

# Division of Developmental Disabilities

Wednesdays, 1:00 – 4:00 PM CST

District 1: January 20

District 2: January 27

District 3: January 13

## Service Coordination & Provider Meeting 1<sup>st</sup> Quarter 2021

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# Agenda

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- Welcome
- Electronic Visit Verification (EVV)
- Provider Bulletins
- State Transition Plan
- Habilitation Program Overview  
Resource and Training
- Person-Centered Planning Initiative
- Safety Plan Template
- DD Waiver Amendments
- Appendix K Extensions
- Updated DD Policy Manual
- ICAPs during COVID-19
- National Core Indicators
- Provider Quarterly Report and  
Incident Management Overview by  
DDD Quality
- Olmstead Plan Overview
- COVID-19 Vaccination
- Open Discussion

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# Electronic Visit Verification (EVV)

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# Electronic Visit Verification (EVV)

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- EVV implementation date was January 1, 2021.
- Therap Implementation has been relatively smooth. DDD and Therap are tracking issues.
- Weekly EVV support sessions for DD agency providers are hosted by Therap Mondays at 2:00 PM CST through March 1, 2021 (could be extended if needed).
  - Sessions are intended to assist agency providers with any Therap issues they are having with EVV and to answer frequently asked questions about EVV.
  - Registration for sessions is at:  
<https://register.gotowebinar.com/rt/8549883093447912971>
- Therap EVV page for Agency Providers:  
<https://help.therapservices.net/app/nebraska-evv>

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# Provider Bulletins

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# Provider Bulletins

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- Updates to Bulletins:
  - PB 20-04: Notification and Assessment Requirements for New HCBS Sites
    - Updated January 2021
    - This bulletin was updated to give new links to Survey Monkey
- Upcoming Changes:
  - Provider Bulletins which contain guidance now in the Policy Manual will be recalled.
  - Provider Bulletins which need changes due to EVV will be updated.

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# State Transition Plan

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# State Transition Plan

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- The “final” version of the State Transition Plan (STP) was resubmitted to CMS September 4, 2020.
  - CMS responded December 2020, and their comments were incorporated into the document.
  - The document was resubmitted January 7, 2021.
- Monitoring of previously assessed settings began January 2021.
  - Monitoring will be done virtually at least through June 30, 2021.
  - Agencies will be contacted each month by the assigned reviewer to schedule monitoring assessments.
- Project to assess settings that were not previously assessed was completed December 2020.

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# Habilitation Program Resource and Training

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# Habilitation Guidance

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- Information about habilitation programs is in the DD Policy Manual, Chapter 5.11.
- The Habilitation Program Overview is a resource for writing habilitation programs. This was updated December 2020.
  - Added information related to the SMART guidelines.
  - Removed information related to Therap, due to updates within Therap's ISP Programs and ISP Data Reports, and included link for Therap's training.
  - Overview is at:  
<http://dhhs.ne.gov/Guidance%20Docs/DD%20Habilitation%20Plan%20Overview.pdf>

# Habilitation Training

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- DDD's habilitation training is primarily used by DD independent providers.
  - DD agency providers are welcome to attend and training is open to the general public.
  - DDD's training should not replace any agency-provided training for staff.
- Live training on habilitation program writing is offered monthly.
  - 2021 Trainings have not yet been scheduled, but will be on the DD Public Calendar once finalized.
- Online training for habilitation program writing is being developed.

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# Person-Centered Planning Initiative

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# Person-Centered Planning Workshops

- Training sessions are coming up for participants, families, providers, and anyone else interested in learning more about person-centered planning.
- Trainings are offered via zoom.

## Register online for morning or evening training sessions

### Round 1: Thursdays, 10 - 11:30 AM CST

Week 1 2/11: PCP and You!  
Week 2 2/18: Build a lasting Support Circle  
Week 3 2/25: Employment and volunteering  
Week 4 3/4: Reaching your dreams and vision

### Round 2: Thursdays, 7 - 8:30 PM CST

Week 1 3/11: PCP and You!  
Week 2 3/18: Build a lasting Support Circle  
Week 3 3/25: Employment and volunteering  
Week 4 4/1: Reaching your dreams and vision

<http://dhhs.ne.gov/Pages/DD-Person-Centered-Planning.aspx>

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# Person-Centered Planning Webinars

