



Department  
of Health

Office of  
Mental Health

Office of Addiction  
Services and Supports

Office of Children  
and Family Services

Office for People With  
Developmental Disabilities

# State Discussion with Children's Waiver HCBS Providers

June 2022

# Purpose

- To have an open dialogue between the State and HCBS Providers to communicate issues and concerns.
- HCBS providers to have the ability to discuss barriers and be a part of the problem-solving discussion.
- The State to have the ability to share upcoming changes, guidance, information, and to obtain feedback directly from the HCBS Providers.



# Agenda

- ✓ Case Review Follow-up
- ✓ eFMAP Updates
- ✓ Building Capacity
- ✓ Building Palliative Care Services and Medical Respite
- ✓ Feedback: supports HCBS providers need (policy/guidance, training, other requests, etc.)
- ✓ Future Meetings & Contact Information



# Case Review Follow-up

# HCBS Provider/NYSTEC Communication

THIS IS NOT AN  
OUTLOOK EMAIL  
BOX

YOU MUST HAVE  
HCS ACCESS!

HCBS PROVIDERS have  
HCS access to enter IRAMS  
– Incident, complaints and  
grievances and Children’s  
Services Waitlist information

➤ Find out who at your  
agency already has  
access

- The main method of communication throughout the case review process will be via Secure File Transfer (SFT) in the Health Commerce System (HCS).
  - SFT Mailbox: [KidsHCBSCaseReview@health.ny.gov](mailto:KidsHCBSCaseReview@health.ny.gov).
  - You may also leave a message at the Kid’s HCBS Case Review voicemail box: (518) 474-2741
- HCBS Providers **must** provide contact information through SFT in order to receive Welcome Package and case review sample.
- Once welcome package is received, please verify point of contact information in the embedded tables.
- Case review samples will be sent via SFT. Once sample is received, providers must **confirm** the selected participants received HCB services from their agency during the waiver year of April 1, 2021, to March 31, 2022.



# Secure File Transfer


- Information on how to use HCS Secure File Transfer can be found at the links below:
  - [Secure File Transfer 2.0 Reference Guide](#)
  - [SFT 2.0 - Frequently asked Questions](#)
- If not already sent, please supply agency point-of-contact after this meeting.
  - Name, Email/Phone, HCS ID.
  - Send to [KidsHCBSCaseReview@health.ny.gov](mailto:KidsHCBSCaseReview@health.ny.gov)
- **If your agency needs assistance with HCS,** please reach out immediately to the outlook email box of [BH.Transition@health.ny.gov](mailto:BH.Transition@health.ny.gov)

**New Package**

From:

To: 
  
[Show Cc/Bcc](#) [Manage Contacts...](#)

Subject:

Note: 

Files: *(Optional)*
  
Upload Files dialog."/>

Total: 0 B of 4 GB used. (0%)



# Case Review Sampling

- The case review sample is comprised of a statistically random sample of individuals enrolled in the Children's Waiver from April 1, 2021 – March 31, 2022, who received HCBS from designated HCBS providers.
- Additionally, a certain number of individuals in the Health Home / C-YES care manager sample are also selected for HCBS review in order to provide a holistic review of the waiver experience.
- Each HCBS Provider will receive their samples via the Health Commerce System (HCS) Secure File Transfer (SFT) two weeks prior to the beginning of their review.
  - Once this sample is received, the HCBS Provider will need to review and confirm that all children/youth in their sample received HCB services with their agency during the waiver year.
  - If a child/youth did not receive HCB services from the provider agency between April 1, 2021-March 31, 2022, the provider must reach out immediately via SFT to notify the review team of the need for a resample.

