

OPWDD/Provider Association Partnership

Monthly Meeting – July 25, 2011

Meeting Notes

OPWDD Attendees: Commissioner Courtney Burke; Jim Moran; Jay Kiyonaga; Helene DeSanto; Jill Gentile; Suzanne Sennett; Barbara Brundage; Richard Monck; Janet Zampella; Jenny Haneman; Caryn Scott; and topic-specific staff

Provider Association Attendees: Wafa Abboud (Multi-culture Council); Jan Abelseth (COMPASS Agencies); Sue Constantino (CP Association of NYS); Patricia Dowse (NYS Rehabilitation Association); Mark Foley (DDAWNY); Ann Hardiman (NYSACRA); John Kemmer (NYSARC); Gary Milford (Learning Disabilities Association of NY); Peter Pierri (Inter Agency Council); Seth Stein (Long Island Alliance); Barbara Wale (EDA NYSARC); Yvette Watts (NY Assoc. of Emerging & Multicultural Providers, Inc.); Anne Ogden (NYS Catholic Conference)

Welcome/General Remarks

- Commissioner Burke requested an introduction go around, as there were some new faces at the meeting. The commissioner further noted that henceforth, there will be DDSO Director representation at the monthly Provider Association meetings. This will be done on a rotating basis.
- The Commissioner noted that Jim Cox has been appointed director of the Office Medicaid Inspector General (OMIG), and that the OMIG had a webinar with providers on Friday 7/22.
- The Commissioner noted that CSEA and PEF are in the process of reviewing and will be voting on proposed contracts.
- The Commissioner passed around a letter, which will be sent out shortly, regarding not-for-profit executive compensation. OPWDD indicated that there needed to be more transparency in this regard. The PA group noted that there is an IRS procedure that non-profits are supposed to follow and feel that as the state is moving away from cost-based funding makes this. OPWDD hopes to work with other state agencies on this issue and there should be an opportunity for feedback.

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Oversight and Accountability Update

- *Press Update* - Travis Proulx (new head of the OPWDD Communications Office) indicated to the group to expect additional NYT articles within the next couple of weeks and possibly months. Travis mentioned an exceptional positive editorial recently appeared in a Syracuse paper, and that OPWDD wants to tell more stories about what is happening internally and externally. He indicated that OPWDD employees that still do not have e-mail access/addresses should have them by the end of the year. Also, OPWDD now has a Facebook page, and will soon expand to YouTube, and that a second OPWDD newsletter will be coming out soon which will highlight stories about specific individuals. Further, in the near future, the OPWDD home page will include a piece on our COMPASS agencies. Travis also provided his e-mail address for suggestions and comments TravisT.Proulx@opwdd.ny.gov.
- *Incident Reporting and Management Application (IRMA) Training* – Bob Vasko and Leslie Fuld reported that training began in June and that out of the 350 residential providers scheduled for training in June, 290 have been trained. The remaining 60 providers are scheduled for July and August. In addition 100 day providers have been trained and there were 90 more to be trained in August. A number of providers didn't show up for training and Leslie will provide that information to the group for their follow-up. Providers must complete OPWDD training before they can provide training to their staff. OPWDD will be issuing a regulation in September requiring the use of the electronic system by providers. Leslie also indicated that questions, comments and/or suggestions may be submitted to incident.management@opwdd.ny.gov.
- *Notification to Law Enforcement* – Kerry Delaney reported that the draft protocol for which incidents require notification to law enforcement had been reviewed and input received from provider association members. Modifications were made based on feedback received and a revised draft had been developed in consultation with the State Police to reflect issues raised. Kerry indicated that by the end of the week, she would schedule a teleconference or videoconference with the PA group to discuss the protocol and modifications made in greater detail.
- *Provider Performance* – Deb Burkhardt reported on OPWDD's initiative to make agency performance data available on the internet. The goal of collecting and sharing data is to improve transparency, assist individuals with choosing providers and services, and promote self-assessment and continuous quality

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improvement in the provider community. DQM is revising review protocols to include quality indicators in key domains such as protections, qualified provider, health services, individualized planning and services, self-assessment activities, and community inclusion. A database that will aggregate data about an agency's performance in each of the domains is being developed and performance data will be available as an agency-specific and statewide report on the internet. The draft report format was shared with the group. It incorporates ideas taken from other states' performance reporting tools. It will include a section on demographics and a section on performance for each agency, as well as a state-wide comparison score. The draft protocols and additional information about the performance reports will be shared with the group as they are developed.

