time the person's 1st name last name middle, initial or date of birth? Um, do you have this.

370 "Wanda Crocker" (1180598784)

00:54:24.650 --> 00:54:31.020

Sign it print their name and add their signature and date it. So core requirements.

371 "Wanda Crocker" (1180598784)

00:54:31.020 --> 00:54:43.320

If a provider, if we go in, and either PR, and now Columbus and a provider is void of any documentation to prove the service was delivered, we have the providers self report to.

372 "Wanda Crocker" (1180598784)

00:54:43.320 --> 00:54:55.800

We're looking for format we're not auditing. You, we're not comparing against your billing system. We're looking to make sure your your documentation is compliant with expectations, but if your documentation doesn't exist.

373 "Wanda Crocker" (1180598784)

00:54:55.800 --> 00:55:08.280

Then we ask that you report self report to Max so that they can look into it and they can appropriately address the lack of documentation, environmental tool, using the division tool guide.

374 "Wanda Crocker" (1180598784)

00:55:08.280 --> 00:55:11.910

So, what I want to say about this is.

375 "Wanda Crocker" (1180598784)

00:55:11.910 --> 00:55:14.910

Um, it is a guide.

376 "Wanda Crocker" (1180598784)

00:55:14.910 --> 00:55:24.300

The Columbus group will not be coming in and looking at expiration dates and refrigerator or the cupboards. They will not be looking at the thermometer to see your refrigerator isn't the right time.

377 "Wanda Crocker" (1180598784)

00:55:24.300 --> 00:55:32.310

They are doing what any divisions to ask to do when they enter into a location of service delivery they are doing.

378 "Wanda Crocker" (1180598784)

00:55:32.310 --> 00:55:46.410

Um, they are doing a scan of the environment to make sure that that environment needs standard health and safety. If I'm walking up the front step and there's a step on the front that's broken. And I almost thought through it.

379 "Wanda Crocker" (1180598784)

00:55:46.410 --> 00:55:53.605

That's an obvious issue. If I walk by the bathroom and I look in and there's a waffle mold. That's an obvious issue.

380 "Wanda Crocker" (1180598784)

00:55:53.935 --> 00:56:06.325

So, it is looking for the obvious environmental scan, which is what anyone, any division staff, and hopefully any administrator or professional manager house manager checks for.

381 "Wanda Crocker" (1180598784)

00:56:06.410 --> 00:56:09.150

When they walk into an environment. Okay.

382 "Wanda Crocker" (1180598784)

00:56:09.150 --> 00:56:17.010

Medical records looking at a system that you have a system to maintain it. We're still working on that. That's why there's not a huge amount here.

383 "Wanda Crocker" (1180598784)

00:56:17.010 --> 00:56:30.025

Staffing patterns for group home and they have, are you meeting the staffing requirement? Um, do you, they're evaluating, do you have sufficient RN and professional manager for coverage of group homes?

384 "Wanda Crocker" (1180598784)

00:56:30.055 --> 00:56:35.995

Because those things are contractually required so, are you meeting the contractual ratio?

385 "Wanda Crocker" (1180598784)

00:56:37.010 --> 00:56:39.240

And again, if not.

386 "Wanda Crocker" (1180598784)

00:56:39.240 --> 00:56:53.100

That is a self report to just as staffing patterns are we're looking for nurse delegation and data medical. If you are billing medical for anything, other than mobility.

387 "Wanda Crocker" (1180598784)

00:56:53.545 --> 00:57:07.915

You are required to have an R in consultant for that service. So do you have 1 do you have evidence of delegation? And the big 1 that we're changing? Is caps not chaps.

388 "Wanda Crocker" (1180598784)

00:57:08.160 --> 00:57:17.160

It is a survey and it is an supported survey and I'm going to turn over to Dan and diana's going to talk a lot more about the cap survey.

389 "dan howell" (3819011584)

00:57:17.815 --> 00:57:31.315

Thanks Wanda. So in your packet of material, I believe it works and if it doesn't just cut and paste this into your browser, it's the cap survey. It's the community assessment of healthcare providers and systems.

390 "dan howell" (3819011584)

00:57:31.765 --> 00:57:34.735

It is a survey that sponsored by.

391 "dan howell" (3819011584)

00:57:35.640 --> 00:57:47.130

Cms, and is it cross disability for adult survey? It is a rather lengthy survey. I'll talk to you how we're going to administer that in a 2nd so if you just want to move forward 1.

392 "dan howell" (3819011584)

00:57:50.665 --> 00:58:05.485

It it literally is the 96 question with about 20 about 16 of those being demographic questions that we would be talking to individuals in in your services and we'll will generate

393 "dan howell" (3819011584)

00:58:05.485 --> 00:58:09.985

a random sample. And I'll share with you in a little bit how we'll do that. But. but

394 "dan howell" (3819011584)

00:58:10.010 --> 00:58:22.800

We talk grouping of following topics. Are you getting the services you need? Can you communicate with your provider? Do you have choice? And the big 1 truly is community inclusion.