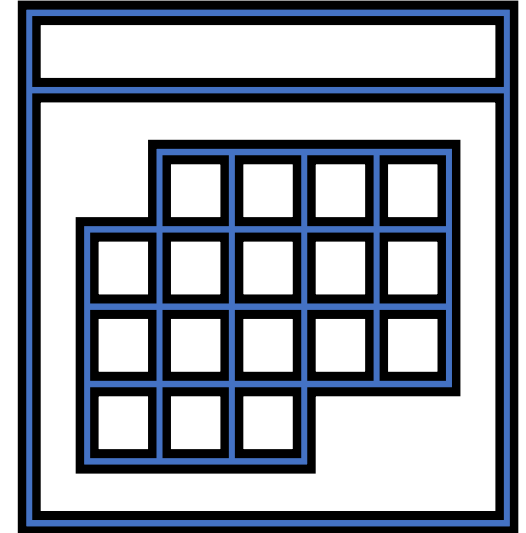
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Kid's HCBS Case Review voicemail box: (518) 474-2741



# Case Review Scheduling

- A preliminary schedule will be sent to all agencies who sent in point of contact information. This schedule indicates when the reviews will begin for each agency, as well when documentation is due to be submitted.
- First samples will be sent at the end of June.
- Required documentation will be due back two weeks from the date the sample is received.
- Individuals selected for case review will be sent securely through HCS SFT.
  - Selected individuals will be identified by:
    - ✓ Name
    - ✓ CIN
    - ✓ DOB





# Required Documentation

## Required Documentation

- Provider Service Plan
- Case Record Notes from 4/1/2021 – 3/31/2022
- HHCM/C-YES Referral for HCBS Services
- Children’s HCBS Authorization and Care Manager Notification Form (ACMNF)
- Patient Information Sharing Consent Forms
- Additional Safety/Emergency Planning, if applicable
- Agency Complaint, Critical Incidents, Complaints and Grievances Form, if applicable

## Naming Convention

- Specific naming conventions for each document can be found in the required documentation list which was previously shared with providers.
  - Ex: “2021-007-ACMNF”
- When possible, we request the naming convention be followed to ensure efficient review.
- An index of included documentation, or checklist, is acceptable in lieu of utilizing the specified naming convention for individual document types.
- Case ID will be provided with requested sample.



# Findings

## How will Findings be Provided?

- The Summary of Findings (SoF) for each provider agency will be provided once all case reviews have been completed.
- Depending on the findings, a Corrective Action Plan (CAP) may be requested.
- Any errors or discrepancies identified with service claim billing will be brought to the attention of the HCBS Provider.
- NYSDOH will follow-up on any immediate concerns posing a threat to the health and safety of the participant.

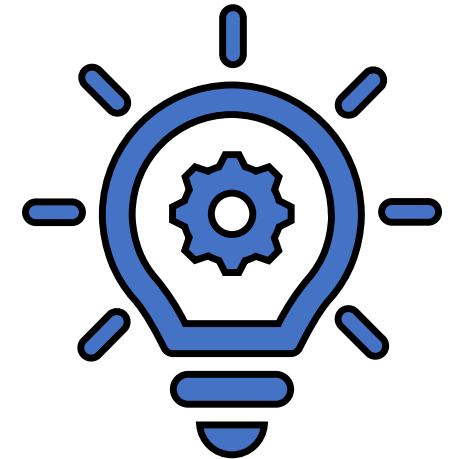
## How Will Findings be Used?

- This data will be used to calculate quality measures which are used to drive continuous improvement for the Children's Waiver.
- These are reported at the state and agency level.



