



agency for persons with disabilities  
*State of Florida*

## APD PROVIDERS / SUPPORT COORDINATORS JOINT MEETING

Thursday, December 13, 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	Meeting began at 9:42 a.m. Regional Operations Manager Evelyn Alvarez introduced herself, welcomed participants, and requested that all phones be silenced to avoid interruptions. Ms. Alvarez asked for a moment of silence in remembrance of colleagues Austin Dean and Marcie Brittain who recently passed away.	
II. STATE / AREA AND APD UPDATE	<p><b>**Friendly reminder: This room is the DCF District Administrator's conf. room and we are very appreciative that it is made available to APD for our Provider Meetings. However, the room is only available to until about 11:30am. When we adjourn please be reminded to do so promptly, quietly and pick up 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.</b></p> <p>❖ <b><u>Staff Introductions:</u></b> Hillary Jackson, Kirk Ryon (excused), Sharon Powell, Maria Springer, Carolyn Eleby, Michael Cardello, Maria Roqueta, Montrese Albury.</p> <p>❖ <b><u>Announcements:</u></b></p> <p><b>New Staff:</b> Mr. Ruben Civil, Human Services Program Specialist</p> <p><b>New Provider:</b> C &amp; O Home Health Care, Corp. – Carlos Alvarez Excellent Care Home Health – Nereida Diaz New Era Dentistry – Francisco Sanabria Blondy Moore – Waiver Support Coordinator</p>	<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>

❖ **Guest Speakers:** none

❖ **Ms. Evelyn Alvarez spoke about several issues:**

**1. Agency Redesign Update:**

- APD has a sense of urgency in pursuing its goals of improved fiscal responsibility, providing employment opportunities, providing quality services, and increasing services for people on the waiting list.
- Full state-wide Regionalization implementation will start January 2013. Implementation of a new Table of Organization with 5 work streams that will include: Administrative Services, Quality Improvement, Clinical, Waitlist Management & Community Affairs, Waiver Operations.
- Enterprise Technology System for full case management is currently being developed.
- Office Closure: We will be closing the South Cutler Bay Field Office early 2013 all staff will be relocated to 401 Bldg. Monroe County Office is slated to also be closed, staff will remain in telework status.
- Record Retention: Effective immediately we will no longer be accepting case files for storage and purging. You will be responsible for adhering to the Core Assurances for Providers Appendix A of the DD Waiver Handbook 3.3 Records Retention. Please make sure that you review. I will be sending out an email regarding this matter.
- Holiday Schedule: Office Closed 12/24, 25 and January 1. On call will be operating.
- 2013 Legislative Session: Interim Committee Week started Dec 3 and will resume in January 2013. Session will begin March 5, 2013 thru May 3, 2013. Miami Dade County Days in Tallahassee are April 3 & 4th.
- FCC- 5 apps in the Gov office waiting for approval. Need your assistance in recruiting.
- Disability Mentoring Days (s) Program- Thank you very successful. Developing a state-wide Model.
- I-budget- finally here! Hillary will take lead.

❖ **Ms. Carolyn Eleby spoke about several issues:**

**1. Provider Enrollment:**

- The provider enrollment position continues to be vacant and all provider enrollment issues should continue to be sent as follows:
  - ✓ All support Coordinator issues should be sent directly Yugoslavia Marte. You can email inquiries to Yugoslavia\_ Marte@apd.state.flus
  - ✓ All other Provider issues should be sent directly to Carolyn Eleby. Inquiries can be emailed to Carolyn\_ Eleby@apd.state.fl.us. You may also copy or contact Nadia Prado, Administrative Assistant for Carolyn L. Eleby.
- Please be aware there will continue to be a delay in the process until the new provider enrollment staff is hired.

