



Preview of DD Waiver Service Standards

**DDSD
DD Waiver Unit**

Objectives of the Webinar

- Final preview of *Draft* of DD Waiver Services Standards
- Highlights of new chapters and new content since feedback forums
- Overview of DDSD responses to feedback forums
- Overview of rollout



- Final Preview: *Draft* of DD Waiver Services Standards

- Posted on:

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

This is the DD Waiver page

- All chapters previewed July through October are consolidated





New Mexico Department of Health

Our mission is to promote health and wellness, improve health outcomes, and assure safety net services for all people in New Mexico.

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Developmental Disabilities Waiver

The Developmental Disabilities (DD) Waiver program also known in New Mexico as the “traditional DD waiver” is designed to provide [Services and Supports](#) that assist eligible children and adults with Intellectual and Developmental Disabilities (IDD) to participate as active members of their communities. The DD Waiver is one of several waivers available in New Mexico. The program serves as an alternative to institutional care.

New Mexico’s traditional DD Waiver Program is a person-centered, community-oriented approach to deliver supports for people with intellectual and developmental disabilities (IDD). The approach emphasizes:

Divisions

Developmental Disabilities

Programs and Services

Developmental Disabilities Waiver

Final Preview: *Draft* of DD Waiver Services Standards

Chapters are organized and grouped into three sections:

Section I: Planning

Section II: DD Waiver Services

Section III: Quality Assurance and Continuous Quality
Improvement



Final Preview: *Draft* of DD Waiver Services Standards

- Each chapter is numbered 1, 2, 3, etc. with sections numbered 1.1., 1.2., etc. and subsections numbered 1.1.1., 1.1.2., etc.
- Lists and Tables are quick reference tools for information needed by all or most provider types.
- Appendices are referenced in the body of the document and are tools for easy reference. (E.g. Appendix A: Client File Matrix)
- Cross references are noted and linked through a hyperlink.
- Common terms have page references in an Index.

New Chapters Since 2015 Issue

Common responsibilities among all providers are outlined in new chapters:

- Human Rights
- Safeguards
- Eligibility and Allocation
- Individual Service Plan
- Person Centered Planning
- Transitions
- Provider Reporting Requirements



New Chapters Since 2015 Issue (Continued)

Common responsibilities among all providers are outlined in new chapters:

- Provider Documentation and Client Records
- Nursing Services
- Health
- Incident Management System
- Provider Enrollment
- Qualified Providers
- Training
- Billing
- Quality Improvement Strategy-



Standards are Longer, however

Not much longer considering...

- Policies previously incorporated by reference are now detailed in one place
- Director's Releases and other instructions are included
- Helpful tools and information are contained in Lists, Tables and Appendices



Strengths

- Consolidated
- Removed inconsistencies and standardized as much as possible
- Made more clear
- Strengthened language around PCP, informed choice, Employment First, Human Rights, and Settings Requirements
- Policies previously incorporated by reference are now detailed in one place
- Director's Releases and other instructions are included
- Allows all providers to understand the system and be aware of shared responsibilities
- Allows for better analysis for rate study and future program decisions

Challenges

- Standards are longer
- Some duplication remains
- Must use entire document, can no longer just go to one chapter



Collecting Feedback

- Draft chapters posted on Act New Mexico website (July - October 2017)
- Monthly Feedback Forums held in Albuquerque
- Electronic comment collected through survey monkey
- Phone calls and emails



Feedback Forums



Overview of DDSD Responses to Feedback

DDSD organized public feedback and responses based on Draft Chapters and posting July through October

DDSD responses are posted on: the Developmental Disabilities Waiver page located at:

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



Comments

Hundreds of comments came from

- Advocates
- Discussion at Feedback Forum
- Survey Monkey
- Individual Respondents
- Provider Associations (CMAAC and ADDCP)
- Disability Rights New Mexico



Types of Comments and DDSD Responses

1. Questions – request for clarification
Added as much clarification as possible. Training will be provided
2. Changes to service models
Any changes to service models require an amendment to be approved by CMS
3. Changes to scope of service /rates
Rate Study is planned
4. Final Rule and Settings Requirements – Support for more language and questions about implementation
Added clarification where possible
5. Exact wording proposed
Accepted where possible

Hot Topics

- Billing CCS at home when needed for personal care, lunch , break etc.
- Semi Annual Reporting
- Client File Matrix
- Nursing and Health Care Coordination
- Transition of Jackson Class Members
- Family Living Home Study
- Supported Living Category 4
- Supported Living Non ambulatory Stipend
- Human Rights and Person Centered Planning
- Reimbursement Rates
- HRC Requirements including CCS providers

General Additions since Feedback Forums

- Substantial clarifications to *Nursing Services* to include requirements for all nurses in DD Waiver program as well as specific requirements when nursing is a separate service on the budget
- Substantial clarifications to *Health* Chapter to include health related requirements across the system, mainly aspiration risk management, promoting health sexuality, and use of psychotropic medication
- Added medical supports to Supported Living Category 4 (similar to medical outlier)
- For CIE, emphasized requirement to access DVR first
- For CCS scope, added “brief or intermittent time at home per individual need e.g. not to exceed a two-hour period for lunch, break, and/or change of clothes” and JCMs transitioning from in-home Day Hab will maintain same level of service

A word about In Home Day Hab

- DDSD promotes days services in the community to the maximum extent possible.
- CCS is the day habilitation in our approved waiver.
 - The setting of billable service is dependent upon the statutory category/taxonomy that is checked in the waiver application approved by CMS.
 - When the taxonomy is “Day Habilitation”, billable services are only allowed outside of the home;
 - When the taxonomy is “Habilitation” billable services can be in the community OR the home.
- “Habilitation” was checked in error when the waiver was approved, but instead of seeking to correct the error, the DOH will use it to address the needs of JCMs to maintain the same level of service in the home in the new standards and to expand the period of billable service in the home for CCS to 2 hours.

