

# **Supports Waiver Provider Information Session**

## **Behavior Support Consultation**



# Objectives

- Review Supports Waiver Basics
- Overview of specific Supports Waiver Services and scope of service
- Discuss the provider application and Fast Track process
- Consider any questions that you have about the waiver

# Questions

## During the presentation

- Post in the SKYPE Comment Box throughout the presentation
- Post in the SKYPE Comment Box during the Q&A Session or ask a question when the group is unmuted.

## After the presentation

E-mail Jennifer Roth at [Jennifer.roth@state.nm.us](mailto:Jennifer.roth@state.nm.us)

E-mail the supports waiver e-mail at [supportswaiver.help@state.nm.us](mailto:supportswaiver.help@state.nm.us)

# Resources

- Supports Waiver Website

<https://nmhealth.org/about/ddsd/pgsv/csw/>

- Supports Waiver Federal Application to CMS

On the HSD Website/Communication and Public Information/Public Comment 2020 closed

- Draft Supports Waiver Standards

Supports Waiver Website/Resources

## Supports Waiver

- Home and Community Based Services (HCBS) designed to provide an option to support individuals who are on the Developmental Disabilities (DD) Waiver Wait List
- Services are intended to complement unpaid supports that are provided to individuals by family and others
- Supports Waiver is a 1915(c) Waiver that is scheduled to start July 1, 2020 and is currently pending federal approval from the Centers for Medicare and Medicaid Services (CMS)

## Supports Waiver

- There are ten Supports Waiver Services to mix and match within an annual \$10,000 budget per participant based a sample of the waitlist survey.
- ✓ Assistive Technology
- ✓ Behavior Support Consultation
- ✓ Customized Community Supports –Group
- ✓ Customized Community Supports – Individual
- ✓ Employment Supports
- ✓ Environmental Modifications
- ✓ Personal Care Services
- ✓ Non-Medical Transportation
- ✓ Respite
- ✓ Vehicle Modifications

\*Community Supports Coordinator (Case Management Function) is selected by the participant and provided outside of the \$10,000 budget amount.

## Supports Waiver Eligibility

- Individuals who are on the DD Waiver Wait List are eligible
- Individuals will keep their place on the DD Waiver Waitlist while they access the Supports Waiver



## Supports Waiver Offer Process

- Supports Waiver “offers” rather than “allocations” to differentiate between the allocation process to the DD and Mi Via Waivers
- Support Waiver offers are based on annual legislative funding- The first-year projections are 2,000. The goal is to serve all that choose the Support Waiver on the waitlist.
- Support Waiver offers will be made based on the registration number overall and not by the registration number in each region
- Support Waiver offers will be made through a Primary Freedom of Choice and will be processed in the same way we currently process PFOCs.

## Supports Waiver Dual Track Option

- Supports Waiver participants select between Agency Based Services and Participant Directed Services
- May choose to switch between service delivery models once eligibility has been established
- CSC will educate the SW participant about each track during the pre-eligibility phase
- Track selection will be processed through the Community Support Coordinator
  - Currently the selection between agency based and participant directed lands at about 60/40

# Supports Waiver Pre-planning

- Circle of Support for both Agency Based and Participant Directed
- Supports Waiver education including MCO information, community resources
- Establishing Participant Directed Employer of Record
- Individual Service Plan (ISP)

## Agency Based Services

- SW Participant works with their selected Circle of Support to identify services through the person-centered planning process. Participant determines what role each individual will have in their lives and in Support Waiver services
- Agency-based services are provided by a qualified provider agency with an approved agreement with DOH
- Agencies are selected through the Secondary Freedom of Choice Process

## Participant Directed Services

- SW Participant works with their selected Circle of Support to identify services through the person-centered planning process. Participant determines what role each individual will have in their lives and in Support Waiver services
- A Supports Waiver participant is or designates an Employer of Record that will direct goods and service vendors, employees and work with the Financial Management Agent regarding the administrative functions of the plan
  - \*The Employer of Record must be the participant or a legal representative of the participant.

