



**Joint Quarterly  
Waiver Discussion Board/  
Voluntary Agency Videoconference  
October 18, 2012**



Courtney Burke  
Commissioner



Andrew M. Cuomo  
Governor



Nirav R. Shah, M.D.  
Commissioner



# Today's Agenda

- Managed Care Transition Timeline & Milestones
- Targeted Work Teams Update
  1. Access, Enrollment & Advocacy
  2. Care Coordination
  3. Modernizing the Fiscal Platform
- Update on Needs Assessment
- Next Steps



# Managed Care Transition Timeline

	Duals Demo Phase One (MLTCPs)	Duals Demo Phase Two FIDAS	Pilot Projects DISCOs	Non-Pilot DISCO Roll-out
Services Included	DOH long-term services	Comprehensive Services (OPWDD & DOH long-term services, behavioral supports and acute care services)	OPWDD and DOH long-term supports and services and other behavioral supports	OPWDD and DOH long-term supports and services and other behavioral supports – to phase into comprehensive services over time
Initial Enrollment	July 2013	January 2014	November 2013	November 2015

MLTCP: Managed Long-Term Care Plan

FIDA: Fully Integrated Duals Advantage

DISCO: Developmental Disabilities Individual Support and Care Coordination Organization



# Managed Care Transition Milestones

Milestone	Date
Post Draft RFA on Web page	September 2012
Submit waiver applications (1915 b application, waiver amendment for 1915 c) and draft RFA to CMS	Fall 2012
Ongoing Implementation Planning	Fall 2012-March 2013
Issue RFA	March 2013
Select Pilot DISCOs	June 2013
Voluntary enrollment into MLTCP (Pre-FIDA)	July 2013
Initial voluntary enrollment into Pilot DISCOs	November 2013



# DRAFT Request for Applications (RFA) Posted

- Draft RFA for pilot project DISCOs available at [www.opwdd.ny.gov/opwdd\\_services\\_supports/people\\_first\\_waiver/home](http://www.opwdd.ny.gov/opwdd_services_supports/people_first_waiver/home).
- Provides a more in-depth understanding of what will be required of organizations that wish to apply to operate a pilot DISCO.
- DRAFT will be revised to reflect recommendations of targeted work teams and continued discussions with federal Centers for Medicare & Medicaid Services (CMS).
- Revised Draft to be posted November 2012 after waiver application submission to CMS.



# DOH Duals Demonstration

- Up to 10,000 people with developmental disabilities, enrolled in 1-3 plans.
- Voluntary enrollment (July 2013), then passive enrollment (Jan 2014) into comprehensive care.
- Many protections built into the model:
  - Person-centered care coordination
  - Interdisciplinary care coordination team
  - Independent enrollment broker
  - Independent ombudsman
  - Choice of providers and plans
  - Integrated grievances/appeals process
  - Continuity of Care
  - Participant Advisory Committees & Feedback Sessions





# Learning By Doing

## Demonstration and Piloting

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**FIDA's Early  
Demonstration  
Comprehensive  
Care**

**DISCO Pilots  
Focus on LTSS**

**Ultimate Objective  
Comprehensive Care**



## Further Shaping Waiver Design

- Targeted Work Teams providing guidance for pilot DISCOs.
- Revised Draft RFA will soon be posted online – Nov. 2012.
- Further Implementation Planning – OPWDD will establish planning groups to further define implementation details.
- CMS will respond to NYS's waiver applications, draft RFA and draft DISCO contract.





# Targeted Work Teams Update

- In August, OPWDD assembled three targeted work teams to define details of system reform related to:
  1. Access, Enrollment & Advocacy
  2. Care Coordination
  3. Modernizing the Fiscal Platform
- Teams met frequently from August to October 2012.
- Deliverable: Recommendations for Pilot DISCOs
  - To enhance Request for Applications (RFA) for pilot DISCOs, waiver applications and draft DISCO contract
  - To inform providers and others on many details of how a DISCO will operate



# Targeted Work Team Partners

Self Advocates

Parents

Design Team  
Members

Provider  
Association  
Representatives

OPWDD  
Regional Office  
Representative

OPWDD Leader



## Targeted Work Team Charges

- **Access, Enrollment & Advocacy:** *Examine DISCO enrollee rights, due process and provision of independent advocacy within DISCOs.*
- **Care Coordination:** *Develop quality measures, in collaboration with Delmarva (a consultant group with experience in formulating quality outcomes in other states) and outline the parameters for the qualifications of the lead care coordinator.*
- **Modifying the Fiscal Platform:** *Identify principles of rate reimbursement reform under DISCOs and explore various approaches to structural rate reform.*



# Access, Enrollment & Advocacy Work Team Recommendations

## **Involvement of Individuals in DISCO policy-making:**

- 1/3 of DISCO Board members should be people with DD, family members or advocates.

