New Mexico Department of Health Developmental Disabilities Supports Division

Rate Study and Provider Capacity Assessment Kickoff

October 20, 2022

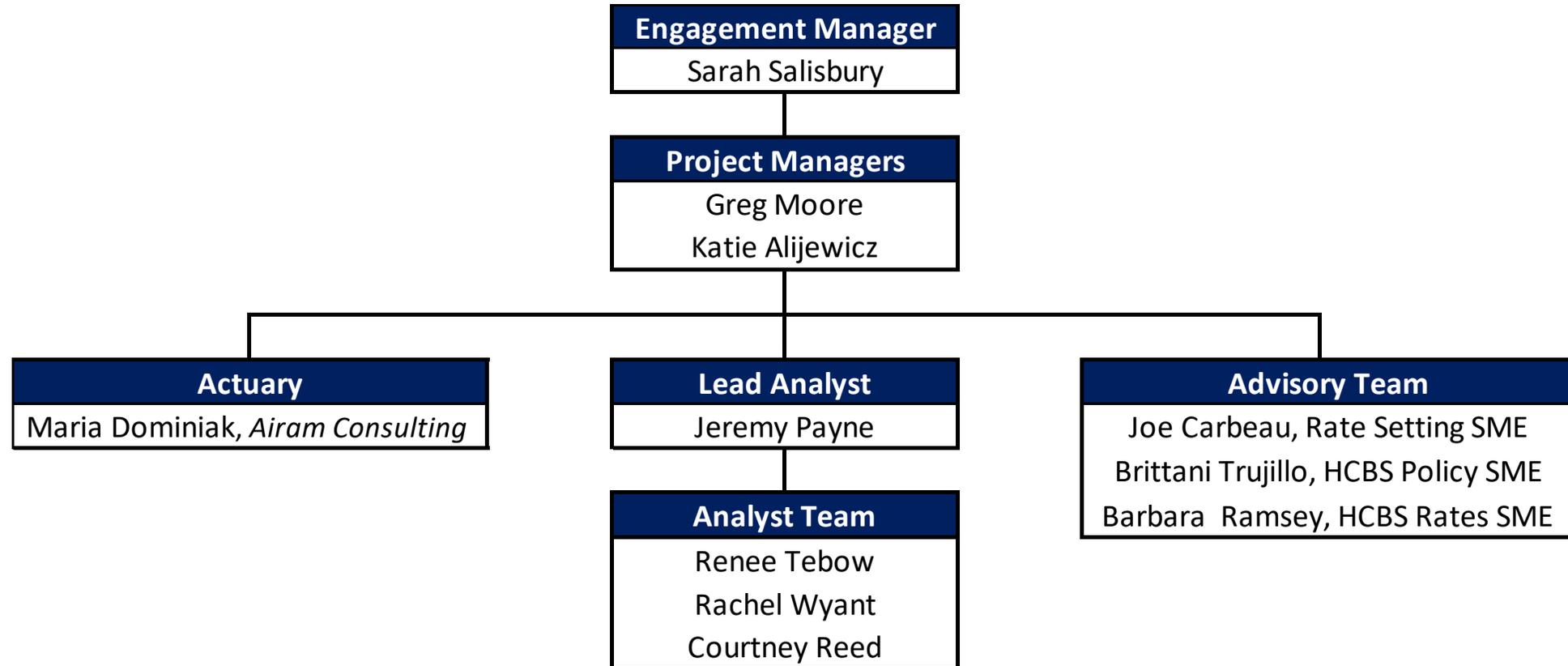**PUBLIC** CONSULTING GROUP

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Agenda

PCG Background & Introductions

Overview of PCG

❖ Founded in 1986, PCG is headquartered in Boston, MA

❖ Management consulting to assist public sector agencies better serve their targeted populations