Fire Safety

- Helene DeSanto introduced Don Hughes, who is heading up the Office of Safety and Security Services (OSS). Training on the combined Office Fire Prevention and Control (OFPC) and OPWDD basic fire safety is being provided this summer and will also have a train the trainer component. This training has been recorded and should be available in DVD format in September. Additional live training will also be available after the first of the year after newly hired OFPC staff complete their training at the academy. The revised draft ADM on Fire Safety and documents on fire and sprinkler system guidance was sent to the group for feedback. The ADM and guidance documents address the issue of standardization between state-operated and voluntary-operated facilities by developing universal guidance for all state and voluntary programs

MSC Case Load Issues

- Helene DeSanto gave an update on MSC caseload issues. Due to anticipated staff attrition over the next few years and the on-going challenges to backfill state positions and to ensure continuity of services, OPWDD will look to voluntary providers to begin to offer services to a large percentage of the roughly 10,000 individuals who are currently receiving state-provided MSC services, one-fifth of whom are Willowbrook class members.

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Willowbrook Case Management Services

- Donna Cater reported on the status of enhanced rates for providers who serve or will begin to serve Willowbrook class members, including those residing in an ICF. An enhanced rate based on an average caseload was presented and will go into effect 8/1/11. The State Plan Amendment (SPA) is due to be submitted by 9/30/11, and once approved by CMS the rates will be retroactive to 8/1/11. Any provider taking on Willowbrook class members after 8/1/11 but prior to CMS approving the SPA will bill Central Office and be paid the enhanced rate for providing the service.

July 1st Rate/Price Adjustment/Regulation Changes

- Joanne Howard reported that final July 1, 2011 waiver price sheets will begin going out July 25, 2011 (they were actually transmitted on July 27 and July 28). Joanne indicated that there have been some calculation corrections and some providers will note differences between their draft and final waiver prices and ICF/DD rates. "OPTS" price sheets are still being calculated and should be going out by July 29, 2011 (the OPTS price sheets were sent to the DDSOs on August 5, 2011).

The ICF/DD rate sheets will be transmitted for informational purposes only. (ICF/DD rate sheets were transmitted to providers on August 2, 2011). Providers will not be able to bill at the July 1, 2011 rate level until the related State Plan Amendment (SPA) is approved by CMS. Once the SPA is approved by CMS, any ICF/DD rate decreases will be effective back to July 1, 2011 resulting in payment recoveries. Providers must be in a position to absorb any such payment recoveries.

"Plans of Action" were requested to be submitted to DDSOs by July 11, 2011. However, OPWDD will extend the deadline to September 1, 2011. If a provider has already submitted a "Plan of Action", they will have until September 1, 2011 to amend it if they so desire.

Updates

- *1115 Waiver* – Kate Marlay gave an update on the status of the 1115 Waiver. There is a waiver resource page on the OPWDD internet, including a list of FAQs

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and identification of the four design teams (behavioral services, individual services in a managed care environment, employment, and assessment tools). The plan is to move to a managed care capitation payment and phase-out of fee-for-service over the next 5 years. A report from the public forums will soon be available on-line and providers are encouraged to frequently check the People First website for updates.

- *Community Hab (CH) Monthly Rate* – Joanne Howard reported on the development of a CH Monthly rate. The monthly price will be an aggregate of the Day Hab and IRA price, which is based on a statewide average of 204 days. This amount of days was chosen as a means of keeping the service both revenue neutral and cost neutral. Providers requested that OPWDD look at the average attendance for both DH and IRA as opposed to only DH in order to come up with average day utilization, and to also look at multiple years.
- *Efficiency Workgroup* – Jay Kiyonaga reported that the workgroup has had 3 to 4 meetings. United Way of Rochester gave an excellent presentation at an earlier meeting which energized the group to think about multiple areas. A status report will be provided at the August provider association meeting.
- *Talent Management Consortium* – Karen Galarneau distributed two documents; one being the group's mission statement and a list of steering committee members, and the Talent Development Consortium Charter. This information will also be distributed electronically. Competencies will be brought to the consortium steering committee on September 18 and providers are encouraged to look at the website.
- *Property Regulation Changes* – Henry Hamelin reported on three upcoming changes: lease renewal processing will be streamlined by Jan 1, 2012; short-term lease processing for new certified supportive apartments that will not require a PPA in addition to standardizing the reimbursement of renovations; and refinancing outstanding indebtedness. OPWDD suggests that prior to sending in re-financing plans; providers should seek advice from Henry Hamelin or Joanne Howard (upstate) and New York City Regional Office (NYC).

Wrap Up

- The next meeting of the Provider Association will be Monday, August 22, 2011.