Division of Developmental Disabilities (DDD)

Support Coordination Information Session

November 27 & December 4, 2012
Today’s Speakers

Dawn Apgar, Deputy Commissioner – DHS
Dawn.Apgar@dhs.state.nj.us

Jennifer Joyce, Employment/Day Services – DDD
Jennifer.Joyce@dhs.state.nj.us

Chuck Naus, Project Lead – DHS
Charles.Naus@dhs.state.nj.us

Liz Shea, Policy Advisor - DHS
Liz.Shea@dhs.state.nj.us
Supports Program Overview

- Major DDD initiative included in the Comprehensive Medicaid Waiver (CMW)
- Services/supports for individuals living in their own homes or with their families
- Provides Individualized Budgets (based on assessed level of need):
  - Employment/Day Supports
  - Individual/Family Supports
Supports Program Overview

- Eligibility for Supports Program:
  - DDD Eligibility
    - 18+ for determination & 21+ for services
    - Resident of New Jersey
    - Functional Criteria
    - Medicaid Eligible
  - Living in unlicensed setting (with family or on own)
  - Not on the CCW simultaneously
## Supports Program Services

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Support Coordination

- Mandated care management service
- Billed monthly
- Assist participants in accessing services (program, state plan, & other)
- Facilitate person-centered planning process
- Write and modify Service Plan
- Provide ongoing monitoring
- Distinct from Supports Brokerage (different service & separate agency)
Key Policy Considerations

- “Conflict-Free”
  - Best practice: Total separation between SC and direct service
    - Separate & distinct businesses (boards, CEO/staff, finances, etc.)
  - Acceptable: A provider can provide both support coordination & direct services, but **not** to the same individual.
    - Proposals will have to be submitted and will be closely scrutinized.
Key Policy Considerations

- Ratios
  - No mandated ratios
  - Provider must be able to meet all deliverables
  - Ratios must be reported
  - Division will be closely monitoring data related to ratios (internal triggers) and may eventually institute caseload limits

- Minimum Scope - at least one county
Key Policy Considerations

- Zero-Reject & Zero-Discharge
  - SC Agency must accept all individuals
  - SC Agency cannot discharge individuals
    - **DDD may discharge individuals for:**
      - Failure to continue to meet Support Program eligibility
      - Failure to comply with Support Program policies
  - If SC Agency can no longer provide service (LOS reduction or ceases operation), DDD will transfer to another participating SC agency
Provider Deliverables

- Service Plan – plan, develop, approve, modify, monitor and distribute
- Link to services, provide choice, ensure capacity
- Address health & safety concerns
Provider Deliverables

- Monthly contact, quarterly face-to-face, annual home visit
- 24 hour coverage
- Adhere to all guidelines in the Provider Agreement and Policy Manual
Provider Qualifications

- Agency-based
- Medicaid/DDD Approved Provider

Staffing
- Background and Central Registry checks
- DDD mandated training
- Education/Experience: Bachelor’s degree & one year experience in DD or one year care coordination in any social services field
Provider Approval Process

- Approval process
  - Medicaid/DDD Application
    - Provider Agreement
    - Statement of Intent
    - Medicaid Application
    - Define Capacity & Scope (counties/regions/statewide)

- Claiming
**INITIAL DDD NJISP**

- Enrolled in the SP by Intake
- Records review
- Outreach to Ind/Family
- Initial Assessments gathered (DDRT)
- Initial Service Referrals

- Support Coordinator selected?
- Support Coordinator Available? Capacity & No conflict

- Auto Select
- Support Coordinator Assigned

- Prior Authorization sent to Medicaid

- Medicaid informs SC of the Authorization

- DISCOVERY PROCESS continued
  - Information Gathering
  - Person Centered Plan
  - Employment
  - Coordination Completion of additional needed assessments

- Meet with individual (family)
- Begin Discovery Process
- Identify team Preferences

- Schedule and Convene Service Plan Meeting

- Complete First Draft of Plan

- NJISP MEETING
  - Review Draft
  - Additional Discovery

- Team agrees to NISP at meeting

- Final Draft
- Approved?
- Yes → End Process
- No → Auto Select

**Intake (State)**
- Waiver Assurance Coordinator
- Supports Coordinator
- SYSTEM
- MEDICAID
Information Technology

- Electronic Record
  - Stores the DDRT Assessment info
  - Stores completed assessment tools, including Person Centered Planning Tool (PCPT)
- Stores the Service Plan
  - Electronic entry of outcome information
  - Uploaded Signature Pages
Information Technology

- **Provider search tool**
  - Online query of DDD Approved Providers
  - Search by region, provider and service
  - Available to providers, support coordinators, individuals and families

- **Claim submission**
  - Electronically submitted to Molina
  - Electronic payments (Direct Deposit)
  - Claim status (available via Medicaid’s website)
Timeline

- Provider enrollment begins – 1/13
- SC training begins – 2/13
- SC rates established – 4/13
- SC begins – 4/13
  - Rollout begins with 2013 Grads
NJ Individual Service Plan

- Uniform across the Division
- Medicaid pre-authorization document
- Mandatory planning tool - PCPT
- Outcomes must be driven by (and tied to) assessed need
- Inclusive of all areas of assessed need
- Employment-related outcome mandatory
NJ Individual Service Plan

- Cover Sheet
- Outcomes & Services
- Employment First Implementation
- Health & Safety
- Religious & Cultural Information
- Emergency Back-Up Plan
- Authorization & Signatures
Don’t Forget!

- Information is continuously updated
- Visit the SP page of the DDD website at www.state.nj.us/humanservices/ddd/programs/supportsprgm.html
- Watch for updates and new information
- Questions?
  - DDD.SuppProgHelpDesk@dhs.state.nj.us
QUESTIONS???