395 "dan howell" (3819011584)

00:58:24.415 --> 00:58:35.725

Next slide again, there's 96 questions, but there are 50, I think 15 or 18 if my memory serves right that are demographic in nature.

396 "dan howell" (3819011584)

00:58:35.755 --> 00:58:43.945

Some may not be applicable to the individuals and our reviewers will just put in a, they won't score it. it

397 "dan howell" (3819011584)

00:58:44.535 --> 00:58:59.295

It'll just put an, a, or if an individual, if they're selected, it starts the interview process and for some reason, it's having a bad day does, isn't feeling it doesn't want to do, doesn't want to sit through the remainder of the interview.

398 "dan howell" (3819011584)

00:58:59.625 --> 00:59:02.535

We just stop there. No harm no foul.

399 "dan howell" (3819011584)

00:59:04.270 --> 00:59:18.545

That individual is in an employment setting they have, or supported employments. We'll ask 20 or prebook. We'll ask 21 questions. There's a, a survey for that as well.

400 "dan howell" (3819011584)

00:59:18.605 --> 00:59:19.295

well

401 "dan howell" (3819011584)

00:59:21.570 --> 00:59:33.840

You wonder how we're going to do this is we're going to take a sample size of 10%. So if you have based on all of your authorized services, if you have more than.

402 "dan howell" (3819011584)

00:59:33.840 --> 00:59:40.740

100 people in a service we will take we'll interview 10 people.

403 "dan howell" (3819011584)

00:59:40.740 --> 00:59:47.910

Um, that have that service. If you have 27 people, we'll interview 3 people.

404 "dan howell" (3819011584)

00:59:53.485 --> 01:00:04.195

And and so there's a lot of providers that have less than 10 or 15 people in a in a service, or in a wavered service. We'll interview 1 to 2. so it won't take very long.

405 "dan howell" (3819011584)

01:00:04.195 --> 01:00:10.315

So, as we look at developing how long we're going to be on site, it really is.

406 "dan howell" (3819011584)

01:00:10.520 --> 01:00:22.545

Based on the number of employees you have for record review, but then the sample size, the interview, the interviews will take some time as well. We're going to try not to duplicate services.

407 "dan howell" (3819011584)

01:00:22.545 --> 01:00:29.715

So therefore different services. They're not 2 templates a 1 time deal.

408 "dan howell" (3819011584)

01:00:30.520 --> 01:00:38.165

It's 30 the survey staff members, we love the staff member present.

409 "dan howell" (3819011584)

01:00:38.195 --> 01:00:50.375

We don't or answering questions or influencing individual that said some people have less have a lesser ability to communicate than others and consequently they may need to.

410 "dan howell" (3819011584)

01:00:50.520 --> 01:00:58.410

Or they may need a loved 1 or somebody who knows them really well to help them with answering those questions.

411 "dan howell" (3819011584)

01:01:00.415 --> 01:01:11.965

Next slide please 1 of the things that we're also looking at doing is, there's a Missouri has a Missouri, uh, 1st, initiative with technology.

412 "dan howell" (3819011584)

01:01:11.965 --> 01:01:18.265

So if you are a part of that, do you have a policy or a document on assistive technology?

413 "dan howell" (3819011584)
01:01:18.600 --> 01:01:30.870
If so, what's your commitment to assistive technology? When we're out in the field we would love to see S80 in practice. So if you have it, we'd love to see it.

414 "dan howell" (3819011584)
01:01:33.865 --> 01:01:40.495
As long as you said, the ongoing community compliance back in 2014, right?

415 "dan howell" (3819011584)
01:01:40.525 --> 01:01:53.335
When the, when this was inactive, there was there were provider self assessments that the majority of providers completed to to see where they were from a. were from a

416 "dan howell" (3819011584)
01:01:53.480 --> 01:02:03.915
Client standpoint, we think it's a good idea for you to look at that again as 1 to indicated they're getting closer and closer to saying there's no more due overs with htbs.

417 "dan howell" (3819011584)
01:02:04.245 --> 01:02:13.425
So, Missouri wants to assert that we are in compliance 1 of the ways to do that is for each and every provider doing that self assessment.

418 "dan howell" (3819011584)
01:02:13.480 --> 01:02:23.315
So, we're going to be asking have you done a self assessment? If so, what can we see the findings from that? Do you have any services that are in heightened scrutiny?

419 "dan howell" (3819011584)
01:02:23.345 --> 01:02:28.715
Heightened scrutiny basically is environments that isolate.

420 "dan howell" (3819011584)
01:02:31.525 --> 01:02:42.475
So, we want to make sure that there is people have the ability there's no locked doors that they can't get out of.