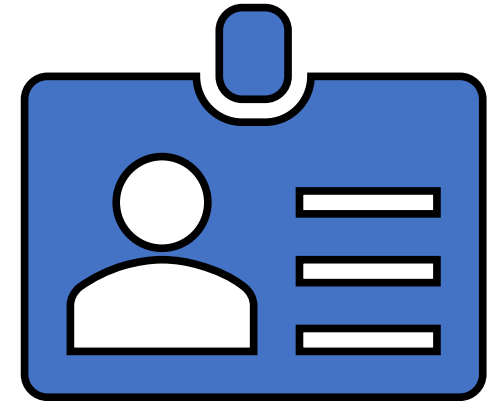
# Corrective Action Plans

- Depending on results of reviews, Corrective Action Plans (CAPs) may be requested.
- CAPs are limited to items determined to be most important to overall program success.
- Of the 49 unique evaluation items, 23 may result in a CAP if percentage is < 85%.
  - Evaluation items that may result in a CAP are highlighted on PDF copy of HCBS Provider Review Tool.
- Summary of Findings and CAP request will be sent approximately 2-3 weeks following the end of review period. CAP will be due back to NYSDOH in 2 weeks.
- CAP will be reviewed, and notification will be sent indicating if plan is accepted or if additional revision is required.



# Provider Training Tracker

- As a designated HCBS Waiver provider New York State Department of Health (DOH) is required to obtain and verify provider qualifications, training, and staffing requirements.
- NYS DOH will be conducting a review of the required eligibility verification and training completed by all HCBS providers who supplied Home and Community Based Services (HCBS) to participants under New York's 1915(c) Children's Waiver between April 1, 2021, and March 31, 2022.
- A Qualifications, Training, and Staffing Requirements Tracker was sent and is to be completed by each agency.
  - Please ensure that personnel who manages hiring and/or tracking of training requirements for employees is the responsible party for completing this tracker.
- Due back **via Secure File Transfer**  
KidsHCBSCaseReview@health.ny.gov (HCS SFT)



# eFMAP Updates



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# eFMAP Children's Activities – Spend Plan Updates

- The American Rescue Act for the Public Emergency allows NYS to receive additional funding called “enhanced Federal Medical Assistance Percentages (eFMAP)”.
- This additional funding is to enhance services and service delivery to children and families.

## Retroactive Rate Enhancements

- **FUNDING has STARTED!!!**
- 25% rate increase retro back to April 1, 2021; and continue funding until September 30, 2022.
- For 10/1/22, rebasing of the rates with an increase
- Retro rates for HCBS & CFTSS should have been received by now; if you have any questions, please contact [bh.transition@health.ny.gov](mailto:bh.transition@health.ny.gov)

## Other Funding

- Within the budget 5.4% COLA for HCBS and CFTSS back to 4.1.22
- Working with CMS for approval and rate increase



# eFMAP Children's Activities – Timeline Update

## Workforce & IT Infrastructure

- Attestations and more information will be forthcoming for these activities later this summer.

The table below is an **Approximate Timeline** for IT Infrastructure and Workforce funding. *Please note this timeline has shifted since we first shared the information.* NYS DOH will continue to keep stakeholders up to date with any changes to this timeline.

Date	Action
March 31, 2022	DOH submits Preprint to CMS
July 1, 2022	DOH sends attestations to providers for completion
July 15, 2022	Providers complete & return attestation to DOH
July 22, 2022	DOH sends letters notifying providers of award amounts
Late Summer	DOH sends payment schedule notification to MMCPs and providers & award amounts disbursed



# Building Provider Capacity



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# Building Provider Capacity

With the extra support of funding and rate increases – how can we build capacity and or address waitlist?

The State is working to give information to provider about capacity, including the following:

- Capacity tracker to track waitlists by service and county
  - Analyzing waitlist data
  - Determining how to expedite services for children/youth on waitlists
  - Provider feedback venues
- 
- What venue would providers prefer to share feedback and suggestions regarding capacity?
    - Regional forums?
    - County forums?
    - Monthly all-provider meetings?



