



agency for persons with disabilities  
State of Florida

## APD PROVIDERS / SUPPORT COORDINATORS JOINT MEETING

Thursday, March 1, 2012 9:30 A.M.

401 NW 2<sup>ND</sup> AVENUE, SUITE N-1011, MIAMI, FL 33128

AGENDA ITEM	ISSUE / DISCUSSION	ACTION / FOLLOW UP
I. CALL TO ORDER	<p>Meeting began at 9:38am Area Administrator Ms. Evelyn Alvarez welcomed everyone and thanked them for their flexibility with regards to the last minute meeting date change due to conference room scheduling conflict. Asked that all phones be silenced to avoid interruptions.</p> <ul style="list-style-type: none"><li>✧ We welcomed Ms. Jackson back and are very pleased that she has returned to the office. Ms. Alvarez thanked Ivonne Gonzalez for her leadership during Ms. Jackson's absence as well as the rest of the Med Waiver operations staff. Ms. Alvarez excused herself early to attend the Area Administrators statewide call, Ms. Jackson will Chair the remainder of the meeting.</li><li>✧ All Management staff and other staff at the front of the room were asked to introduce themselves: Kirk Ryon, Sharon Powell, Ivonne Gonzalez, Hillary Jackson, Maria Springer, Carolyn Eleby, Maria Roqueta, and Maxine Johnson.</li><li>✧ Friendly reminder: This room is the DCF District Administrator's conference room and we are very appreciative that it is made available to APD for our Providers' Meetings. However, the room is only available until approximately 11:30am. When we adjourn please be reminded to do so promptly, quietly and pickup all of your belongings. If you need to meet with one of your colleagues we ask that you do so in the 4<sup>th</sup> floor cafeteria. Thank you for your cooperation.</li></ul>	

	<p><b>1. Announcements:</b></p> <ul style="list-style-type: none"> <li>• New Staff Announcements: none</li> <li>• New Provider Announcements: <ul style="list-style-type: none"> <li>➢ Fernando Figueredo, Environmental Modifications</li> <li>➢ Lelan-Platinum One Home Health Company</li> <li>➢ Chris-Home Health Care Services -</li> </ul> </li> <li>• Guest Speakers: none</li> </ul>	
<p><b>II. STATE / AREA AND APD UPDATE</b></p>	<p>❖ Ms. Alvarez announced:</p> <p><b>1. <u>Agency Update:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Resignations and Staff changes in Central Office :</b> Deputy Director of Budget and Planning Charles Ball has resigned from the agency. Human Resources Director Sunny Phillips is also leaving the agency. Agency restructuring Director appoints two new Deputy Directors: Marta Hardy Deputy Director of Administrative Services: Procurement, Financial Services, and General Services. Denise Arnold Deputy Director of Programs: CDC+ will now report to Denise. IT will move under Chief of Staff Barbara Palmer</li> <li>• <b>DD Awareness Month</b>-Governor Scott has declared March 2012 as Developmental Disabilities Awareness Month.</li> <li>• <b>Area 11 Activities:</b> <ol style="list-style-type: none"> <li>1. Starting today Area 11 office will be featuring daily client success stories and recognize volunteers and community partners throughout the month. To view the stories visit APD area 11 webpage look for the STARS (Striving to Succeed for Real Success). If you would like to contribute one of your client’s success stories please send them via email to me or Hillary as soon as possible. Also include a digital photo and consent for release form.</li> <li>2. APD Area 11 will participate in Autism speak walkathon March 4, 2012 at JC Bermudez Park located at 3000 NW 87th Avenue, Doral,</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>▪ For more information about the Agency for Persons with Disabilities, please contact Evelyn Alvarez at (305) 349-1478.</li> </ul> <p style="text-align: right;">2</p>

Fl. 33172.

3. Monroe County Key Largo will be participating in the 3rd Annual Key Largo Field Day is scheduled for March 3, 2012. This event is sponsored by Key Largo Moose Lodge on of our community partners.

4. Agency for Persons with Disabilities will recognize Developmental Disabilities Month – A Celebration of Individuals, Families and Communities on Tuesday, March 20, 2012, 9-2pm at the Capitol. As part of this celebration, we want to honor the APD’s Family Care Council (FCC), who serves as the primary advocates for individuals with developmental disabilities.