421 "dan howell" (3819011584)
01:02:42.715 --> 01:02:48.865
Within reason they're not on the grounds of an institution they get out into the community.

422 "dan howell" (3819011584)
01:02:49.100 --> 01:02:52.740
As often as they want, when they want again, within reason.

423 "dan howell" (3819011584)
01:02:53.185 --> 01:03:01.945

Thank you want to go ahead billing practices 1 who said, we're not accountants. Uh, uh, we don't balance checkbooks. We want to see that.

424 "dan howell" (3819011584)
01:03:01.945 --> 01:03:12.715

You have a policy on initial dealings and then if you yeah, that's for sure that you.

425 "dan howell" (3819011584)
01:03:12.740 --> 01:03:15.750
Have to.

426 "dan howell" (3819011584)
01:03:15.750 --> 01:03:20.700
Please.

427 "dan howell" (3819011584)
01:03:21.960 --> 01:03:33.990
What's the big news around the country is the use of cameras. So do you have any cameras in your home or day program? And if so where are they located? And how are they used.

428 "dan howell" (3819011584)
01:03:33.990 --> 01:03:37.860
And then, do you have division approval for those.

429 "dan howell" (3819011584)
01:03:40.680 --> 01:03:54.720
As we've talked, we said we'd have an entrance, and then during the exit, we will tell you all of the great things that we found in the review. If there are some findings that need some attention.

430 "dan howell" (3819011584)
01:03:54.720 --> 01:04:01.230
Or some issues that need need to have attention, we'll share those with you as well. We're going to develop a summary.

431 "dan howell" (3819011584)
01:04:01.230 --> 01:04:14.850
Enter that in the system and then provide you 30 days to remediate those if if there are some findings, or if there are some issues that need some greater attention, we're going to ask you.

432 "dan howell" (3819011584)
01:04:14.850 --> 01:04:25.170
To submit a plan for us, we'll look at it. If we still have questions we'll send it back to you all within that 30 day window after the day of the exit.

433 "dan howell" (3819011584)
01:04:25.170 --> 01:04:28.015
If we cannot come to an agreement,

434 "dan howell" (3819011584)

01:04:28.015 --> 01:04:40.945

if we don't think the plan of correction is suffice what we'll do is send it back to you as well as notified the vendor service coordinator to follow up and then continue with you going forward.

435 "dan howell" (3819011584)

01:04:45.475 --> 01:04:58.375

1 of the things that's really important is a former provider. Um, I always liked to know the test before the test started. I know the somebody in the chat was asking well, they see the, the review tool.

436 "dan howell" (3819011584)

01:04:58.375 --> 01:05:04.525

The answer is yes, there was 1 last edits and right after this, we are getting on a conference call to do that.

437 "dan howell" (3819011584)

01:05:04.880 --> 01:05:14.310

Be sharing it with the division today. Um, we've been talking all along with Wanda and her team, so I don't think there'll be many edits.

438 "dan howell" (3819011584)

01:05:14.310 --> 01:05:19.440

We are going to pilot it as 1 to said in the next few in the next 2 or 3 weeks.

439 "dan howell" (3819011584)

01:05:20.095 --> 01:05:33.145

And then we will send it out to everybody. So, you know what we're going to be looking at but more importantly is we're also going to show you the guidance that we're giving our reviewers again.

440 "dan howell" (3819011584)

01:05:33.325 --> 01:05:39.325

We're coming in from all different parts of the country. What we want to make sure is that what happens in the North.

441 "dan howell" (3819011584)

01:05:39.440 --> 01:05:51.225

Portion of Missouri is the same as it as the Southwest portion of Missouri. A caveat to that. Sometimes we interpret things differently because we're human beings.

442 "dan howell" (3819011584)

01:05:51.765 --> 01:05:54.585

And so our team though will be, uh.

443 "dan howell" (3819011584)

01:05:54.930 --> 01:06:05.880

Looking at this, I'll almost on a weekly basis. We'll have calls to say, okay, what did you see? What did you see here? How did you do that? So we can be as consistent and uniform as possible.

444 "dan howell" (3819011584)

01:06:05.880 --> 01:06:16.410

After the pilots there may be a few modifications and changes to the tool before we start in earnest as as 1 to said in the middle of.

445 "dan howell" (3819011584)

01:06:19.410 --> 01:06:27.060

All right, Linda. There you go. All right so, as I said earlier.

446 "Wanda Crocker" (1180598784)

01:06:27.145 --> 01:06:37.435

April is our pilot time um, I'll state operated programs and 4 community provider volunteers. 1 of those 4 is our largest provider in the States.

447 "Wanda Crocker" (1180598784)

01:06:37.435 --> 01:06:46.885

So, we are positive that when the Columbus group gets done, reviewing those records, they will be well versed in the process doing this web.