- Upcoming webinars:
  - Jan 25: Jack Pearpoint and Lynda Kahn: Engaging in Person Centered Work: Conversations that could Matter. Register at [https://us02web.zoom.us/webinar/register/WN\\_cBEexO2QSb-3a4Hj7YmLPw](https://us02web.zoom.us/webinar/register/WN_cBEexO2QSb-3a4Hj7YmLPw)
  - Feb 8: Michael Smull: The Eight Requirements for a Person-Centered System. Register at: [https://us02web.zoom.us/webinar/register/WN\\_I2n1GWwZSfC7WTJ8At2oqA](https://us02web.zoom.us/webinar/register/WN_I2n1GWwZSfC7WTJ8At2oqA)
  - Feb 22: Al Condoluci: Social Capital: Why Friendships and Relationship Matter. Register at: [https://us02web.zoom.us/webinar/register/WN\\_aKI5L0f0QYy-SF-tz1qRwg](https://us02web.zoom.us/webinar/register/WN_aKI5L0f0QYy-SF-tz1qRwg)
- As of December 2020, for all four waivers:
  - Six webinars completed with 1,489 attendees.

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# Person-Centered Planning SC Training

- SC trainings provides information on how to develop a person's vision of their future, how to incorporate person-centered planning into an ISP, and how to facilitate remote ISP meetings.
- Training is offered for service coordination of all four Medicaid HCBS waivers via zoom.
  - SCs started their two-hour training, one day per week November 2020.
  - The next training group starts February 2021.
- As of December 2020, for all four waivers:
  - 105 Supervisors trained
  - 309 Service Coordinators in training

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# Safety Plan Template

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# Safety Plan Template Update

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- DDD is in the early phase of developing a template for safety plans.
- Thank you to the providers who offered feedback.
- As we get more into the development, we will reach out again.

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# DD Waiver Amendments

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# Upcoming Amendments to Appendix C

- On December 18, 2020, DDD sent a summary of proposed updates to Appendix C: Participant Services for DD agency providers to have an opportunity to provide feedback on proposed revisions.
- The proposed updates were the result of not having a consolidated day service.
- In Appendix B-6: Evaluation/Re-evaluation of Level of Care, DDD is replacing the Developmental Index (DI) with the Inventory for Client and Agency Planning (ICAP) and the Behavioral Risk Screen.

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# Feedback Opportunities for Amendments

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- The period for DD agency providers to submit feedback was December 21 through December 31, 2020.
- DDD is currently reviewing submitted comments and questions.
- There will be another opportunity to provide feedback on the proposed wavier amendments during the public comment period, which is not yet scheduled.
- DDD plans for implementation of amendments Summer 2021.

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# Appendix K Extensions

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# Appendix K Extensions

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- An extension to Appendix K for all four Medicaid HCBS waivers was approved by CMS December 17, 2020
- The new end date is March 5, 2021.
- For the Developmental Disabilities Adult Day Waiver and Comprehensive Developmental Disabilities Waiver, the extension continues to allow the same flexibilities in service delivery and service plan development, but does not include a rate increase to providers for services.
- For the Aged and Disabled Waiver and Traumatic Brain Injury Waiver, the extension continues to allow the same flexibilities, but does not include a payment increase for assisted living facilities.

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# Appendix K Resources

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- The Regs & Waiver page (<http://dhhs.ne.gov/Pages/DD-Regulations-and-Waivers.aspx>) includes:
  - Appendix K documents as approved on April 20, 2020; Sept 14, 2020; and Dec 17, 2020
  - CMS approval letters
- The Provider page (<http://dhhs.ne.gov/Pages/DD-Providers.aspx>) includes:
  - Appendix K application information and fact sheets
  - FAQs for DD agency and independent providers
  - Service authorization and billing information
  - DD billing form

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# Updated DD Policy Manual

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# DD Policy Manual History

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- The DD Policy Manual was implemented August 15, 2020.
- The manual outlines the requirements and procedures for Medicaid Home and Community-Based (HCBS) Developmental Disabilities (DD) Waiver services.
- The manual arranges requirements and procedures into a comprehensive single document. *All providers of DD services must comply with this manual.*
- The manual is online at:  
<http://dhhs.ne.gov/Guidance%20Docs/DHHS-DD%20Policy%20Manual.pdf>.

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# DD Policy Manual Update

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- The DD Policy Team updates the DD Policy Manual.
- A DD agency provider group was given the opportunity to review and comment in October 2020.
  - This group was based on membership in the original provider group during the drafting stage.
  - If an agency provider was not included in this group, and would like to be included during future revisions, send an email to DDD.
- The Public Comment period was December 1-30, 2020. Emails were sent to provider and stakeholder groups. A draft and summary of changes was posted.