5. Paralympics events at Tropical Park sponsored by Miami Dade County Parks and Recreation will be on March 10, 2012

• **Legislative Update: Budget Conference**

On February 21, 2012 Dir. Hansen presented to the House Health Care Appropriations Subcommittee an update on the agency’s Medicaid Waiver Deficit and also an overview of the Intensive Behavioral Rate Restructure. Since yesterday evening, the House and Senate have been meeting in conference to work through differences in the two houses’ respective budgets. Legislative members will meet over the next several days, and weekend perhaps, to work towards a matching budget document for eventual passage and submittal to the Governor.

• **IBudget-** Implementation schedule posted on APD web page and [ibudgetflorida .org](http://ibudgetflorida.org) Area11 is scheduled for February-July 2013. Action steps for the Areas soon to be released.

• **SB 1516-** APD met with stake holders and presented amended language to this bill. There is also a House version (HHSC-5) to accompany this bill. This Bill specifically addresses amendments to Ch 393 including ibudget algorithm providing steps for determining ibudget amounts amongst other changes. Latest development as of yesterday the House committee approved a bill that raises the possibility of using managed care to help solve long-running budget deficits at the state Agency for Persons with Disabilities. The bill (PCB HHSC 12-05) would require state officials to consider alternatives if the state's main program for people with developmental disabilities continues to run

deficits. One of those possibilities would be to use HMOs or provider service networks, another kind of managed care.

- **Agency Strategic Plan**- was sent out to Providers and FCC last week. The Strategic Plan is located on APD web page. Please take the time to review this very important document and we welcome your feedback.
- **Residential Fee Collection**- Implementation on January 1, 2012. RFC only applies to adults (over 18) residing in an APD licensed facility and receiving Residential Habilitation. The fee that will be collected is the excess funds from federal cash benefits (i.e. SSDI, SSI, Railroad fund, etc.). The term excess refers to the amount left over after personal allowance is taken out first. Room and Board second, any additional federally approved exclusions third, any remaining money is considered excess and should be remitted to APD. Rule is currently under development.
- **Rate Changes**- DD Medicaid Waiver Reimbursement Rates for Nursing Services/Assessments and Therapies /Assessments will be converted to Medicaid State Plan Rates effective April 1, 2012.
- **Email Migration** - APD will be changing its email system in March (2-20). APD will be migrating from the current system maintained by our agency to an enterprise solution hosted and maintained by Affiliated Computer Services, Inc. (ACS). In June of last year at the direction of the legislature, a contract was signed to implement a statewide outsourced enterprise e-mail solution known as MESSAGE FLORIDA. It appears that Zixmail will no longer be used. Pending clarification and further instructions from IT that will be shared with providers accordingly. New system we will be using is Outlook Web Access 2010 (OWA).

❖ Ms. Carolyn Eleby informed providers on:

- An invitation was extended to providers for the Supported Employment and Supported living Quarterly meetings to be held on March 14, 2012.
- APD has been very successful in assisting consumers to find volunteer and paid internship opportunities through our public and

private partnership recruitment efforts. Consumers are now doing paid internships with Baptist Health Systems and volunteering at the Trinity Church.

- Provider training requirements was reviewed and this information is readily available at <http://apd.myflorida.com/providers/training/> as well as the information necessary to register for training anywhere it is offered in the State. Ms. Eleby reminded providers that they must receive their APD required training from certified and/or authorized trainers approved by APD except in the areas of HIV/AIDS, Infection Control and CPR. Those courses may be taught by persons certified by the Red Cross or ASHI as indicated on the APD website. Ms. Eleby advised providers that the training provided in the classroom by APD can be received for free; however the on-line training indicated on the website has an associated fee through the Tallahassee Community College. Any additional questions regarding training should be sent to the APD training staff.

❖ Mrs. Maria Springer announced:

- Quarterly waitlist meeting was held February 23, 2012 for the south area. A variety of guest speakers offered different community resources available to our consumers. The APD quarterly waitlist meeting dates are available on the APD website.
- Supported employment services are been offered to over half a dozen of our waitlist consumers. We have several waitlist consumers taking advantage of an internship at Baptist Hospital and we hope to expand this opportunity in the future.
- Through The Miami Herald "Wish Book" program all of our nominated waitlist consumers have been granted their wish. To give an example we had a consumer whose wish to have a "Sweet Sixteen Birthday Party" was made a reality. It has truly been incredible to see the support from our community helping our waitlist consumers make their wishes come true.