448 "Wanda Crocker" (1180598784)

01:06:47.060 --> 01:06:50.520

And we're refining tools based on the pilot.

449 "Wanda Crocker" (1180598784)

01:06:52.135 --> 01:07:01.585

We'll be posting tools, obviously revising what was the PR review to reflect to the Columbus implementation? We will have another Webex.

450 "Wanda Crocker" (1180598784)

01:07:01.585 --> 01:07:10.495

If we make significant changes we do plan on full implementation by the end of this fiscal year. Um, I do want to talk specifically.

451 "Wanda Crocker" (1180598784)

01:07:10.520 --> 01:07:25.275

About a provider scorecard and provide a performance report so if you've been with us for many years, you've heard provided scorecard before we've been probably talking about it for a long time with the implementation of connection we have the ability to offer public facing information.

452 "Wanda Crocker" (1180598784)

01:07:25.875 --> 01:07:30.465

Um, our intent and I believe we can get there with Columbus is specifically.

453 "Wanda Crocker" (1180598784)

01:07:30.520 --> 01:07:39.965

Because of the data that we're collecting with providers, the intent is to design a public facing scorecard and it is in their contract to do.

454 "Wanda Crocker" (1180598784)

01:07:39.965 --> 01:07:48.485

So now we anticipate this not rolling out until next fiscal year, or maybe the year after, because we need core data.

455 "Wanda Crocker" (1180598784)

01:07:48.810 --> 01:08:02.455

To tell us what we need to put in a scorecard, but this is something that would be available to the public when an individual is trying to choose a provider right now they have no information about that provider. They're probably picking the provider with the name.

456 "Wanda Crocker" (1180598784)

01:08:02.455 --> 01:08:08.725

They like the best or the 1 that's closest to their home or something like that. They have no idea what the provider's performance is.

457 "Wanda Crocker" (1180598784)

01:08:09.195 --> 01:08:23.415

So, what I want to tell you about this is when we are ready to start developing, we will convene a provider work group to help us determine what? And how we represent information on the scorecard. So, this is not done in isolation.

458 "Wanda Crocker" (1180598784)

01:08:23.595 --> 01:08:24.405

We won't just.

459 "Wanda Crocker" (1180598784)

01:08:24.720 --> 01:08:32.400

Do something on our own and put it out there we will want your feedback. We understand. It's scary to.

460 "Wanda Crocker" (1180598784)

01:08:32.400 --> 01:08:45.565

Be transparent, you all demand us to be transparent every day and we, in turn are going to ask that of you with the families that you serve. So so wait for that to come.

461 "Wanda Crocker" (1180598784)

01:08:45.805 --> 01:08:51.205

Probably next year we'll have an outreach for participants in that work group. Um.

462 "Wanda Crocker" (1180598784)

01:08:51.835 --> 01:09:04.855

And then the provider performance report right now, that provider performance report, I mentioned that the QA and PR, we're doing together we are transitioning that to connection or to Columbus,

463 "Wanda Crocker" (1180598784)

01:09:04.885 --> 01:09:11.455

but we are waiting until connection goes live instead of having them take the current format.

464 "Wanda Crocker" (1180598784)

01:09:11.540 --> 01:09:24.585

We want to wait until connection goes live and we can design something different and new based on that data. And by time connection goes live

and we transition. Columbus will have gathered a significant amount of data for us to look at.

465 "Wanda Crocker" (1180598784)

01:09:25.515 --> 01:09:28.695

Whether we need to change what that performance report looks like.

466 "Wanda Crocker" (1180598784)

01:09:29.995 --> 01:09:44.695

So, I've added a list of questions from our walk about many of the questions we got were questions that were answered in the presentation. So, what I did was try to pull the questions that aren't answered in the presentation.

467 "Wanda Crocker" (1180598784)

01:09:45.955 --> 01:09:48.985

Will Columbus recruit funds and under what condition.

468 "Wanda Crocker" (1180598784)

01:09:49.635 --> 01:10:01.635

This process will not directly recoup funds that is not the divisions function related to Medicaid waiver, but providers will be required to self report to impact when the following is identified.

469 "Wanda Crocker" (1180598784)

01:10:02.175 --> 01:10:06.315

You had staff with this qualifying defenses with no exception on file.

470 "Wanda Crocker" (1180598784)

01:10:06.630 --> 01:10:18.690

That means they're absolutely not eligible to provide the service we have seen in Mac audits, or Mac has recouped for this issue. So if we find that you will be required to self report to.

471 "Wanda Crocker" (1180598784)

01:10:18.690 --> 01:10:33.505

You're not meeting your staffing patterns you don't have a group home, or are in provision at your group homes. There's no documentation for the service delivered. So those are the areas that intersect with.

472 "Wanda Crocker" (1180598784)

01:10:33.505 --> 01:10:37.705

What does but we will not recoup. You will self report to.