❖ Four Practice Areas

  ▪ Human Services

  ▪ Health

  ▪ Education

  ▪ Technology Consulting

Current Contracts in all
50 States

More than
2,000
open contracts globally at any point in time

Over
1,900+
employees in 35 offices

Introduction to the PCG Team

Engagement Manager

Sarah Salisbury

Project Managers

Greg Moore

Katie Alijewicz

Actuary

Maria Dominiak, *Airam Consulting*

Lead Analyst

Jeremy Payne

Analyst Team

Renee Tebow

Rachel Wyant

Courtney Reed

Advisory Team

Joe Carbeau, Rate Setting SME

Brittani Trujillo, HCBS Policy SME

Barbara Ramsey, HCBS Rates SME

PCG Team Leadership

Sarah Salisbury
Engagement Manager

Katie Alijewicz
Project Manager – Day-to-Day Contact

Greg Moore
Co-Project Manager

Jeremy Payne
Lead Analyst

Brittani Trujillo
Advisor

Barbara Ramsey
Advisor

New Mexico Project Team

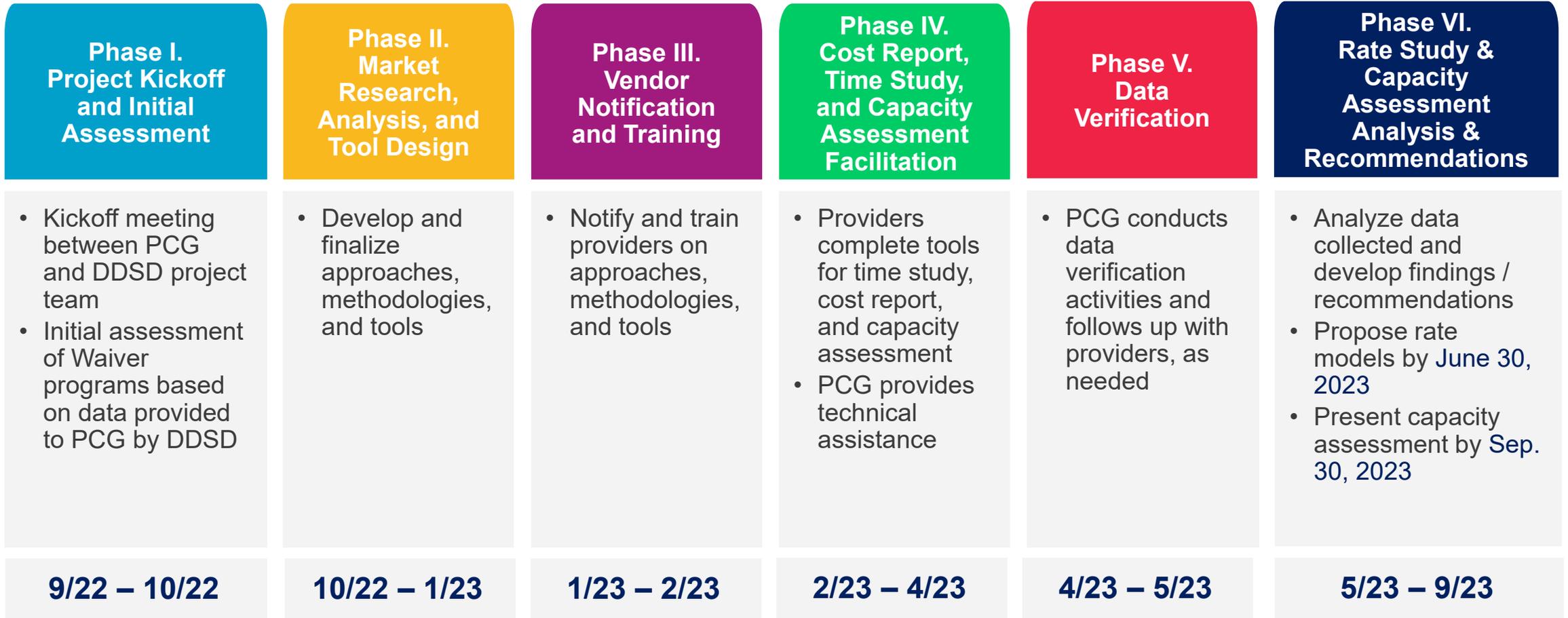| Name	Role
Jason Cornwell	DDSD, Division Director
Jennifer Rodriguez	DDSD, Deputy Director
Evangeline Yanez	DDSD, Community Programs Bureau Chief