## **Individuals' Rights:**

- DISCO contracts should reference specific rights of individuals.

## **Grievance and Appeals Process:**

- With the assistance of Advisory councils/committees, OPWDD should review the effectiveness of pilot DISCO grievance practices, identify best practices and measure and analyze outcomes.
- Continuation of supports/services during grievance should be automatic.
- Expand list of parties who can file grievances/appeals to those allowed under OPWDD regulation.
- OPWDD should review grievance history of DISCO applicants.



# Access, Enrollment & Advocacy

## Work Team Recommendations (*Cont'd*)

### Independent Advocacy:

- DISCOs should be required to ensure that each person has a **circle of support** that includes people who are not paid to provide support.
- **OPWDD Regional Offices** should continue to serve as a resource to individuals/families.
- OPWDD should establish an **oversight group** to evaluate the effectiveness of independent advocacy within the pilot DISCOs and provide training.
- Independent advocacy must exist at **two levels (system and individual)** and be coordinated by one statewide advocacy organization that uses existing local advocates to assist individuals.
- OPWDD should develop **training** for independent advocacy.
- DISCOs must be required to **disseminate information** regarding availability of independent advocates.
- DISCOs should use **internal review boards** with advocacy representatives to review program outcomes and enrollee satisfaction.



# Care Coordination

## Work Team Recommendations

- Care Coordination is an overall function, or entity. It is not a person; it is a team.
- There will be a Lead Care Coordinator role with required minimum responsibilities and qualifications:
  - “Team Leader” focused on ensuring needs are met and cost management
  - Bachelor’s Degree in any field.
  - One year experience with people with DD
  - No grandfathering allowed.
- Plan of Care will contain:
  - Description of the person (e.g. skills, strengths, interests)
  - Individual’s outcomes and the measurable action steps taken to achieve those outcomes
  - Services and supports needed
  - Wellness and safety supports
  - Documentation expectations related to individual’s progress





## Person-Centered Planning Requirements

- Plans must be person-centered, and updated as needed with at least two reviews per year.
- Hallmarks of person-centered-planning must be provided by DISCO:
  - Individual Awareness** – individuals understand their right to person-centered planning and what it entails
  - Person-Centered Culture** - DISCO actively establishes a person-centered culture at all levels in the organization.
  - Training** - DISCO trains staff in person-centered planning.
  - Roles & Responsibilities** - DISCO establishes staff roles and responsibilities within the planning process and for plan monitoring.
  - Quality Management** – DISCO measures effectiveness of the planning process, identifies and implements best practices.



# Modernizing the Fiscal Platform Work Team: Principles of Payment Reform

- Fairness and Equity
- Portability
- Efficiency/Economical
- Structural Reform
- Simplicity and Practicality
- Network Stability



# Modernizing the Fiscal Platform Work Team: Proposed Component-based Approach Option

## “THE BRICK”

### **Direct Care State Driven Model -- Foundation:**

- Direct Care Staff Wage
- Employment Related Expenditures
- Program Support
- General & Administrative



## **Modernizing the Fiscal Platform Work Team: Potential Timeline for Payment Reform Process**

- September: Establish sample of agencies for General Ledger analysis
- October: Begin gathering General Ledgers
- November – January: Analysis of component percentages
- February: Open discussion of component percentages and service differentials based on differences
- March: Standard fees in draft



# Needs Assessment Update

- OPWDD worked with interRAI researchers to develop a version of the needs assessment tool that will capture the support needs of people with developmental disabilities.
- The tool will be called the **Coordinated Assessment System** or **CAS**.
- The CAS will be used first in the case studies, and feedback from this initial use of the CAS will help us finalize the tool for future use.
- Assessment Specialists are being hired and trained to implement the tool in the case studies, which begin in November 2012.
- The assessment process will feel like a conversation between the individual, his/her family, the assessor and others who are important to the individual.
- To obtain a hard copy of the CAS, contact [People.First@opwdd.ny.gov](mailto:People.First@opwdd.ny.gov).

