Division of Developmental Disabilities (DDD)

Support Coordination:
2013 Age-Outs and New Presenters
April 15, 2013
Follow-Up from Previous Sessions

- Supports Program Overview & Support Coordination Info Sessions
  - Held in November/December 2012
  - Slides & link to videos available on Supports Program web page at http://www.nj.gov/humanservices/ddd/programs/supportsprgm.html

- Changes to Timeline for SP Implementation
  - Stakeholder Input
  - Rate Study & Provider Recruitment
Phase 1 of SC Implementation

“Interim System” of Support Coordination Services for:

- 2013 Age Outs
- New Presenters after June 1, 2013 (except CCW people)
Supports Program Overview

- Major DDD Initiative included in the Comprehensive Medicaid Waiver
- 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
Overview of Support Coordination

- Mandated care management service
- Billed monthly
- Assist individuals in gaining access to needed services (program, State plan, other)
- Develop & maintain the Service Plan
- Provide ongoing monitoring
Key Information

- Distinct from Supports Brokerage (different service and separate agency)
- No mandated ratios at this time
  - Must be able to meet deliverables
  - Must report ratios, which will be monitored
  - Division may eventually institute caseload limits
- Must serve a minimum of 1 county & 60 people
Key Policies

- Zero Reject & Zero Discharge policies
  - SC Agency must accept all individuals
  - SC Agency cannot discharge individuals
    - DDD may discharge individuals for failure to comply with SP eligibility or policies

- Conflict Free policy
  - SC Agency must avoid any conflict of interest between the delivery of SC services & the delivery of direct services to the individual
Conflict Free - Preferred Option

- SC Agency is a separate & distinct business
- Best practice
- Separate Boards, CEO/staff, finances, etc.
Conflict Free – Acceptable Option

- SC agency may not deliver direct services & SC to the same individual
- Must wait 6 months after providing SC services before delivering direct services
- Direct service providers who want to provide SC must submit proposals to DDD for approval prior to application
Key Policies

- 24 Hour Coverage
  - SC Agency must ensure that Support Coordination services are available at all times (at minimal, phone contact)
  - Answering service is acceptable
Qualifications

- Bachelor’s Degree or higher -AND-
- 1 year of experience in DD or care management/coordination in any social services field -AND-
- State, Federal Criminal Background checks and Central Registry check at the time of hire –AND-
- Completion of DDD required training
Application Process

- Follow the “Become a Provider” link for instructions to complete the Medicaid Provider Application.
  http://www.state.nj.us/humanservices/ddd/programs/sppp.html
- Submit the application to Molina
- Molina will review application & notify agency if the packet is not complete
Approval for SC Services

- Application and qualifications reviewed
- If pre-approved, DDD will send a letter and fingerprinting forms
- Agency executive officer is fingerprinted and background check completed
Approval for SC Services

- If approved, the SC agency will receive a MMIS provider number and the SC service code will be applied
- Providers must agree to adhere to the Provider Agreement and SP Policy Manual
SC Roles

- Manages Support Coordination services for each participant
- Individual Discovery
- Plan Development
- Plan Coordination
- Plan Monitoring
SC Responsibilities

- Using and coordinating community resources and other programs/agencies
  - Individual’s family, neighborhood, community
  - Programs/services by other local, State, federal agencies
- Using and making referrals as appropriate
- Coordinating services between the agencies so DDD’s compliment, but do not duplicate, services
SC Responsibilities

- Developing a thorough understanding of the services funded by DDD
- Ensuring services are utilized in accordance with the SP Policy Manual
- Interviewing the individual/family, reviewing assessments/evaluations, facilitating completion of discovery tools
SC Responsibilities

- Developing, distributing, reviewing, and monitoring the Person Centered Planning Tool (PCPT) & Individualize Service Plan (ISP)
- Knowledge of the approved providers & ability to match the provider with the individual
SC Responsibilities

- Obtaining prior authorization for DDD-funded services
- Follow up regarding delivery of services
  - Ensuring delivery of quality services
  - Provided in a safe manner
  - In consideration of individual’s rights
- Maintaining a confidential case record
SC Responsibilities

- Reporting suspected abuse or neglect and following up as necessary
- Incident reporting
- Providing notice when services are changed, reduced, or terminated
- Notify DDD of any suspected provider issues
SC Responsibilities

- Entering information into the e-record within 5-10 business days of the event/activity that is being documented
- Ensure individuals/families are offered informed choice of service provider
- Notify individual regarding any pertinent expenditure issues or trends
SC Supervisor Responsibilities

- Review and approve all ISPs
- Provide, or assign as appropriate mentoring of new SCs during the ISP training process
- Ensure all qualifications, standards, and policies explained in the SP manual are followed
SC Deliverables

- Monthly contact
- Quarterly face-to-face contact
- Annual home visit
- Completed monthly/quarterly monitoring tool
- Completed PCPT & ISP (30 days from date the individual was assigned)
SC Deliverables