473 "Wanda Crocker" (1180598784)

01:10:38.550 --> 01:10:42.900

And then they will take it from there and determine what action to take.

474 "Wanda Crocker" (1180598784)

01:10:44.875 --> 01:10:54.895

Why is there a pilot for provider reviews, but not for TC, manual views the TC, manual review. There's no change to. Content is simply a change in. Who is conducting the review.

475 "Wanda Crocker" (1180598784)

01:10:55.135 --> 01:11:04.345

So, we didn't feel that there was a need for a pilot and shadowing seem to, as someone mentioned in the chat box that they experienced 1 of the shadowing events and.

476 "Wanda Crocker" (1180598784)

01:11:04.430 --> 01:11:09.000

It went really well. Um, the only difference is providing.

477 "Wanda Crocker" (1180598784)

01:11:09.385 --> 01:11:15.295

Whereas the provider review has new components. Does this review apply to credit providers? Yes.

478 "Wanda Crocker" (1180598784)

01:11:15.325 --> 01:11:28.345

This process applies to all providers of DSP services, as was the previous PR review and I know that we had some concessions and the previous PR reviews for our credit providers that the.

479 "Wanda Crocker" (1180598784)

01:11:29.000 --> 01:11:42.105

The the guidance said that anything not included in the accreditation report would be reviewed by PR, there is a lot of information on the PR review. That's not reflected in the credit reports.

480 "Wanda Crocker" (1180598784)

01:11:42.135 --> 01:11:47.385

They don't tell us what they reviewed for your staff and what was missing. They don't tell us.

481 "Wanda Crocker" (1180598784)

01:11:47.880 --> 01:11:55.380

How your staffing patterns? Look, there's a lot of information not available. Um, so even those if you are accredited, you'll, you'll.

482 "Wanda Crocker" (1180598784)

01:11:55.380 --> 01:12:01.800

You know, you still had a PR review now you might not remember because we've not really done the full full 1.

483 "Wanda Crocker" (1180598784)

01:12:01.800 --> 01:12:06.060

Since before Columbus, but yes, it continues to apply.

484 "Wanda Crocker" (1180598784)

01:12:06.060 --> 01:12:15.750

I kind of mentioned this in conversation in the presentation. Some of these things are not requirements. I don't have to do it. Right?

485 "Wanda Crocker" (1180598784)

01:12:15.750 --> 01:12:30.115

However, this information is being gathered to develop 12 or 3 year review cycles. 3 year review cycle parameters are sure to include best practices, only through evidence of external systems and self of internal systems and self evaluation.

486 "Wanda Crocker" (1180598784)
01:12:30.115 --> 01:12:34.045
Will a provider obtain 3 year review cycle. cycle

487 "Wanda Crocker" (1180598784)
01:12:34.320 --> 01:12:39.900
So, no, you don't have to but but that's how we're going to get to the 3 year cycle.

488 "Wanda Crocker" (1180598784)
01:12:39.900 --> 01:12:46.410
If certification is coming this year, are there, things will removed from the review. So is not to duplicate.

489 "Wanda Crocker" (1180598784)
01:12:46.410 --> 01:12:50.070
Now, there is minimal duplication.

490 "Wanda Crocker" (1180598784)
01:12:50.070 --> 01:13:04.195
Of what Columbus is doing and predominant duplication was in staff training and because of the provider relations, Medicaid waiver, assurances, and the corrective action plan we've been on for almost 3 years.

491 "Wanda Crocker" (1180598784)
01:13:04.585 --> 01:13:09.595
No, we will gather all information in the review. Not only for, um.

492 "Wanda Crocker" (1180598784)
01:13:09.960 --> 01:13:16.650
Waiver assurances, but we need that data to establish the 12 or 3 year cycles.

493 "Wanda Crocker" (1180598784)
01:13:16.650 --> 01:13:20.280
If certification comes us here. What? Columbus? Yes.

494 "Wanda Crocker" (1180598784)
01:13:20.280 --> 01:13:29.065
We will endeavor to schedule a separate from certification, so it's not to overwhelm providers. Can Columbus come at the same time as certification?

495 "Wanda Crocker" (1180598784)
01:13:29.395 --> 01:13:39.895
We do not want to go down that road because both certification in Columbus interview individuals. Now, certification doesn't have a formal interview process. They don't use the caps.

496 "Wanda Crocker" (1180598784)
01:13:40.280 --> 01:13:48.810
Capture a specific approved tool, so we don't want to be conducting to.

497 "Wanda Crocker" (1180598784)
01:13:48.810 --> 01:13:51.810
Interviews with individuals at the same time.

498 "Wanda Crocker" (1180598784)
01:13:53.035 --> 01:13:55.315
I didn't get the spelling error corrected.