**2. I-budget Provider Application**

- Ms. Eleby reported having sent out all I-budget applications for completion to all enrolled providers. We request that the applications be completed and returned immediately.
- Also Support coordinators were asked to pick up from Antwan Brown at the APD office a number of brochures to be given to the consumers and their families to use to provide them with an explanation of the I-budget process.

**3. Supported Employment**

- Ms. Eleby and Montrese Albury, the Supported Employment Specialist, reminded support coordinators that they will need to complete a quarterly report of the status of employment for their consumers as an ongoing requirement. We ask that the support coordinators maintain this information accurate as it is being reported through the APD Central Office to the Governor's Office as part of the States employment initiatives.

#### **4. Supported Living**

- Maria Roqueta, the APD Program Specialist, reminded waiver support coordinators of their responsibility to review all supported living financial documents and subsidy requests prior to submission to our office. She also recommended that the support coordinators attend all supported living provider meetings to remain knowledgeable regarding all supported living coaching requirements to ensure appropriate oversight.

#### **❖ Mr. Michael Cardello spoke about several issues:**

- Disability Mentoring Day” has become more ongoing in the Southern Region of APD. Although the “official” day, as marked by the Able Trust, the statewide coordinator of DMD, was October 17, 2012, our region experienced mentoring opportunities up to December 4, 2012, in which FPL mentored 10 APD consumers. Ocean Bank will mentor in early 2013.
- There is a likelihood that the Southern Region office of APD would be mentoring quarterly in the future. This has provided a good opportunity for APD staff to become more familiar with referred consumers in a work environment.
- Mr. Cardello announced that Baptist Health South Florida mentored 18 APD consumers this year, with one consumer being hired and starting his job at South Miami Hospital on December 3, 2012.
- As far as paid internships funded by APD, Mr. Cardello stated that 3 internships were completed: two at Gold Coast Railroad Museum (near Zoo Miami) and one at DeVecchio Insurance in Homestead.

#### **❖ Mrs. Maria Springer shared the following information:**

- We are happy to report that thanks to the efforts done by the Miami Herald Wishbook Foundation and The City of Miami Police Department; last month one of our waitlist consumers received a new mobility van with the lift they needed for the consumer.
- Also this year the Miami Herald Wishbook has continued to work with us and up to now we have received \$1,5000.00 dollars in gift cards for our waitlist consumers and one of our waitlist families will hopefully be receiving the home modifications as well as the entrance ramp they need.

- We are continuing to offer our waitlist consumers supported employment services and are continuing our efforts to secure community resources so our waitlist consumers obtain the services they need.
- Rosa Llaguno asked me to please reminded you that the Voter's Registration Report for this quarter is due by January 2, 2013. (send it to Tangel Finley)

❖ **Mrs. Sharon Powell-Thomas shared the following information:**

- December is a time of sharing and having close interactions with friends and family. One thing I am asking us not to share during this season is the cold or flu. We are currently into the cold and flu season which requires caution and good judgment not to become victims during the holiday. The best protection against the flu is to get the flu vaccine. Who is at risk of getting the flu and having serious complications?
  - ✓ Elderly – a weakened immune system makes adults 65 years and older more susceptible to the flu
  - ✓ Children – at higher risk because their immune systems are not fully developed
  - ✓ Pregnant women – should get the flu shot, this will protect both the mother and the baby
  - ✓ People with disabilities – are at high risk for the flu, especially if they have limited mobility, have chronic health conditions, unable to communicate symptoms and are in close contact with sick caregivers or other residents who are sick.
- There are other ways to keep you, the consumers and your family healthy during this holiday season, which are:-
  - ✓ Wash your hands often with soap and water or an alcohol-based hand rub.
  - ✓ Avoid touching your eyes, nose, or mouth
  - ✓ Try to avoid close contact with sick people
  - ✓ Practice good health habits. Get plenty of sleep and exercise, manage your stress, drink plenty of fluids and eat healthy.

✓ Cover your nose and mouth with tissue when you cough or sneeze.