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# DD Policy Manual Update Continued

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- The DD Policy Team is currently reviewing information received during the public input process.
- DDD will post a summary of public comments.
- The summary will specify any changes made to the DD Policy Manual as a result of the public comment process and include reasons why any recommendations were not adopted.
- Revision should be complete and effective January 2021.
- June 2021 is expected to be the next public comment period for revisions to the DD Policy Manual.

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# ICAPs During COVID-19

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- Administering ICAPs during the pandemic is challenging.
- Our waivers and regulations require an ICAP will be completed every two years after initial entry in to services.
- The biennial ICAP is designed to assess the participant's current skills, abilities and behaviors.
  - We use a 30 day time period prior to the ICAP interviews, although our ICAP manual does allow discretion to adjust that time period to get an accurate picture of the individual's needs.
- When the participant's needs change significantly before the next scheduled ICAP, the ISP team can request a new ICAP.

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# National Core Indicators (NCI)

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# NCI Staff Stability Survey

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The NCI Staff Stability Survey Portal will open late January or early February.

- Data will be for December 31, 2020.
- Please start and complete the survey when the portal opens.
- Agency providers who provide residential HCBS DD Waiver services will be contacted when the portal opens.
- Providers who are new (less than 12 consecutive months) or currently on probation (cannot receive referrals) are ineligible to complete the survey.

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# NCI In-Person Surveys

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The survey team from Monroe Meyer Institute (MMI) has begun to contact participants and guardians for the 2020-21 NCI In-Person Surveys.

- Surveys will start in January.
- In 2021, surveys will be conducted by phone or video meeting.
- When needed, MMI will contact providers for support for interviews.

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# NCI Contact and Reports

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NCI Contact:

Brad Wilson, Nebraska NCI Coordinator

(402) 806-3574 or [Brad.Wilson@nebraska.gov](mailto:Brad.Wilson@nebraska.gov)

NCI reports available online:

<https://www.nationalcoreindicators.org/resources/reports/>

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# Provider Quarterly Report and Incident Management Overview by DDD Quality

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# Provider Quarterly Report and Incident Review

The following slides display Quality Review results of Provider Quarterly Incident Reports and High Notification GERs.

- Anonymously, the Provider Incident Report Card shows rates, based on the sample, of how providers:
  - Submitted High notification GERs in compliance with waiver standards; and
  - Completed Quarterly Incident Reports according to waiver and regulation requirements.
- The Incident Review slides show:
  - The most frequent areas of concerns within submitted High notification GERs;
  - Anonymously, Providers with GERs having incorrect notifications; and
  - Overall incident numbers for the July – September quarter.

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# Provider Incident Report Card July- Sept

Provider	Unmet Performance Measure GERs	Met Performance Measure GERs	Total GERs Reviewed in the Sample	GER Rate	Provider Report Performance	Overall Provider Incident Report Card
Provider 1	0	40	40	100%	100%	100%
Provider 2	0	28	28	100%	75%	88%
Provider 3	2	23	25	92%	100%	96%
Provider 4	0	22	22	100%	100%	100%
Provider 5	1	20	21	95%	75%	85%
Provider 6	0	20	20	100%	75%	88%
Provider 7	1	16	17	94%	0%	47%
Provider 8	1	13	14	93%	75%	84%
Provider 9	0	13	13	100%	75%	88%
Provider 10	0	13	13	100%	75%	88%
Provider 11	0	11	11	100%	100%	100%
Provider 12	0	10	10	100%	0%	50%

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# Provider Incident Report Card July- Sept

Provider	Unmet Performance Measure GERs	Met Performance Measure GERs	Total GERs Reviewed in the Sample	GER Rate	Provider Report Performance	Overall Provider Incident Report Card
Provider 13	0	9	9	100%	75%	88%
Provider 14	0	9	9	100%	75%	88%
Provider 15	0	8	8	100%	100%	100%
Provider 16	0	8	8	100%	50%	75%
Provider 17	0	8	8	100%	100%	100%
Provider 18	0	7	7	100%	75%	88%
Provider 19	0	6	6	100%	75%	88%
Provider 20	0	5	5	100%	75%	88%
Provider 21	0	5	5	100%	75%	88%
Provider 22	0	5	5	100%	25%	63%
Provider 23	0	4	4	100%	100%	100%
Provider 24	0	4	4	100%	0%	50%

