

We are receiving feedback that some therapists and case managers are not receiving copies of the "Therapist Updates" from their provider agency. All provider agencies that receive this publication are required to distribute this update in a timely manner to all therapists and/or case managers contracted or employed by your agency. You are encouraged to distribute to others that may benefit from this information as well. Thank you!

### What is Happening with the Outside Review Process?

- As you know there have been delays in processing packets by the Outside Reviewer (OR) and thus there have been budget delays. As with any new process implementation there have been many bugs to work out and we realize that has caused a variety of concerns for therapy providers and individuals that they serve. There will be a detailed separate Memorandum related to the OR Process issued very soon. In the meantime please remember the following to help the process go as smoothly as possible:
  - Please contact the CM with any budget concerns. CMs have a clear process to follow-up on OR and Qualis concerns.
  - Electronic signatures sometimes disappear from documents. Make sure your documentation is signed and print that page to make sure the signature stays. It can help to put your electronic signature in a text box.
  - Make sure you include your credentials.
  - Make sure SS#, DOB, and Date of ISP cycle is complete and accurate!
  - Make sure your requested units recorded on the TSPAR Cover Sheet are the same as those on the Therapy Documentation Form and that your math is correct.

### Appropriate Use of the Therapy Evaluation Unit

- Case Managers and Therapists have requested clarification regarding appropriate use of the Therapy Evaluation Unit. It is very important to keep in mind that the code for the Therapy Evaluation Unit may only be used one time per ISP cycle for each therapy discipline!
- The following are circumstances when the Therapy Evaluation Budget may be used:
  - With initiation of any therapy service at the time of allocation to DD Waiver.
  - When requested for an individual who was previously allocated, but has not received that therapy service within the past ISP cycle.
  - As a specialized evaluation from a discipline when no other intervention need is anticipated.
  - When requested by a new therapist, at the beginning of an ISP cycle or within an ISP cycle, for an ongoing service (when the therapy provider agency is the same or when a new therapy provider agency has been chosen).
- Note that if you are anticipating that you may need to complete an in-depth home evaluation, sensory processing evaluation, AAC evaluation, seating and positioning evaluation or other time consuming evaluation you may ask for additional units on your TSPAR request to accommodate this or you may revise your TSPAR to request additional units.

### Jackson Class Members and ARA Therapy Incentive Rates

- Some Case Managers and Therapists are still not aware that JCMs may receive the same incentive rates for therapy that non-JCMs currently receive! If the JCM lives in an incentive rate county, the codes to be used for therapies are the same as those for non-Jacksons

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1 "Therapist Updates" will be sent via e-mail to DD Waiver Therapy and CM Providers on a periodic basis from the CSB or DDSD. **Please distribute to all providers in your agency in a timely manner!** Thank you!

receiving incentive therapy services under the 2012 DD Waiver Standards. These budgets will not have separate integrated and clinical codes. Both types of therapy service will be coded and billed the same. Please refer to the Memo of 2/24/16 (mistakenly dated 2/24/15) titled, "ARA Incentive Rates/Code Clarification for Therapies" for details. This Memorandum from Elizabeth Finley was sent to CM Agency Providers and Therapy Agency Providers as well as DDS Staff on 3/1/16 in an email from Tammy Barth. If you need a copy, please contact your agency. Your RO CM Coordinator may also be of assistance.

### **Accessing Therapy Services in Underserved Counties**

- There are a variety of areas in New Mexico that do not have access to a DD Waiver Therapist of one or more therapy disciplines. The Clinical Services Bureau (CSB) has procedures in place to help address unmet therapy needs.

Please note that a new Therapy Needs Identification Form is now available! The CSB requests that CMs begin using this new form to request CSB intervention! CMs are also reminded that IDT discussion is needed to sort out what outcomes the team would like to see from CSB intervention and to review possible alternatives. Procedures and information on requesting CSB assistance in underserved areas as well as the new Therapy Needs ID Form may be found at:

<http://archive.nmhealth.org/ddsd/ClinicalSvcsBur/Resources/TherapyResources.htm>

On the ACT NM website use the following site trail: ACT NM Website → Service Providers → Therapies and BSC → Therapy Related Information → How to Access DDS Therapy Services in Underserved Counties.

- There are extensive needs for DD Waiver OT Services in Clovis, NM and the surrounding areas! There is also a group of OT clients near Mora that have a need for intensive OT services that focus on Sensory Dysfunction and Autism. In addition to the need for OT services there are needs for PT services in Taos, Gallup, Roswell, Artesia and Hobbs. If you or your agency is interested in picking up a group of OT or PT clients in any of these areas please contact the CSB OT or PT Consultant. We will assist and support you in any way possible to serve these individuals!

### **Update Regarding the CSB QA/QI Process**

- The CSB QA/QI Reviews are complete for 20% of individuals who received DD Waiver Therapy services from January 2015 through June 2015. Therapy QA/QI Reviews were on pause for July 2016 through December 2016 due to the TSPAR extensions, changes resulting from Waldrop, and due to implementation of the new "Therapy Documentation Form". We wanted to take this time to sincerely thank CMs and Therapists for your participation! In addition to feedback highlighting areas that could be improved for some therapists, we saw many examples of exemplary documentation that reflects the quality therapy services provided through the Collaborative-Consultative therapy model employed by DD Waiver therapists. Many therapists have found the feedback given as a result of the therapy QA/QI reviews to be very helpful. The CSB consultants also were able to fine tune what areas it would be most helpful to focus on for the new review period.