- Medication errors- medication error reports are to be completed in its entirety as soon as the error is discovered and faxed to medical case manager at 305-377-7438.
- Incident reports are to be completed for all critical incidents and reportable incidents. All critical incidents are to be reported immediately or as soon as the provider is made aware of the incident. During working hours please contact Kirk Ryon at 305-377-7436, after 5pm, weekends and holidays please call the on-call phone 305-299-3366. Please complete the incident reports in its entirety all, sections are to be completed by the provider, including the date of incident and brief description of the incident.
- QSI – We have completed almost 100% of outstanding QSI as of December 2012. We continue to complete QSI for crisis packet submission or if there is a substantial change in the consumer' condition. Thanks to all support coordinators who contacted me with concerns about QSI. We will continue to work closely with WSC to ensure accurate and updated information is in the QSI system. The QSI assessors are assisting with data entry in preparation for the iBudget.

❖ **Ms. Hillary Jackson spoke about several issues:**

**NOTE: It is critical that all providers read the DD Handbook and also the iBudget Handbook.**

**1. CDC+**

- The CDC+ Handbook is in effect, this was emailed to CDC+ consultants on 11/15/12. Please review it especially in regards to the use of respite funds.
- A Purchasing plan - version 3.0C will need to be used for plans effective 2/1/13.
- All items being saved for should be able to be purchased within one year. Please pay close attention to the unrestricted amount of money that is available in comparison to the amount of items attempting to be saved for as a future purchase. **All savings items must be justified in detail within the savings explanation section.**
- **There are more EQ Health approvals that have been done for the CDC+ minor consumers. Please be aware that APD CDC+ Office will not allow the system to continue with the existing ongoing budgets past March 2013.**

**Consultants it is critical that you assist in order to have your parents/families secure EQ Health approvals for PCA services for consumers under age 21 quickly to avoid future budgetary problems.**

- Please do not Zixmail CDC+ items solely to me or just to Ms. Johanna Orozco-Guzman, we do not want to miss any submissions.
- Please call the CDC+ Customer Service line at 1-866-761-7043 to verify if Purchasing Plans/Quick updates have been processed. Please do not assume that if our office signed the documents that it was input by the APD CDC+ Office in Tallahassee.
- If a provider/vendor has served a CDC+ consumer and has not been paid for more than one month, please notify our office. You may contact Ms. Orozco-Guzman at 305-377-5799 or you can email her at Johanna\_Orozco-Guzman@apd.state.fl.us.

**2. Costplan Issues:**

- Support coordinators please be sure that you have reviewed all service authorizations for accuracy prior to issuing it to the provider. Providers, please immediately review all service authorizations upon receipt for accuracy. Corrections that are needed should be directed back to the respective support coordinator who will obtain a corrected service plan for you.
- Provider need to be vigilant in checking the FMMIS web portal weekly/monthly to ensure that there is sufficient money in the consumer's costplan PRIOR to billing. Joy Joseph further explained how to access this information in the system so that providers can compare the PA# service approval in the system in comparison to the ABC service authorization that was given by the support coordinator.

**3. iBudget:**

- Wave 6 for Southern Region has begun. Please stay tuned to emails that will be sent to you all that may require your immediate attention. Also, please visit the iBudget.org website for materials.
- VPN access accounts are required for all enrolled support coordinators with an active caseload; this is not optional.
- iBudget webinars being held tonight at 7 p.m. and on 12/15/12 at 10:00 a.m.

- Southern Region is currently updating the iBudget system with pre-approved services.
- Training for all waiver support coordinators will be held in January 2013. We are looking into any alternative training that may be given to those who are unable to attend and will advise you accordingly.
- Pre-notice for the iBudget are being mailed statewide. This requires that ABC demographics be maintained accurately at all times.

**4. Documentation:**

- All 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. Please refer to Attachment A from the PSA requirements that have been sent out to you all via email repeatedly.
- Assessments and reports being submitted is to be signed and dated by the author writing that document. Providers, please ensure you comply.