499 "Wanda Crocker" (1180598784)
01:13:55.315 --> 01:14:10.225
I did spell check and Al is a word, because it didn't find it, but the question is, when will we know when Columbus is coming and the answer is we're targeting the same month as your last PR review and the TCM review is being scheduled for the existing process,

500 "Wanda Crocker" (1180598784)
01:14:10.225 --> 01:14:11.725
they're following the same schedule that.

501 "Wanda Crocker" (1180598784)
01:14:11.810 --> 01:14:12.960
The trucks were.

502 "Wanda Crocker" (1180598784)
01:14:12.960 --> 01:14:22.080
Um, as Columbus reviews, 100% of records does the contract language around self audit and corrective action plans still apply.

503 "Wanda Crocker" (1180598784)
01:14:22.080 --> 01:14:36.415
And this is related to service providers so, in essence, because they're doing 100% review, they're completing the self audit for the providers. So no additional audit will be necessary. However, if that provider's results are less than 87%.

504 "Wanda Crocker" (1180598784)
01:14:36.415 --> 01:14:37.795
than eighty seven percent

505 "Wanda Crocker" (1180598784)
01:14:38.130 --> 01:14:46.050
Her the contract, the corrective action plan will be implemented. It's simply removing that self audit component or doing that for you.

506 "Wanda Crocker" (1180598784)
01:14:46.735 --> 01:14:50.545
We'll provide we'll Columbus, provide technical assistance providers.

507 "Wanda Crocker" (1180598784)

01:14:50.815 --> 01:15:01.885

Yes, but it's only limited during the review process provider relations in technical assistance coordinators continue to provide technical assistance on all waiver activities.

508 "Wanda Crocker" (1180598784)

01:15:02.275 --> 01:15:05.935

And as Dan reviewed, if there's a fine.

509 "Wanda Crocker" (1180598784)

01:15:06.050 --> 01:15:09.600

They work with that provider for 30 days to remediate.

510 "Wanda Crocker" (1180598784)

01:15:09.600 --> 01:15:13.135

If at the end of that 30 days, after 2 attempts,

511 "Wanda Crocker" (1180598784)

01:15:13.225 --> 01:15:25.345

they can't come to a mediation that gets passed to PR and tax Columbus won't be able to achieve the objective and the sample sizes that we've set before them.

512 "Wanda Crocker" (1180598784)

01:15:25.525 --> 01:15:29.305

If they're spending months, trying to remediate with the provider.

513 "Wanda Crocker" (1180598784)

01:15:29.610 --> 01:15:34.020

Um, so that will move, we'll bounce back to the vision staff.

514 "Wanda Crocker" (1180598784)

01:15:34.020 --> 01:15:44.250

Um, so I want to go back through because we have time I think we've answered all questions, but I don't know how well people are.

515 "Wanda Crocker" (1180598784)

01:15:45.055 --> 01:15:51.385

Reading the chat themselves. So I'm going to go back to look for questions. You can post new ones while. We're doing it.

516 "Wanda Crocker" (1180598784)

01:15:51.805 --> 01:16:04.165

Um, clarification and oh, and blah, blah, blah, blah that someone asked if an agency provides both waiver services and also supports people general revenue funding. Who does.

517 "Wanda Crocker" (1180598784)

01:16:04.250 --> 01:16:11.640

Review PR, or Columbus or both Columbus does only waiver related services. Pr will do general revenue.

518 "Wanda Crocker" (1180598784)

01:16:12.960 --> 01:16:17.190

And I answer wrote that answer in there.

519 "Wanda Crocker" (1180598784)

01:16:20.395 --> 01:16:33.505

Greg consideration on late, and the most simply can't get scheduled or rescheduled prior to implementation and I'm going to repeat this in case. You all couldn't see it. Yes, there is the possibility that that could occur.

520 "Wanda Crocker" (1180598784)

01:16:33.810 --> 01:16:37.140

The Mojave vineland.

521 "Wanda Crocker" (1180598784)

01:16:37.140 --> 01:16:42.030

And AIDS are all valid for 3 years from their last date.

522 "Wanda Crocker" (1180598784)

01:16:42.030 --> 01:16:55.560

Until November, 11st 2023 a support coordinator can generate an LLC based on the current assessment. You don't need a new assessment if the last 1 hasn't expired.

523 "Wanda Crocker" (1180598784)

01:16:55.560 --> 01:16:59.490

Um, so many support printers are asking.

524 "Wanda Crocker" (1180598784)

01:16:59.490 --> 01:17:03.030

For Mars for annual.

525 "Wanda Crocker" (1180598784)

01:17:03.030 --> 01:17:15.600

Instead of using their maccabi AIDS violent, you can use that old assessment, not oldest current, because it's not expired yet. You can use that assessment to complete your work.

526 "Wanda Crocker" (1180598784)

01:17:15.600 --> 01:17:20.610

And then if you need the mass for an or appeal and ask for or.