❖ Mrs. Sharon Powell-Thomas stated that March is Developmental Disabilities Awareness month and February was Heart Disease month.

- Individuals who are diagnosed with Down's syndrome are at a much higher risk for congenital heart disease. The incidence of congenital heart disease is 40 – 60% of the total population with Down's syndrome. The more severe form of heart disease is normally diagnosed early in infants and may be corrected with surgical intervention. Some medications can place our consumers at risk for cardiac disease, for example:-
  - Zyprexa which is used for schizophrenia and other psychiatric conditions causes weight gain which will result in additional strain on the heart. This can result in hypertension and increase risk for other chronic medical condition.
  - Dilantin which is used for seizures and mood disorder causes swollen and bleeding gums. Gum disease is closely linked to heart conditions. It is important to have good oral care for our consumers especially those who are taking Dilantin to reduce the risk of rheumatic heart disease.
  - Seroquel can cause irregular heartbeat and weight gain.
- The importance of this lesson is to ensure that individuals with DD diagnosis receive regular heart check-ups. There are times a consumer is considered to be healthy but have underlining cardiac problems which is not manifested until the consumer dies suddenly with no obvious medical condition. Consumers that are relatively healthy not taking medication should be seen by a primary care physician at least once per year, at this time several diagnostic tests should be done for early detection and intervention.
- The list of APD approved medication administration trainers for area 11 & 10 can be found on area 11 APD website. All other trainers for zero tolerance and core competency trainers can be found on the APD website under the provider tab, you will see providers training, and this will give you the link for certified trainers.

❖ Mr. Kirk Ryon reviewed a training handout titled:

- **"How to make a referral to Medicaid Program Integrity".**

This handout was distributed for a presentation by the Bureau of Medicaid Services and Medicaid Program Integrity (MPI) in December 2011 and attended by APD 11 Staff. Mr. Ryon reviewed this training handout and noted that it was important for APD providers to be able to recognize Medicaid fraud, abuse or overpayment and to know the warning signs and procedures if they need to contact MPI. The procedures and contact information are contained in this handout and should be reviewed by all APD providers. Mr. Ryon noted that during the training, the Medicaid trainers noted that staff training must be provided by appropriately credentialed trainers. The use of unqualified trainers is considered Medicaid Abuse. Anyone needing further clarification or additional copies of the training may contact Mr. Ryon at 305-377-7436.

❖ Ms. Hillary Jackson spoke on Medicaid Waiver adjustments and CDC+:

**1. CDC+**

- We have two (2) purchasing plans due in to our office for the April 1, 2012 rate reductions.
- Please remember to notify our office of consumers that will relocate outside of Area 11 or when a consumer will be moving to another state.
- Purchasing plans/Quick Updates need to be completed as accurately as possible this was discussed in prior meetings. Please refer to the email that was sent to you on February 27, 2012 and share it with your consumers/representatives.
- Please use the respite pool samples that you were provided via email on February 20, 2012.
- Vendor/providers please contact our office (Ivonne or Hillary) if you are experiencing difficulties or delays in being paid by any CDC+ consumer/representative. You should not be waiting for months to reach out to our office. There have been times when the provider was not added on to the consumer's purchasing plan - this will prevent you from being paid.

## **2. Costplan Issues**

- The cost plan freeze is still in effect. Services that are being requested must have medical necessity determined. Additionally, service request must first be accommodated within the existing approved costplan.
- The cost plans are frozen and changes cannot be made to increase any amounts in a consumer's cost plan without the approval of APD Central Office.
- When a consumer moves or passes away, support coordinators must adjust ABC service plan allocations properly. Additionally, you are to return the central record file to our office. We continue to find that some of you are holding on to the files much longer than you should.
- On April 1, 2012 the rates will be reduced for assessments and skilled nursing will no longer be a quarter hour rate it will be by visit. Our MCM nurse will be reviewing the nursing care plans to assist with determining the visits that you are requesting.