- Notes/reports
- Annual satisfaction surveys
- Reporting data to DDD
Person Centered Planning Tool

- Mandatory discovery tool used to guide the person-centered planning process and assist in the development of the ISP
- SC facilitates the development
- Completed by, or based on input from, individual, guardian, family and/or other people as identified
Individualized Service Plan (ISP)

- Identifies the individual’s needs
- Describes the needed services to be provided and outcomes to be attained
- Directs the provision of safe, secure, and dependable support and assistance
- Establishes outcomes consistent with full social inclusion, independence, and personal/economic well-being
ISP

- Developed by a Planning Team
  - Individual
  - Parent or guardian, if any
  - Support Coordinator
  - Other identified people/support

- Informed by the DDRT, PCPT, additional assessment/evaluations, and other discovery tools such as the Information Gathering Tool

DHS/DDD
ISP – Plan Coordination

- SC is the Plan Coordinator
- Identify team members and schedule meetings of the interdisciplinary team
- Notify team members of Planning Team meetings
- Provide copies of all current evals/assessments team members
ISP – Plan Coordination

- Actively participate in team meetings
- Coordinate meetings of the planning team as outlined in SP manual
- Write the ISP
- Distribute copies of the completed ISP & PCPT
- Ensure all data is entered into e-record
ISP – Plan Coordination

- Monitor and review the ISP
- Complete other assignments as determined by the Planning Team
- Ensure the individual/family receive services to meet medical/functional needs
- Monitor/oversee budget
ISP Approval

- SC Supervisor – will review all plans and approve
- State Staff – will approve any plans containing non-standard services or services exceeding pre-set cost limitations
- State Staff – will approve any bump-ups and or services related to bump-ups
PCPT & ISP

- PCPT is currently available in PDF format

- ISP is currently available in PDF format

- Form versions of the ISP will be available by the end of April on the SP website
Training – Online Orientation

- Through the College of Direct Support (CDS)
- Gives an overview of basic concepts – Support Services, Communication, Working with Families, Rights of People with Developmental Disabilities
- CDS System Administrators or go through DDD to gain access to courses
Training – Additional Requirements

- Mandatory prior to delivering services
  - Danielle’s Law
  - UIR training
  - Prevention of Abuse/Neglect
  - Overview of DD – different than current version and will be renamed
- Within 30 days from time of hire
  - Medicaid 101
Training - Classroom

- Three Day Classroom Training
  - Person-Centered Planning
  - Building Collaborative Relationships
  - Problem-Solving and Conflict Resolution
  - Identification, Development, and Connection to Supports
  - ISP
  - Monitoring Supports
Training – ISP “Guided Practice”

- Develop 2 ISPs with support/review by an experienced mentor/supervisor
- If an agency is new to the Division, TA will be provided through the Regions in the interim to increase experience
- Useful Review Tool will be provided
- Verification of Review will be required
7 SC classroom training sessions are currently scheduled (end of April – mid August)

Registration online

Can attend prior to becoming an approved SC Agency

Approved agencies will receive priority status if registration goes above capacity
Reimbursement

- Draft interim rate or final rate will be established through formal rate study (currently underway)
- Phase 1
  - DDD’s voucher process
  - Send DDD voucher with necessary justification on a monthly basis
- SP Operationalized – Medicaid claims
IT – Electronic Record

- DDD will provide an electronic system which will house all pertinent data regarding participants of the SP

  - NJISP
  - PCPT
  - Case Notes
  - Contact Notes
  - Demographics

  - FEA/DDRT
  - Supporting Documents
  - Budget
  - Utilization
  - Prior Authorizations
IT – Provider Search Tool

- DDD will host a provider/service search tool that will assist SCs and individuals/families in identifying and linking to local service providers

- Search based on Keyword/Taxonomy, Service, Provider, or Proximity
IT - Claiming

- DDD will not provide electronic claiming software (ECS) for submitting claims to Medicaid

- Claims can be submitted
  - Through the Medicaid website - one at a time, free
  - Through electronic claims software – in bulk, a list of software is available by clicking on “Approved Vendor List” (left side of website) at http://www.njmmis.com
Indicators of a Quality SC

- Ongoing & Timely Communication & Follow-Up
- Meets deliverables on time
- Understanding of services/resources (beyond those provided by DDD) & how to access them
- Problem solver
- Flexible
Keep in Mind...

- Adjustments and changes will be made as implementation continues
  - PCPT, ISP
  - Training
- SCs will need to complete an updated training once the SP is operationalized
- Rates may not be finalized during this initial phase and could change
Summary of Differences

- Available services/supports
- Training
- Reimbursement
- IT
Questions?

Questions should be emailed to the Supports Program Help Desk at:

DDD.SuppProgHelpDesk@dhs.state.nj.us