527 "Wanda Crocker" (1180598784)

01:17:20.610 --> 01:17:33.690

You need that for the next annual plan so you need to ask for it, but you don't have to wait on it to complete your. Now. Um, Greg did say that he's had some instances where it has expired. It's expired.

528 "Wanda Crocker" (1180598784)

01:17:33.690 --> 01:17:40.710

Uh, before the 90 day ability to complete an.

529 "Wanda Crocker" (1180598784)

01:17:41.275 --> 01:17:55.105

Which really has to be scratching my head but but so if yes, if you're maccabi violent AIDS expired before 90 days from the implementation of an ISP,

530 "Wanda Crocker" (1180598784)

01:17:55.135 --> 01:18:00.625

then yes you're going to need a mass in order to complete it. Most support coordinators are not.

531 "Wanda Crocker" (1180598784)

01:18:00.710 --> 01:18:08.130

Most many support coordinators have figured out the demand for the mosques, and they are asking and scheduling for the.

532 "Wanda Crocker" (1180598784)

01:18:09.205 --> 01:18:23.275

4 months, not waiting until the 90 day mark, they're starting to plan earlier than that, but just on a side note, this training is not about the mass, but just since we have the audience just wanted to share with you that we are adding interviews to the mosque,

533 "Wanda Crocker" (1180598784)

01:18:23.305 --> 01:18:28.045

we're also adding clerical support and we're meeting with tomorrow to address.

534 "Wanda Crocker" (1180598784)

01:18:28.130 --> 01:18:34.095

Calendar issues, including some sort of system to prevent people from creating duplicate appointments.

535 "Wanda Crocker" (1180598784)

01:18:34.395 --> 01:18:48.045

We literally had 1 support player who's scheduled the same person 21 times so we need a system that will not allow duplication because that is impacting other support coordinator's ability to get scheduled. scheduled

536 "Wanda Crocker" (1180598784)

01:18:48.330 --> 01:19:02.575

So we're working on that, so I'm not going to answer any more questions, because this isn't about the mocks. Um, but while we had the audience, I wanted to put that out there, there will be guidance coming soon. Um, Tina responded.

537 "Wanda Crocker" (1180598784)

01:19:02.575 --> 01:19:08.065

We don't receive the plan of action or of a provider for an investigation. I'll pass that on. That's.

538 "Wanda Crocker" (1180598784)

01:19:08.280 --> 01:19:16.620

Not it doesn't pertain to what we're talking about here today but, um, but I'll, I'll pass that on.

539 "Wanda Crocker" (1180598784)

01:19:18.535 --> 01:19:33.325

Great assets on the on call was managed by call centers at now and didn't have to have their own on call and Carrie answered that here in a moment. Emily provided clarification in the presentation. I said compliance is required by.

540 "Wanda Crocker" (1180598784)

01:19:33.325 --> 01:19:36.355

May I use the wrong? M, it's.

541 "Wanda Crocker" (1180598784)

01:19:36.620 --> 01:19:51.525

So, it's already coming gone last month was March. 17th. 2023 was when providers were required to be compliant with acws role. So thank you, Emily for being here. And for helping out um. for helping out um

542 "Wanda Crocker" (1180598784)

01:19:54.270 --> 01:20:06.480

Okay, uh, Carrie responded to the question about the using the regional office on call, and she said the provider would be responsible for their own.

543 "Wanda Crocker" (1180598784)

01:20:06.480 --> 01:20:17.730

Oh, wait a minute. Sorry that's not right this this is in relation to the mosque Harry, the TCM provider be responsible for their own action plan. For example, if there's a plan of action to update the due to incorrect information.

544 "Wanda Crocker" (1180598784)

01:20:17.730 --> 01:20:30.775

Um, in the past provider review was also tied to carve accreditation will it's not be the case anymore not every provider chose to implement that cycle.

545 "Wanda Crocker" (1180598784)

01:20:31.045 --> 01:20:37.345

Not every accredited provider chose to implement it at the same time as their accreditation. Um, so.

546 "Wanda Crocker" (1180598784)

01:20:37.730 --> 01:20:47.895

Columbus review will be annually for 2 years, so obviously, you know, unless you have it very well could be the same year as carve, but not necessarily.

547 "Wanda Crocker" (1180598784)

01:20:48.225 --> 01:20:57.675

Um, and then the 12 or 3 year renewal may, or may not be in line with accreditation, and we can work through some of those details when we get ready to implement that 1, 2 or 3. three

548 "Wanda Crocker" (1180598784)

01:20:58.175 --> 01:21:06.125

Year, um, I do see what Columbus is doing, will change based on the core data we collect in the next 2 years.

549 "Wanda Crocker" (1180598784)

01:21:06.335 --> 01:21:13.475

So I expect a metamorphosis as we learn more about the provider systems, and where we're really sitting with compliance.