## Supports Waiver Rates

### Proposed Rates – page 150 of Supports Waiver Application

Supports Waiver Proposed Rates are consistent for both tracks:

- ✓ Assistive Technology - \$5,000 every 5 Years
- ✓ Behavior Support Consultation - \$20.56 per 15 Minutes
- ✓ Customized Community Supports –Group - \$2.68 per 15 Minutes
- ✓ Customized Community Supports – Individual - \$7.18 per 15 Minutes
- ✓ Employment Supports - \$6.93 per 15 Minutes
- ✓ Environmental Modifications - \$5,000 every 5 Years
- ✓ Personal Care Services - \$14.60 per hour
- ✓ Non-Medical Transportation - \$.41 per mile/passes / hourly rate pending
- ✓ Respite - \$3.38 per 15 minutes
- ✓ Vehicle Modifications - \$5,000 every 5 Years

## **Supports Waiver Coordinating with MCO Services**

- Supports Waiver participants are encouraged to engage in Care Coordination
- Coordination with Centennial Care is critical to the Supports Waiver participant to assist with identified needs

## Individual Service Plan (ISP) and Budget

### ➤ Individual Service Plan Sections

- ✓ Supports at Home
- ✓ Community Membership Supports
- ✓ Health and Wellness Supports
- ✓ Other Supports
- ✓ Quality Assurance Criteria
- ✓ 24 Hour Emergency Back-up Plan

➤ All Individual Service Plan Sections have specific areas that are monitored on the monthly and quarterly CSC monitoring tool

➤ The ISP identifies both paid and unpaid supports

➤ Centennial Care services are essential to meeting identified health and wellness needs

➤ The use of **restraints, restrictive interventions and seclusion** is not permitted in the delivery of Support Waiver Services.



# Individual Service Plan (ISP) Implementation

## ➤ Agency Based Services

- Community Service Coordinator will be responsible for all agency based initial and annual ISP implementation

## ➤ Participant Directed Services

- Employer of Record with the assistance of the Community Service Coordinator will be responsible for all participant directed initial and annual ISP implementation

# Making Changes to Meet Needs and Preferences

Supports Waiver participants are encouraged to exercise freedom of choice.

- Changing Service Delivery Model
    - Agency-Based or Participant-Directed
  - Changing Community Supports Coordinator
  - Changing Agency Providers
    - Secondary Freedom of Choice
  - Changing Employer of Record
    - Employees and Vendors must be processed through the FMA as a new employees and vendors
- 
- Changes to the Service Delivery Model will be documented by the CSC
  - Changes to the Community Supports Coordinator Agency will be documented by DDSD through CSC Agency change form

## Supports Waiver Training

- Supports Waiver Training required training will primarily be done primarily on-line and available through the CDD training database. See training grid in the Supports Waiver Standards
- Agency based training will continue through the database. Participant Directed training will be through the database
- There will be additional service provider specific training, BSC required training is ANE, Indications of Illness and Injury and Discipline Specific on-boarding in June.
- Additional education is available through the Community Supports Coordinator
- Training requirements include anything identified by the participant in their ISP



## How to Provide Services

**Providers are able to provide services through both Supports Waiver tracks.**

- All supports waiver eligible providers under the agency-based model of service delivery must be approved by the DOH or its designee and have an approved MAD and DOH provider agreement.
- All supports waiver eligible vendors under the participant-directed model of service delivery must be approved by the Employer of Record (EOR) and verified through the Financial Management Agency (FMA) process.

# Provider Application and Fast Track Process

## Providers Eligible for Fast Track

1. Current Developmental Disabilities, Medically Fragile or Mi Via Waiver providers (providing services parallel to Supports Waiver services)
2. Existing agency-based providers for Personal Care/Homemaker/Chore services
3. Providers in good standing with DDSD and/or the Human Services Department (HSD), who do not have any of the following:
  - Open IRC Case
  - State-Imposed Moratorium, Self-Imposed Moratorium
  - Quality Improvement Plan (Vendors)
  - Other (KPI data, QA-QI Plans)

## Fast Track Steps

1. Once provider has confirmed that they are eligible for Fast Track, their Amendment will be processed by the Provider Enrollment Unit (PEU).
2. Once the Amendment has been processed, PEU will work with Conduent to obtain a new Medicaid number for the provider for the Supports Waiver.
3. Once Medicaid has provided PEU with a new Medicaid number for the provider, PEU will complete the fast track process and will notify the provider of their approval.