- CSB QA/QI Reviews have resumed for individuals with therapy budgets that began 1/1/16. The QA/QI Review tool has changed somewhat to reflect more focused areas of review and the use of the “Therapy Documentation Form”.
- Please pay special attention to these areas in your documentation. The main areas of Therapy QA/QI Review focus are:
  - *Does the therapist have measurable goals and objectives?*
  - *Is the therapist aware of ISP Visions and Outcomes and does the therapist address these in some way with therapy services?*
  - *Has the therapist developed or does the therapist plan to develop WDSIs?*
  - *Are completed WDSIs written clearly, do they address just one activity area, do they have distinct titles, and do they have basic required information?*

**Training Opportunities: Aspiration Risk Management and Participatory Approach/ Therapy Standards**

- These are required trainings within the first year of service for all therapy providers in the DD Waiver and are geared toward therapists who are new to providing services through the NM DD Waiver or would like a “refresher” on these topics. Providers will receive detailed notices before each training. Changes due to issues with training venues or very low registration numbers are possible.

Upcoming PA/Standards and ARM trainings for 2016 are as follows:

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| <ul style="list-style-type: none"> <li>• Santa Fe</li> <li>• Roswell</li> <li>• Farmington</li> <li>• Albuquerque</li> </ul> | PA/Standards ...Monday, June 6<br>ARM .....Friday, May 27<br>PA/Standards ...Thursday, July 21<br>ARM ..... Friday, July 22<br>PA/Standards ...Thursday, September 8<br>ARM..... Friday, September 9<br>PA/Standards ... Thursday, November 3<br>ARM ..... Friday, November 4 |
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**Registration is required for these trainings!** Notices regarding the above trainings has or will be sent to all therapy providers. You may register at the following site. Make sure to follow all registration directions. If the training is not listed on the site you may need to wait closer to the date of training to register. <http://trainnewmexico.com>

Please contact Felicia Vidro with specific questions related to these training opportunities.  
[Felicia.Vidro@state.nm.us](mailto:Felicia.Vidro@state.nm.us)

**TSPAR REVISIONS**

- When submitting a revision to the TSPAR request – please use the *original TSPAR Cover Sheet* and then fill in your budget revision request in the column marked “Revision”. A letter of justification stating why you are revising the original therapy budget request should also

be completed. When writing a letter of justification for a Revision consider the following points:

- Is the information I have included objective and clinically relevant?
- Have I addressed the changes in condition that precipitated the request for additional units?
- Is my request related to an activity listed in the “Scope of Service” section of the Therapy Chapter (chapter 22) of the Standards?
- Have I included information regarding how and in what timeline the previously requested units were used?
- Have I included a reasonable projection of the use of the new requested units showing how these units will cover therapy needs for the remainder of the ISP term?

Submit both to your CM who will submit to the Outside Review group through the usual process.

### Miscellaneous Notices

- Therapy Agencies – Remember to keep current copies of your therapy employees’ or contractors’ professional licenses on file.
- Tammy Barth of the Provider Enrollment Unit has sent notice of the following:  
“Any provider who holds a license is required to submit current licensure for themselves and any subcontractors/employees when the license expires and when they hire new subcontractors/employees. We also ask that PEU is sent notice via email when a provider terminates or losses a subcontractor/employee so we can stop tracking their license. If the subcontractor/employee is terminated, we ask that a reason is given along with the terminate notice. The notice can be sent to PEU at [cpb.peu@state.nm.us](mailto:cpb.peu@state.nm.us) or at [Tammy.Barth@state.nm.us](mailto:Tammy.Barth@state.nm.us).”
- Therapy budgets created within ISP cycles that began BEFORE 12-1-15 should not be pro-rated. There is no instruction from DDS to pro-rate budgets for therapy. Therapy services are not delivered at a metered rate for each month of needed services. They are likely more intensive at the initiation and are intended to decrease as strategies are correctly and consistently applied by direct support personnel and when direct therapy treatment is needed less or no longer needed.
- The option for individuals’ guardians to request that therapy unit amounts revert to previous (greater) amounts was available in 2015 as a result of the Waldrop Settlement. This opportunity was a time limited option available only for the ISP term concurrent with the guardian’s request. It does not continue for future ISP cycles.

- This is the link to the on-line ½ day training – “Person Centered Planning for Therapists”. This training is required within 1 year of beginning as a DD Waiver Therapist. You can also find this link through the Train New Mexico website - <http://trainnewmexico.com>  
<https://www.cdd.unm.edu/dhpd/programs/learnportal/courses/index.html>

### DDSD/CSB Websites and Contacts

- DDSD is still completing major renovation of the website. Until the new website is up and running you can access some information from the following archived site:  
DDSD Website: <http://archive.nmhealth.org/ddsd>  
(NOTE: Archived versions of most sites can be accessed via existing links on the DDSD archived site including the Clinical Services Bureau link on the right under “Most Requested Links”.)
- Many therapy resources, webinar recordings, *Therapist Updates*, as well as general DDSD resources are also available on the ACT NM site: <http://actnewmexico.org/>

Contacts for the clinical consultant representing your discipline:

- Fran Dorman, Physical Therapy [Fran.Dorman@state.nm.us](mailto:Fran.Dorman@state.nm.us)
- Julie Mehrl, Occupational Therapy [Julie.Mehrl@state.nm.us](mailto:Julie.Mehrl@state.nm.us)
- Lourie Pohl, Speech-Language Pathology [Lourie.Pohl@state.nm.us](mailto:Lourie.Pohl@state.nm.us)