550 "Wanda Crocker" (1180598784)

01:21:13.770 --> 01:21:19.080

Tanya said that.

551 "Wanda Crocker" (1180598784)

01:21:19.080 --> 01:21:24.900

That she went through the review of Columbus, and when they at, when they asked about the on call system, they.

552 "Wanda Crocker" (1180598784)

01:21:24.900 --> 01:21:33.150

She let them know what they were doing. That wasn't just Columbus that would have also been with the tax attack. Would have been present as well. I think.

553 "Wanda Crocker" (1180598784)

01:21:33.150 --> 01:21:48.060

Um, can we get a copy of review tools that we'll be using? Absolutely when we get them done, they will be posted and providers will also receive them prior to their review. Um.

554 "Wanda Crocker" (1180598784)

01:21:48.565 --> 01:21:58.825

And Carrie answered a little more in depth about the on call, being managed by a regional office and her answer is per the contract.

555 "Wanda Crocker" (1180598784)

01:21:59.095 --> 01:22:07.795

The TC, and provider must have a 24 7 on call that might be to have the regional office take those calls calls. However, that would be noted in the. the

556 "Wanda Crocker" (1180598784)

01:22:08.060 --> 01:22:11.310

In the particular agency process.

557 "Wanda Crocker" (1180598784)

01:22:14.185 --> 01:22:25.345

Our staff complete their documentation on our app, or there is not a signature. Do we need to look into finding a way for them to sign? No, the generates an electronic signature. That's acceptable.

558 "Wanda Crocker" (1180598784)

01:22:25.765 --> 01:22:29.545

Um, so if you are using an approved system, you're good to go.

559 "Wanda Crocker" (1180598784)
01:22:32.550 --> 01:22:39.210
See, if we have, yes providers will be invited to the table to develop the provider scorecards.

560 "Wanda Crocker" (1180598784)
01:22:39.210 --> 01:22:51.750
Are there regulations for out of homes respite, standalone facilities we just went through DNA certification. Do they do not have them either? They had to certify us according to group home rags for out of home.

561 "Wanda Crocker" (1180598784)
01:22:51.750 --> 01:23:03.570
Um, do we know when these will be developed? Also? Will we have a review of out of home restaurants? Standalone facility from Columbus? Org? Yes. Yes. Columbus will review the out of home respite service.

562 "Wanda Crocker" (1180598784)
01:23:03.570 --> 01:23:12.660
Through the caps and through staff evaluation and records so no, there is no.

563 "Wanda Crocker" (1180598784)
01:23:12.660 --> 01:23:15.960
Standalone, um.

564 "Wanda Crocker" (1180598784)
01:23:16.165 --> 01:23:28.405
Out of home respite facilities don't have a requirement like group homes and CSR. So I will follow up with certification. We've had you all know how to change in leadership and certification.

565 "Wanda Crocker" (1180598784)
01:23:28.675 --> 01:23:35.935
So I will follow up with them on what we need to do for that. It is a different system. It is a different mechanism.

566 "Wanda Crocker" (1180598784)
01:23:35.960 --> 01:23:42.600
And we had not, I do not believe it had intended to review them as we review group homes. Um.

567 "Wanda Crocker" (1180598784)
01:23:42.600 --> 01:23:53.850
But we can't, because if you look at fire marshal will possibly if you look at the fire Marshall regulations for group home, um, there are none when you reach.

568 "Wanda Crocker" (1180598784)
01:23:53.850 --> 01:23:57.510
A certain size I, I can't remember what the number is.

569 "Wanda Crocker" (1180598784)

01:23:57.510 --> 01:24:05.940

Can't remember what the bed size is, but there's no fire Marshall regulation around group homes until you reach a specific size. So.

570 "Wanda Crocker" (1180598784)

01:24:05.940 --> 01:24:11.670

So, we'll take a look at that. All right.

571 "Wanda Crocker" (1180598784)

01:24:12.235 --> 01:24:26.365

I got through the list of questions. I see. We've lost some people, but I appreciate. Everyone's sticking around. We will get this posted recording, posted out and we will share the tools and they are available. Thank you for your amazing questions.

572 "Wanda Crocker" (1180598784)

01:24:26.365 --> 01:24:31.645

And for helping us figure out how to make Missouri a more compliant system.

573 "Wanda Crocker" (1180598784)

01:24:32.265 --> 01:24:37.965

We truly cannot do it without you and vice versa. We have to do this together.

574 "Wanda Crocker" (1180598784)

01:24:38.265 --> 01:24:48.585

So hopefully we will gather great information and eventually we will get to a more systemic review of providers systems. So.

575 "Wanda Crocker" (1180598784)

01:24:48.900 --> 01:24:52.080

Thank you so much and you have a great day. I appreciate you.