# Provider Feedback: Regional Meetings

- The State would like to host meetings by region to discuss how we can continue supporting the work of providers
  - Discuss the needs
  - How to build capacity
  - How to address waitlists
  - What is working and where we need to focus our attention
  - Learn from one another
  - How to improve communication
- All providers, Health Homes, and Managed Care Organizations will be welcome to attend
- More information about these sessions including dates, times, and agenda is forthcoming



# IRAMS/Capacity Tracker Data by County and Services

County	Number of Children on HCBS Waitlist by Services							
	Caregiver Family Support & Services	Community Habilitation	Community Self Advocacy Training & Support	Crisis Respite	Planned Respite	Prevocational Services	Supported Employment	Unique # of Members on Waitlist
Rockland	31	45	56		36	1		<b>109</b>
Kings	25	31	18		47	2		<b>84</b>
Albany	33		33		58	10	3	<b>72</b>
Bronx	22	12	30		45	1		<b>72</b>
Schenectady	11		24	2	53	18	2	<b>60</b>
Erie	15	6	7		18	2	1	<b>40</b>
Saratoga	17		11		32	3	1	<b>38</b>
Onondaga	9		4		20	2	1	<b>28</b>
Queens	5	12	5		16			<b>22</b>
Rensselaer	8		5		18	4	1	<b>21</b>
New York	7	7	6		20		1	<b>20</b>
Washington	11		3		17	2		<b>19</b>
Fulton	9		2	4	17	3		<b>18</b>



# Building Palliative Care and Medical Respite



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# Palliative Care

## Palliative Care Services

- Expressive Therapy
- Massage Therapy
- Bereavement Services – (Being Changed to Counseling Services)
- Pain and Symptom Management

To service children/youth enrolled in the Children's Waiver who have chronic condition, terminal illness or a life-threatening illness

## Qualifications

An individual employed by the designated agency with a minimum of three years working with the medically fragile population and.....



# Palliative Care and Medical Respite

## Palliative Care Services

- Building Capacity – outreaching to additional provider types and will be holding several webinars in July (HCBS providers webinar)
- Changing the qualifications of 3 years experience with the medically fragile population
- Other suggestions?

## Medical Respite

- New Service in the amendment
- Already outreaching to providers
- Any interest from current HCBS providers?
- Other suggestions and thoughts to build capacity?



# HCBS Provider Feedback



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# HCBS Provider Feedback

- Please provide feedback on the supports that are needed (policy/guidance, training, other requests, etc.).
- Feedback can be provided verbally or in the chat.
- If other ideas and feedback come to your mind after this meeting, please reach out to us at the [BH.Transition@health.ny.gov](mailto:BH.Transition@health.ny.gov) mailbox or 518.473.5569





# Future Meetings & Contact Information



Department of Health

Office of Mental Health

Office of Addiction Services and Supports

Office of Children and Family Services

Office for People With Developmental Disabilities

# Future Meetings & Agenda

- Next Scheduled Monthly Meetings:
  - July 20<sup>th</sup>, 2022, from 1 – 2:30pm
  - August 17<sup>th</sup>, 2022, from 1 – 2:30pm
  - September 21<sup>st</sup>, 2022, from 1 – 2:30pm
  - October 19<sup>th</sup>, 2022, from 1 – 2:30pm
- **Register for all these monthly meetings here:**  
<https://attendee.gotowebinar.com/rt/6285227798939622667>
- NYS would like to discuss topics of interest to the HCBS providers and also hear suggestions and ideas for improvement.
- Please submit your agenda requests, suggestions, or questions to [BH.Transition@health.ny.gov](mailto:BH.Transition@health.ny.gov).



## HCBS Case Review

SFT Mailbox: [KidsHCBSCaseReview@health.ny.gov](mailto:KidsHCBSCaseReview@health.ny.gov).

The Kid's HCBS Case Review voicemail box: (518) 474-2741

All Children's Waiver HCBS questions and concerns, should be directed to the NYS Department of Health at [BH.Transition@health.ny.gov](mailto:BH.Transition@health.ny.gov) mailbox or 518.473.5569

Questions regarding the HCBS Settings Final Rule can be directed to [ChildrensWaiverHCBSFinalRule@health.ny.gov](mailto:ChildrensWaiverHCBSFinalRule@health.ny.gov)



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