Project Plan & Timeline

Scope of Work

In partnership with the New Mexico Department of Health, Developmental Disabilities Support Division, PCG will conduct:

❖ an independent rate study to recommend reimbursement rates for the provision of services for individuals with intellectual and developmental disabilities receiving services through both the Developmental Disabilities (DD), Mi Via (MV), and Medically Fragile (MF) Waiver programs, including cost of living annual adjustments, and

❖ a provider capacity assessment of all Home and Community Based Services waiver services for the DD, MV, and MF Waiver programs

Project Overview
September 2022 – September 2023

Phase I. Project Kickoff and Initial Assessment	Phase II. Market Research, Analysis, and Tool Design	Phase III. Vendor Notification and Training	Phase IV. Cost Report, Time Study, and Capacity Assessment Facilitation	Phase V. Data Verification	Phase VI. Rate Study & Capacity Assessment Analysis & Recommendations
• Kickoff meeting between PCG and DDSD project team • Initial assessment of Waiver programs based on data provided to PCG by DDSD	• Develop and finalize approaches, methodologies, and tools	• Notify and train providers on approaches, methodologies, and tools	• Providers complete tools for time study, cost report, and capacity assessment • PCG provides technical assistance	• PCG conducts data verification activities and follows up with providers, as needed	• Analyze data collected and develop findings / recommendations • Propose rate models by June 30, 2023 • Present capacity assessment by Sep. 30, 2023
9/22 – 10/22	10/22 – 1/23	1/23 – 2/23	2/23 – 4/23	4/23 – 5/23	5/23 – 9/23

Project Workplan & Timeline

Phase I: Kickoff and Initial Assessment | 9/23/22-10/21/22

❖ Facilitate a kickoff meeting with the DDSD project team to discuss the project goals, workplan/timeline, milestones/deliverables, communication plan, and initial data request.

❖ Submit initial data request and review documents

❖ Assess HCBS waiver claims, costs, utilization, and outcome information and determine provider population to engage for data collection

Phase II: Market Research, Analysis and Tool Design | 10/24/22-1/13/23

❖ Prepare first draft of approach to market research, cost report (cost instrument and personnel roster), time study tool, capacity assessment, and description of methodology, including timelines

❖ Obtain feedback from DDSD and make necessary changes

❖ Conduct focus group with Rate Study Workgroup/Committee to vet data collection tools, schedule, and methodology

❖ Prepare final draft of market analysis approach, cost report , time study tool, capacity assessment, and training/data collection schedule

Project Workplan & Timeline (cont.)

Phase III: Vendor Notification and Training | 1/16/23-2/10/23

❖ Notify providers of upcoming time study, cost report, and training dates

❖ Draft provider training materials

❖ Conduct live webinars to train providers on time study and cost report

Phase IV: Time Study and Cost Report Facilitation | 2/13/23-4/7/23

❖ Distribute Excel-based Time Study Tool and Cost Report to providers

❖ Provide technical assistance to providers throughout survey period

❖ Catalog submissions and follow up with providers, as needed

Phase V: Data Verification | 4/10/23-5/5/23

❖ Work with DDSD and providers to conduct data verification activities to ensure quality of results

Project Workplan & Timeline (cont.)