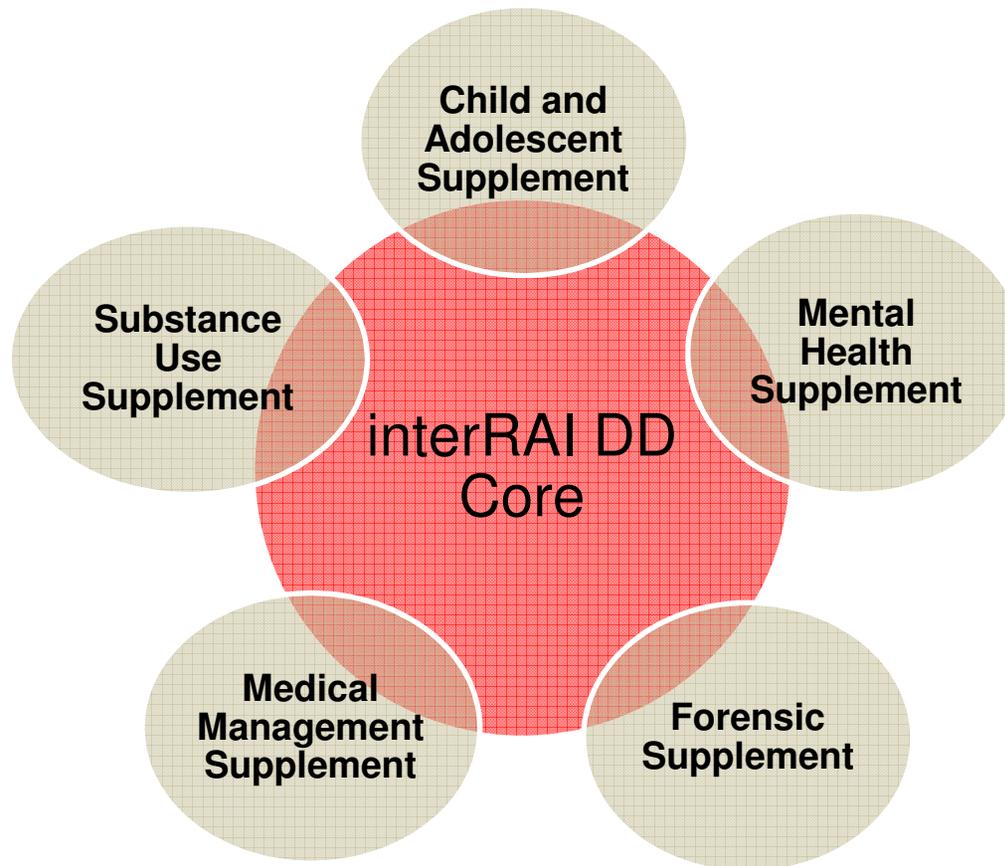


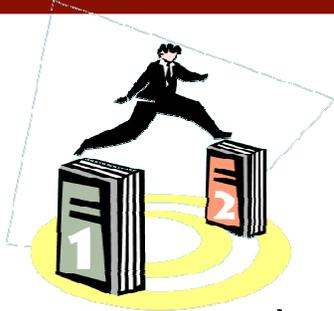
## Assessment Process

- Assessments will be phased in over time.
- Re-assessment will occur as needs change.
- Assessment Specialists will meet with individuals, families, support and clinical staff and others to gain an understanding of the individual's life.
- Training for Assessment Specialists will include person-centered practices and interviewing skills.



# Coordinated Assessment System





## Next Steps: Fall 2012

- Targeted Work Team Recommendations for Pilot DISCOs posted online in October.
- Refine the Draft Request for Applications (RFA) for Pilot DISCOs, post new version.
- Submit 1915 b and c waiver applications to CMS.
- Plan a structure/process for Implementation Planning.
- Develop DRAFT DISCO contract.
- Continue negotiations with CMS to finalize agreements.
- Coordinate with DOH on preparation for Pre-FIDA MLTCPs for people with developmental disabilities.



# Questions and Answers