## **3. Documentation**

- All must realize that documentation is not optional when you have billed for services, it is a requirement. Case notes, quarterly reports, summaries, prescriptions, support plans, etc is required when you are billing.
- Cost plan adjustment service requests require the determination of medical necessity being made by our office. Support coordinators, you are still required to provide us with supporting documentation to justify the service request. We have found that there are requests being made but a consumer/parent is refusing to reduce a service in order to accommodate the new request. These requests will be reviewed accordingly and could possibly result in a due process notice.
- Some common reasons why your crisis requests require additional information are as follows: no Attachment 1 for Reshab increases/new requests, need approval/denial from Medicaid/Medicare for service item, requesting IHSS, PCA & companion - why? Should find most cost



effective; Not using CDC+ funds in savings first to buy items, no SSI/SSA \$ either indicated on SP or other documents, Not tying all documents together for services being requested and our office not receiving requested items timely. It is suggested that providers and support coordinators work in collaboration to either meet in person or via phone to review items being submitted for crisis cost plan reviews this will reduce mistakes and clarify information.

- DCF screening letters, Affidavit of Good Moral Character, etc are required documentation that must be in the records for your employees. This applies to CDC+ employees that are hired as well.

#### **4. ABC/Tier Issues**

- Inaccurate ABC demographics are a serious problem that we continue to notice with far too many support coordinators. Program components must be updated along with all other ABC demographic information as I have repeatedly advised all support coordinators.

#### **5. Support Plan/Case Note Issues**

- Reminder to support coordinators, when we are reading support plans and in speaking with the consumer and/or their supports/group home providers it is clear that the consumer being depicted in the support plan is not accurate! It is also very concerning that families are telling us they have not signed a support plan or that it was forged. Support coordinators, this cannot occur. Support plans are to be an accurate reflection of the consumer and the consumer's situation.
- Submit the support plans accordingly for your consumers monthly in accordance with the Handbook requirements; plans must be received before the support plans effective date. Staff will be adjusting your support coordination allocated amount accordingly for noncompliance.
- The Medicaid eligibility forms are not being completed properly. Samples will be sent to support coordinators soon.

<b>III. ADJOURNMENT</b>	Meeting adjourned at 11:40 a.m.	
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**ATTENDANCE:** Reynold Stewart, Susan Best-Rodriguez, Cristina Schwarz, Cherie O'Green, Carmen Garcia, Carolina Arazoza, Regina Linares, Jacques Thompson, Rene Gomez, Mercedes Franco, Gabriel Lefran, Amanda Ortiz, Ally Jalice, Fernando Figueredo, Jorge Motol, Elsbeth Arce, Wilma Johnson, Mable Burger, Diane Gelpi, Milagros Ancieto, Luis Rodriguez, Gonzalo Garcia, Mario Molina, Christopher Obioha, Jorge Villalon, Carlos Rocha, Marianela Wata-Wara, Velma Fulger, Pedro Herrera, Kathy Childs, Argeo Rodriguez, Cynthia Gay, Orlando Gay, Granda Star, Pinkie Thomas, Josephine Livingston, Audrey Lawrence, Pascale Mausme, Sarah Cartaya, Clara Romero, Lelany Arrueues, Roberto Cuadro, Muriel Cuadro, Shelia Edwards, Natalie Jordan, Gladys Minino, Siomara El-Sabbagh, Maria Garcia, Ttariana Cortez, Brooks Viveen, Martine St. Aime, Karen Knoblock, Gisel Prado, Jerome Silverberg, Sabrina Altinor, Teela Collins, Judith Rodriguez, Keisha Cassells, Steven Kuster, Marcos Lopez, Carmen Gloria Rodriguez, Willie Mary Givens, Gloria Fortune, Manuel Achong, Tammie Martin, Queen Momoh, Clement Ajay, Isis Espino, Yadi Floris, Portia James, Chantal Meo, Kathleen Mulkey, Martha Gonzalez, Desma Walker, Haydee Milian, Kathy Morman, Armando Cuan, Martha Collins, Pebbles Collins, Christine McAnifer, Martine Osaghae, Osasumwen Osaghae, Adetutu Ajagbe, Augustine Ajagbe, Oneda Roman, Marisel Vargas, Eneida Buendia, Joanna Brown, Raquel Lotero, Mayelin Armas, Gwendolyn Walker, Alietto St. Aime. \*Fritz Alce, \*Hugo Merino, \*Yomara Benavida, \*Luz Ortiz, \*Evet Johnson, \*Paulette Leopold, \*Carol Thomas, \* Monique Miller, \*Olga Hasbun, \*Arnold Coats, \*Cristiana Robaina (\*Ludmila Senkevich), \*Mario Osegueda, \*Rosaire Olivier.

**\* Denotes tardiness of more than 15 minutes**