Phase VI: Analysis and Recommendations | 5/8/23-9/29/23

- ❖ Develop findings and recommendations based on results from time study, cost report, market research, and capacity assessment
- ❖ Propose rate models
- ❖ Prepare reports with recommendations for DDSD
- ❖ Make presentations regarding the final recommendations

Discussion of Deliverables

❖ **Rate Study**
  - Develop and finalize approaches, methodologies, and tools for Market Analysis, Cost Report (Cost Instrument and Personnel Roster), and Time Study

❖ **Capacity Assessment**
  - Develop and finalize approach, methodology, and tool(s)

❖ **Provider Training & Technical Assistance**
  - develop provider training materials and facilitate live webinars to train providers re: time study, cost report, and capacity assessment
  - provide technical assistance throughout survey period, including project specific email address and live "office hours" sessions

❖ **Stakeholder Engagement**
  - New Mexico DOH, ACQ sub-committee, and provider community; provide input into the tools, processes, and recommendations

❖ **Final Reports & Recommendations**
  - comprehensive reports, inclusive of final recommendations, for both the Rate Study and Provider Capacity Assessment – PCG will gather input from ACQ sub-committee and DDSD before publishing

❖ **Ongoing Status Meetings Between PCG and DDSD Project Team**

Stakeholder Engagement

Planned Stakeholder Engagement

❖ PCG will work with the diverse ACQ Rate Study and Provider Capacity Sub-Committee being formed to:

- Gather feedback on the rate study and provider capacity assessment tools/surveys;

- Develop communication strategies that would facilitate information flow from providers directly to PCG;

- Review draft documents and recommendations

❖ PCG will also gather data and input from providers for both the Rate Study and Provider Capacity Assessment, and will be providing technical assistance to facilitate

Optimizing Stakeholder Engagement

❖ DDSD's expectations for how PCG will engage the ACQ Subcommittee? Suggestions on how to maximize engagement?

❖ How has the landscape changed since PCG's last comprehensive Rate Study in 2018?

❖ Does DDSD have feedback on PCG's approach from our prior engagements?
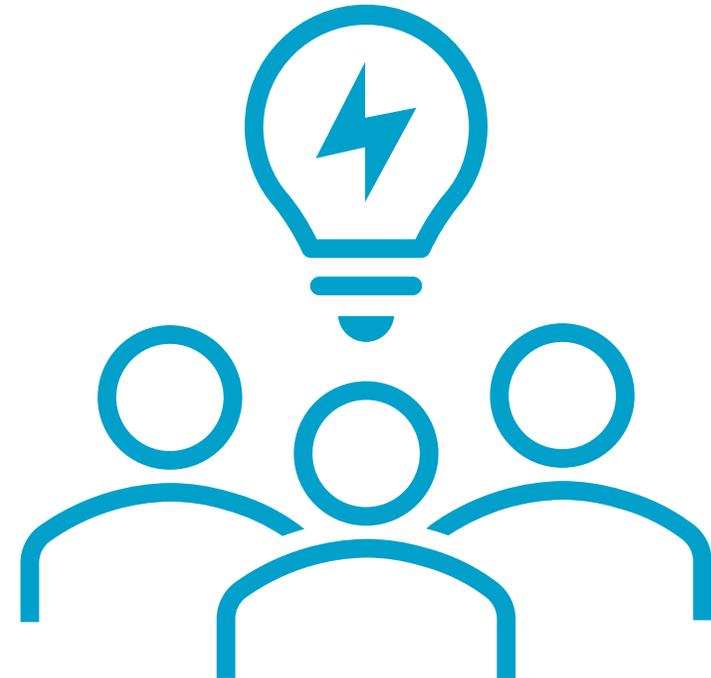
Next Steps

Next Steps

❖ PCG will submit data request to DDSD

❖ PCG will begin development of the provider survey

❖ PCG will work with DDSD to schedule ACQ subcommittee kickoff

Contact Us

Sarah Salisbury

Engagement Manager

ssalisbury@pcgus.com

(518) 375-2421

Katie Alijewicz

Project Manager

Kalijewicz@pcgus.com

(561) 351-5735

Questions & Comments

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