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

- Support plan issues:
  - ✓ Signature page not being submitted with the support plan.
  - ✓ Goals are not identified for services being requested and/or utilized in the support plan.
  - ✓ Please use spell check/grammar feature to ensure accuracy.
  - ✓ Medication page must list all medications being taken along with the reason for using medications and any side effects experienced.
  - ✓ Many support plans seem to merely be a cut and paste from the prior year changing only the consumer's age. There has to be something new occurring in the consumer's life.
  - ✓ **The HCBS Waiver eligibility form is not submitted and/or not being completed in its entirety.**
  - ✓ New services being requested must be identified in the support plan along with the goal for that service. Supporting documentation/justification must be submitted along with all required PSA Attachment A items.
- Support coordinators, when submitting a crisis packet to request services that exceed the existing costplan freeze amount please realize that the following items are minimally needed:



- ✓ Support plan, ARF (Amendment Request Form) not the Costplan Adjustment Form.
- ✓ Supporting documentation for the current approved services and the required PSA required items for that new service request.
- ✓ A new QSI will need to be done if applicable, our office will determine this.

**6. Hearings/Final Orders:**

- Please pay very close attention to your Zixmails that contain final order information. You will need to closely follow the instructions within the Zixmail to ensure that providers receive notification. I recommend that when sending authorizations to providers that you save the fax confirmation report.
- **A due process letter sent to the provider is NOT acceptable proof to change their service authorization. Support coordinators, you must issue a new service authorization.**
- Support coordinators, providers **must be issued a new service authorization** even when a consumer accepts to voluntarily reduce services.

	<ul style="list-style-type: none"> <li>❖ <b>Special Recognition:</b> Elsbeth Arce, Agape, will be retiring and Gloria Rodriguez, will be heading the agency. Ms. Alvarez recognized Ms. Elsbeth for serving the South Florida community with high standards of leadership, professionalism, integrity, passion and dedication. Wishing her the best in her upcoming retirement.</li> <li>❖ Ms. Alvarez, thanked everyone for their hard work during 2012, wished everyone a happy Holiday Season, good health and prosperity for New Year 2013.</li> </ul>	
	<p><b>IMPORTANT:</b></p> <p><b>OUR ON-CALL PHONE NUMBER IS 305-299-3366.</b></p>	
<p><b>III. ADJOURMENT</b></p>	<p>Meeting adjourned at 11:35 a.m.</p>	

**ATTENDANCE:** Aileen Rowe, Diana Flenard, Damien Dias, Giselle Casanova, Clara Martinez, Martine Saint-Aime, Ruben Civil, Diane Gelpi, Mimi Serna, Lori Rosichanl, Steven Kuster, Olimpia Omier, Lissette Vera, Cristina Schwarz, Heilyn Gandia, Karen Knoblock, Eldith Tuesta, Marianela Wata-Wara, Willie Mary Givens, Nereida Diaz, Elsbeth Arce, Jose L. Casanova, Mercedes Franco, Kathleen Root, Maria Rodriguez, Carlos Rocha, Nayza Hernandez, Pedro Herrera, Vivian Owen, Andres Pacheco, Gloria Fortune, Aida Zuniga, Muriel Cuadro, Roberto Pire, Dora Guzman, Blondy Moore, Isis Espino, Olga Perez, Manuel Achong, Natalia Laver, Cassandra Smith, Amanda Ortiz, Luis Rodriguez, Francisco Sanabria, Jorge Villaron, Janice Thurston, Jennifer Maxwell, Carole Gibson, Cynthia Gay\*, Ivette Sotomayor-Adrian\*, M. Jean-Baptiste\*, Sabrina Altidor\*, Montrese Albury\*, Dericki Toro\*, Martha Khan\*, Mary Brown\*, Cristiana Robaina\*, Gwen Walker\*

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