# Supports Waiver Parallel Services

- **Assistive Technology:**
  - Assistive Technology
  - Personal Support Technology
- **Behavior Support Consultation:**
  - Behavior Support Consultation
- **Community Supports Coordinator:**
  - Case Management
  - Consultant Services
- **Customized Community Supports-Group and Customized Community Supports-Individual:**
  - Day habilitation
  - Customized Community Supports
  - Community Direct Support
- **Employment Supports:**
  - Community Integrated Employment
  - Employment Supports
- **Environmental Modifications:**
  - Environmental Modifications

# Supports Waiver Parallel Services

## ➤ Personal Care and Respite Services:

- Home Maker Direct
- In Home Living Supports
- Family Living Services
- Supported Living Services
- Intensive Medical Living Services
- Customized In Home Supports
- Home Health Aid
- Respite
- Personal Care

## ➤ Transportation:

- Non-Medical Transportation

## ➤ Vehicle Modifications



## Final Rule Requirement

- Any provider agency for the Supports Waiver must be in compliance with the CMS Settings Requirements *prior to* being approved. (If your agency has completed a Corrective Action Plan (CAP) related to validation activities for another waiver all areas outlined in the DDS approved CAP must be resolved *prior to* becoming approved to provide Supports Waiver services.)
- Providers will complete an attestation as part of the Supports Waiver provider process attesting that they are in compliance with the Final Rule.



## Supports Waiver Services – Behavior Support Consultation

- The purpose of BSC services should be to improve the ability of the unpaid caregivers and paid direct support staff to carry out positive behavior support interventions.
- BCS identifies skills and capacities that contribute to a person's ability to experience success and satisfaction in a range of settings.
- The focus of support is primarily on assisting and guiding the participant toward opportunities to pursue the goals that genuinely represent what is most important to them.
- Effective support considers changes to the environments, relationships, and activities available to the participant rather than exclusively targeting problem behavior.

# What is our take on Positive Behavior Support?

Key Ideas in our system of PBS:

- \*\***Build** a Person's Life\*\*
  - Don't be a person's life...
  - Natural Supports and Generic Services
- Attend to 'Problem Environments'
  - 'problem behaviors' tend to go away...;
- By utilizing positive approaches...
  - The experience of supporting the person is positive for the direct support personnel.

# What is our take on Positive Behavior Support?

## Key Ideas in our system of PBS:

- A Clear Focus on Strengths and Skills
  - Does a plan seek to solely eliminate ‘behaviors’ (punishment) or does it focus on building skills (replacements, social connections, employment)?
  - Is it durable and portable?



# Restraint, Restriction or Seclusion

- The Supports Waiver does not support Restraint, Restriction or Seclusion
- There are no Human Rights Committees
- The Supports Waiver does not allow for restraint, restriction or seclusion.
- No Emergency Physical Restraint

## Supports Waiver Services – Behavior Support Consultation

- Behavior support consultation (BSC) services consist of functional support assessments, positive behavior support plan/treatment plan development, training and support coordination for a participant related to the acquisition of positive skills and intervention in behaviors that compromise a participant's quality of life.
- Services are provided in an integrated, natural setting, or in a clinical setting.

# Supports Waiver Services – Behavior Support Consultation

BSC has several components:

- assessment of the person and their environment, including barriers to independent functioning via Positive Supports Assessment (PSA).
- determination of behavioral needs, review of potential sources of behavioral health treatment and referral to those sources if warranted;
- designing, writing, and testing of strategies to address behavioral concerns
- and build on strengths and skills for independence via Positive Supports Plan (PSP) if warranted; and
- training plans in a way that the participant, natural and paid supports can understand and implement them.

## SW Highlights

- The Supports Waiver does not allow for restraint, restriction or seclusion.
- Focus on the Supports Waiver through the PSA of what services you might refer to



# Supports Waiver Services – Behavior Support Consultation

## ➤ Implementation Requirements

- BSC provider in good standing

## ➤ Scope of Service

- Annual assessment conducted face-to-face using SW Positive Support Assessment template
- Referral to behavioral health services, if applicable; coordination with behavioral health service supports if warranted and desired by the participant



- Question and Answer
  - SKYPE Questions in the comment box
  - Ask questions

# THANK YOU

Questions after the presentation:

E-mail Jennifer Roth at [Jennifer.roth@state.nm.us](mailto:Jennifer.roth@state.nm.us)

E-mail the supports waiver e-mail at  
[supportswaiver.help@state.nm.us](mailto:supportswaiver.help@state.nm.us)

Survey link:

<https://www.surveymonkey.com/r/SupportsWaiver>

# Presentation Survey

<https://www.surveymonkey.com/r/SupportsWaiverProvider>