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# Provider Incident Report Card July- Sept

Provider	Unmet Performance Measure GERs	Met Performance Measure GERs	Total GERs Reviewed in the Sample	GER Rate	Provider Report Performance	Overall Provider Incident Report Card
Provider 25	0	3	3	100%	100%	100%
Provider 26	0	3	3	100%	100%	100%
Provider 27	0	3	3	100%	100%	100%
Provider 28	0	3	3	100%	75%	88%
Provider 29	0	3	3	100%	75%	88%
Provider 30	0	3	3	100%	100%	100%
Provider 31	0	2	2	100%	0%	50%
Provider 32	0	2	2	100%	0%	50%
Provider 33	0	2	2	100%	75%	88%
Provider 34	0	2	2	100%	75%	88%
Provider 35	0	2	2	100%	75%	88%
Provider 36	0	2	2	100%	50%	75%

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# Provider Incident Report Card July- Sept

Provider	Unmet Performance Measure GERs	Met Performance Measure GERs	Total GERs Reviewed in the Sample	GER Rate	Provider Report Performance	Overall Provider Incident Report Card
Provider 37	0	2	2	100%	75%	88%
Provider 38	0	2	2	100%	100%	100%
Provider 39	0	1	1	100%	100%	100%
Provider 40	1	0	1	0%	0%	0%
Provider 41	0	1	1	100%	0%	50%
Provider 42	0	1	1	100%	0%	50%
Provider 43	0	1	1	100%	75%	88%
Provider 44	0	1	1	100%	100%	100%
Provider 45	0	1	1	100%	100%	100%
Provider 46	0	1	1	100%	75%	88%
Provider 47	0	1	1	100%	75%	88%
Provider 48	0	1	1	100%	75%	88%

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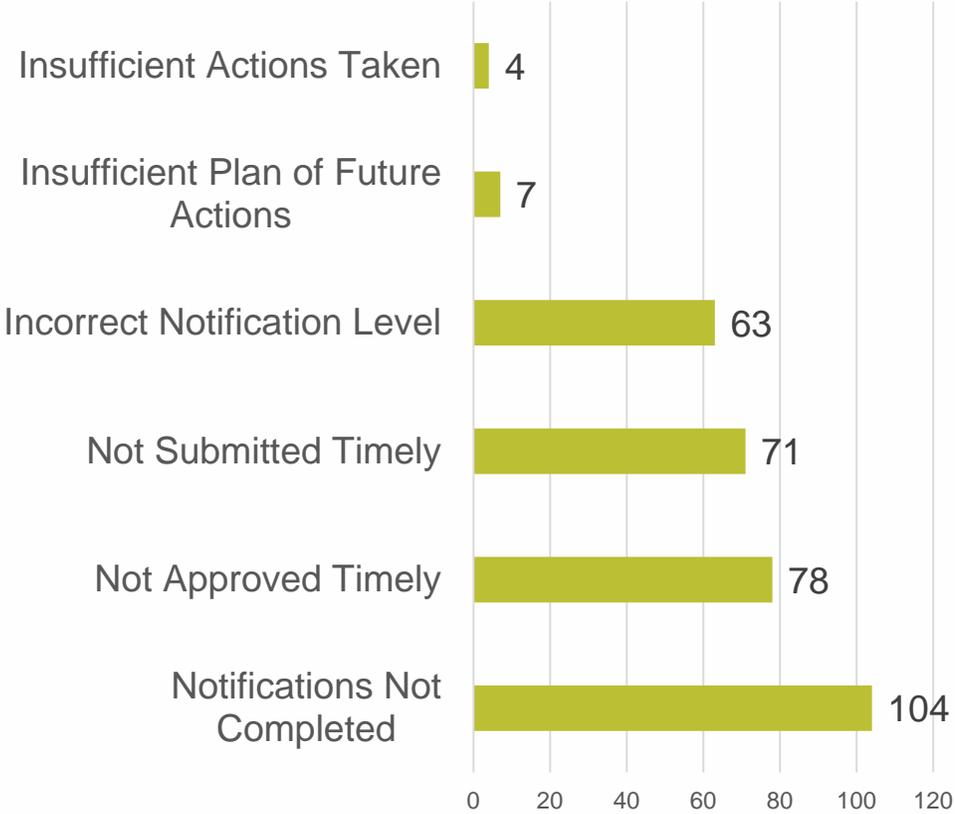
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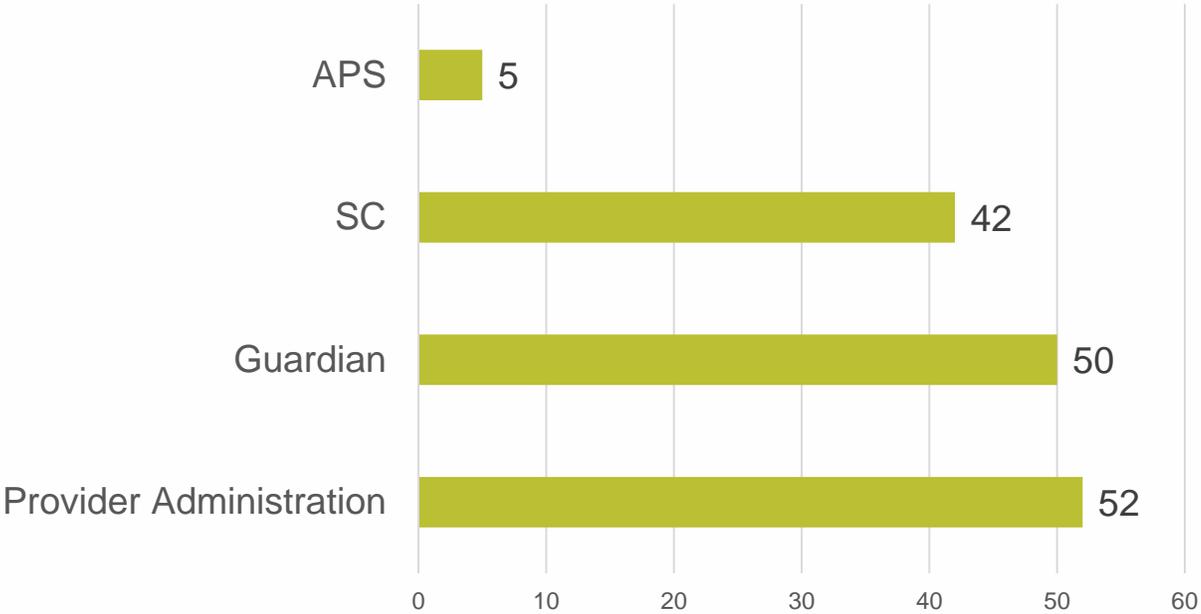
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# Reasons GERs did not Comply with the GER Guide