General Additions Since Feedback Forums

- Specific requirements for Annual Report of QA and QI at agency level added to *Quality Improvement Strategy* Chapter
- Conflict of Interest language added to *Case Management* Chapter and *Qualified Provider* Chapters
- IST documentation and designation requirements added to Training Chapter
- Documentation of Employment First and ARM in ISP Chapter
- Requirements for ISP Revisions
- HRC Review Schedule
- Transitions Chapter
- Safeguards Chapter

Additions Since Feedback Forums

- Appendix A : Updates to Client File Matrix
- Appendix B: GER Reporting Requirements
- List of Authorities
- List of Acronyms
- List of State Agencies, Divisions and Bureaus
- Table Proposed Budget levels
- Table Proposed Dollar Amounts
- Index



Deletions Since Feedback Forums

- Requirements for Provider Agencies to have specified policies throughout
- Guardianship section of the *Human Rights* Chapter because DDSD does not have jurisdiction over guardianship regulation
- *Transportation* Chapter
- Requirement for Jackson Class Members to have an RN as a Health Care Coordinator
- Requirements for a PST Plan and billing at a CIHS Aide rate for PST response (These are not supported by current Waiver and rate structure)
- Definitions (to be issued separately)

Overview of Rollout

1. **By December 26, 2017:** E-mail any additional comments directly to Christina Hill at Christina.Hill@state.nm.us.
2. **By January 2, 2018:** Final issue and post on the DOH Website.
3. **January 15, 2018 to February 28, 2018:** Statewide training on the revised DD Waiver Service Standards and changes to Clinical Criteria.
4. **March 1, 2018:** DD Waiver Services Standards along with any associated changes to Clinical Criteria and the Budget Worksheet will be effective.
5. **June 1, 2018:** New Clinical Criteria will be applied for use with annual budget submissions for Individual Service Plans that begin on and after June 1, 2018.



Next Steps

Statewide Training

SAVE THE DATES

Look for e-blasts and postings with times

NWRO: Tuesday, 1/30/18 in Farmington at the San Juan Center.

NWRO: Wednesday, 1/31/18 in Gallup at the Library.

SWRO: Thursday, 2/1/18 in Las Cruces (Farm and Ranch Museum).

SERO: Tuesday, 2/6/18 in Roswell (Department of Transportation-HWY Training Academy)

NERO: Tuesday, 2/13/18 in Santa Fe at the Runnels Building.

Metro: Monday, 2/19/18 in ABQ at the Savage Auditorium.

Next Steps

Clinical Criteria Updates related to the Standards

Supported Living

- Category 4 criteria to be added
- Staffing Grid no longer required for any category
- Roll out by ISP year

Personal Support Technology minor updates to criteria

CIE criteria related to use of DVR first

Minor edits to Clinical Criteria as needed (Not an overhaul)

Training field at the same time as Service Standards Training

Training OR prior to March 1, 2018 implementation



Next Steps

BWS Updates

JCM Budget Worksheet

J-CM	Developmental Disabilities
2017 ??-??	Waiver Budget

- to include accommodations to maintain same level of services
- not for Outside Review
- to be implemented by March 1, 2018 by ISP year
- Gayla Delgado Assistant DDW Program Manager and ROB will assist CM's with crosswalk to new JCM BWS

OR BWS

- to include SL Category 4 and to remove SL-IIIBS
- Gayla Delgado DD Waiver Assistant Manager is lead DDSD contact on BWS reissue

Next Steps

Provider Application Process: DDSD approves providers who can demonstrate adherence to DD Waiver Service Standards

The provider application/renewal process is periodically reviewed to update questions relevant to current DD Waiver Service Standards

- New questions for Supported Employment are being piloted now
- New questions for Case Management agencies are under development and will be provided for input in coming months
- Other service types to be revised as needed



Next Steps

Rate Study

- Required as part of Waiver approved by CMS
- To be completed by June 2019
- RFP being prepared by DDSD
- Feedback on RFP from ACQ
- Selection of Contractor by July 2018
- Selected contractor works on rate study September 2018 to June 2019
- Project includes stakeholder feedback and provider survey
- Analyze results and request legislative appropriation as needed

Next Steps

Submit Amendment to CMS for Approval

- Programmatic decisions that require an amendment to CMS
- Substantial Changes to service definitions or service models
- Changes to rates and rate methodology
- Changes to calculations demonstrating cost neutrality

Resources and Contacts

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Thank You!

