



HCBS Work Group

January 25, 2018

Central Library – One Lafayette Square



Welcome and Introductions

Michelle Scheib – WNY RPC Board Member – lead for this group

Margaret Varga – WNY RPC Coordinator



What are we doing today?

- Review the issues brought up at the 11/29 networking event
- Review issues related to HCBS that have been brought at the state co-chairs meeting
- Develop an issues list and prioritize them
- Review the HCBS provider directory for distribution
- Determine the next steps



Issues identified at 11.29 Networking Event

- Any updates regarding members who are on the exchange but deemed HARP eligible – have they been taken off the exchange by DSS and enrolled in HARP? Is this happening? In a timely manner? Is this still an issue?
- Helping individuals reach independent living by providing them housing and linking them with community supports. Biggest issue for my individuals is getting transportation **anywhere** (emphasis by writer).
- MCOs want to receive a copy of care plan. However, they do not provide precise phone and fax numbers. Would it be okay to have updated list of contact persons, phone, and fax numbers?



Issues identified at 11.29 Networking Event

- Are we working on streamlining the process so every health home has the same referral process and guidelines for referring to HCBS providers?
- Can HCBS providers use a 5055 release if they are a community based organization and not a health home?
- As a community based organization, we are still having trouble getting ePaces and Psychkes access. Is this being corrected?
- Client self refers – when directed to MCO or Health Homes there is NO follow through.



Issues identified at 11.29 Networking Event

- No referrals.
- Health Homes are difficult to contact.
- Can you please send me the cheat sheets? Is it possible to get a master phone list of who we may need to call in the future?
- We had a client eligible for HARP and HCBS. We provided services then graduated/closed him before he received SSDI/Medicare A. Now MCO is going to take our money for services provided.
- Getting non-medical transportation, we provide a great deal of service but not able to bill. Non-medical transportation is needed.



Issues identified at 11.29 Networking Event

- Is it still true that client does NOT have to be with a CMA/Health Home to receive services?
- Need more outreach/training with providers – assist providers with how to get set up in surrounding counties.
- Some services are not available at all (respite, FSAT, CPST).
- Provider designation list on OMH website – can we add for each provider which MCO they contract with?
- Non-medical transportation – what is happening? MAS needs education. Who is a contact at MAS?
- Can Medicaid choice take a signed 5055 for a CMA to call on behalf of a client?



Issues identified at 11.29 Networking Event

- Why can't we sign the 5055 for access to Psyckes and HealtheLink so we can get eligibility for consumers who want to enroll? But we don't have documentation for eligibility.
- Is there an updated list of HCBS providers and services provided?
- Has retention in HCBS services been addressed? We are losing clients after 6 month enrollment due to disinterest or HCBS provider closures for inconsistent engagement in services.
- Provide better unified direction on 6 month and annual POC process from HH – Final MCO POC.
- Is there a set time frame for providers closing services due to disengagement or if not, why are providers not assisting in the attempts to re-engage clients? Are they not required to?



Issues identified at state co-chairs meetings

- The length of time between identifying a member as being HARP eligible and enrolling them in the HARP product takes roughly 4-5 months. The length of time between their HCBS assessment and connectivity to services can be up to 6 weeks.
- As the HCBS process unfolds, many regions have found that there are not enough HCBS providers to support the full range of HCBS services. Many HCBS providers have indicated that they are not willing to staff up or come off of hiatus until the flow of HCBS referrals begins to pick up.
- Peers/Family/Youth Advocates have stated that there is a need for easy to read & understand educational materials regarding HARP/HCBS services



Issues identified at state co-chairs meetings

- Peers/Family/Youth stakeholders struggle to utilize the HCBS Provider list on OMH website.
- It has been suggested that Prevocational Services be offered in a group setting. Topics such as resume writing, practice interviewing and networking are all better delivered in a group setting. Additionally, participants can form powerful supportive bonds in the group process, enabling them to start to put social safety nets in place, which many do not have.
- The role of Peer Support Specialists is both cost effective and evidence-based. CMA's and Health Homes are confused, however, about the role of a Peer Support Specialist when they already have a care manager.



Prioritize Issues

- Have you reviewed the information forwarded to you with materials from the OMH Field Office? Has this helped answering your questions or do you want/need more information?
- Are there new issues/concerns that you want to add?
- How should we decide what concerns to deal with first? How should we prioritize issues? Who would like to work on developing an action plan?

Go to HCBS BHIT Example

Not for distribution – you will not receive a copy of this document



HCBS Provider Directory

- Please review your entry and let Margaret know if there are any changes that need to be made. This directory is for WNY only – if you provide services in other regions please contact the RPC Coordinator for that region (Finger Lakes is Beth White – bw@clmhd.org).
- Are there any changes to how the directory is put together that would make it more user friendly?



What's Next?

- How often do we want this committee to meet? Are there organizations that you want to invite to attend?
- Who is willing to offer space to meet? We have a large region and hopefully members will be willing to move around to different areas of WNY.
- A few people suggested a CMA vendor fair – is this still of interest to the group? Who would like to assist in putting one together?