Reasons GERs did not Comply



Person not Notified Properly



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# Providers with Incorrect Notifications

Provider	Incorrect incidents	Provider	Incorrect Incidents
Provider 3	13	Provider 6	4
Provider 1	9	Provider 13	3
Provider 5	9	Provider 32	2
Provider 15	8	Provider 20	2
Provider 9	8	Provider 36	2
Provider 7	6	Provider 30	2
Provider 16	5	Provider 17	2
Provider 22	5	Provider 24	2
Provider 2	5	Provider 11	2

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# Providers with Incorrect Notifications

Provider	Incorrect incidents	Provider	Incorrect Incidents
Provider 8	2	Provider 25	1
Provider 44	1	Provider 47	1
Provider 33	1	Provider 46	1
Provider 39	1	Provider 42	1
Provider 40	1	Provider 18	1
Provider 26	1	Provider 14	1
Provider 27	1	Provider 45	1
Provider 37	1	Provider 19	1
Provider 31	1	Provider 10	1

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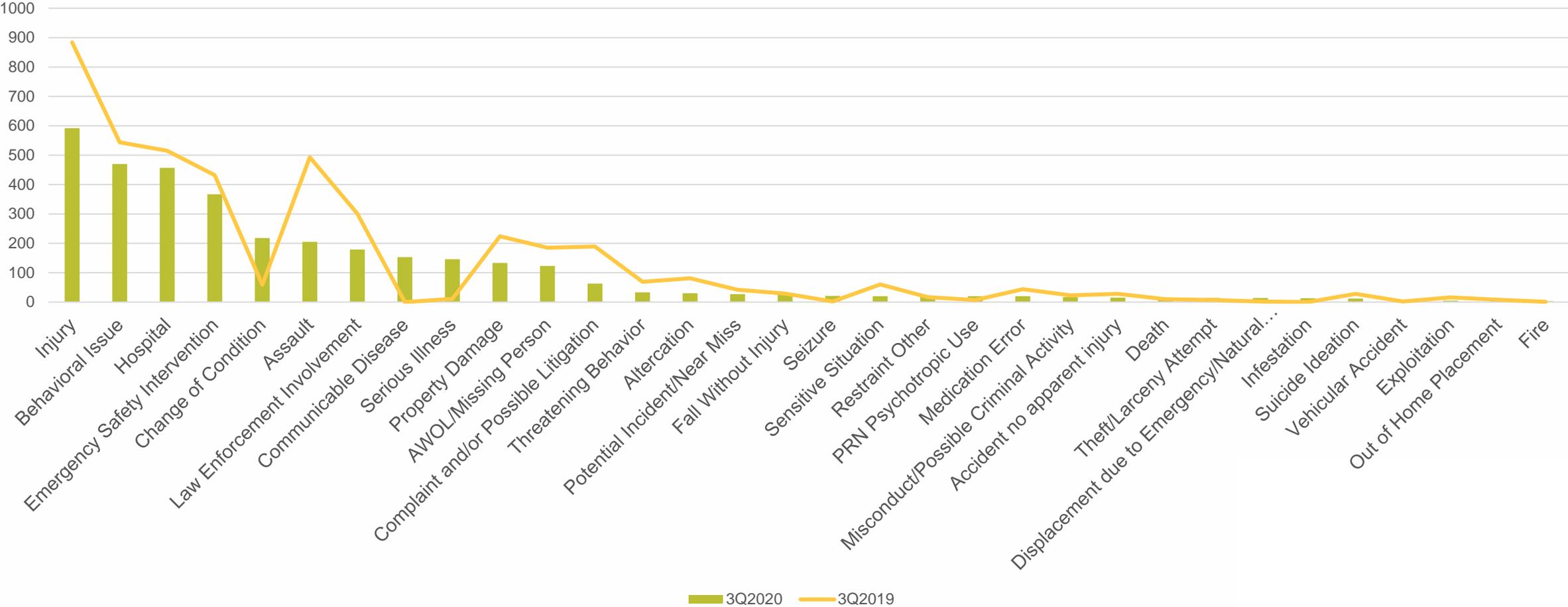
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# High GER Quarterly Comparison

3Q19 and 3Q20 Comparison of High GER Events



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# Nebraska Olmstead Plan

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# Nebraska's Vision for Community Integration

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People with disabilities are living, learning, working, and enjoying life in the most integrated settings.

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# Legislative Background

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In [Olmstead v. L.C.](#) the Supreme Court ruled people with disabilities have a right to lives of inclusion and integration. Disability is a normal part of life and we all benefit from communities made up of diverse people, life experiences, and abilities.

The court required states to provide services in the community to people with disabilities when:

- The services are appropriate;
- The person does not oppose community-based services; and
- The community-based services can be reasonably accommodated, taking into account the resources available and the needs of others receiving services.

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# Project Update

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- ▶ *Scope of work* – The scope of this project is to ensure full implementation of the Nebraska Olmstead Plan.
- ▶ *Project status* – This project is in the initiation phase.
- ▶ *Major deliverables*
  - Ongoing management of contract with Technical Assistance Collaborative.
  - Facilitate communication between NE DHHS and sister agencies.
  - Facilitate Olmstead Advisory group meetings, Steering group meetings, and work group meetings.
  - Organize and disseminate reports, templates and data to all stakeholders.
  - <http://dhhs.ne.gov/Pages/Olmstead.aspx>

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# COVID-19 Vaccination

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# COVID-19 Vaccination Resources

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- DHHS January 4 News Release on vaccine: <http://dhhs.ne.gov/Pages/Nebraska-COVID-19-Vaccine-Update-01042021.aspx>
  - Questions about vaccine phases can be directed to the COVID-19 Hotline: (833) 998-2275 or (402) 552-6645.
  - Visit your local health department's website to see if they have an electronic signup or additional information on phases.
- Vaccine information, including details on Phase 1A and 1B priority groups: <http://dhhs.ne.gov/Pages/COVID-19-Vaccine-Information.aspx>
- Nebraska COVID-19 Vaccination Dashboard (does not work in Explorer): [https://experience.arcgis.com/experience/ece0db09da4d4ca68252c3967aa1e9dd/page/page\\_1/](https://experience.arcgis.com/experience/ece0db09da4d4ca68252c3967aa1e9dd/page/page_1/)
- CDC Vaccination webpage: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/index.html>

# Open Discussion

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