



agency for persons with disabilities
State of Florida

SOUTHERN REGION APD PROVIDERS & SUPPORT COORDINATOR MEETING

Thursday, July 17, 2014 9:30 A.M.

401 NW 2ND AVENUE, SUITE N-1011, MIAMI, FL 33128

AGENDA ITEM	ISSUE / DISCUSSION	ACTION / FOLLOW UP
I. CALL TO ORDER	<p>Meeting began at 9:40 a.m. Ms. Jackson had the APD staff (none) and any new providers (Meli Medical) introduce themselves. Ms. Jackson announced that Ms. Evelyn Alvarez will not be joining us for today's meeting. Ms. Jackson also asked for all phones to be silenced to avoid interruptions. Minutes will be available on the APD Southern Region Office webpage. Management staff and other key staff introductions: Hillary Jackson, Kirk Ryon, Maria Linares, Rosa Llaguno and Michael Cardello.</p> <p>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 11:30 a.m. 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 4th floor cafeteria. Thank you for your cooperation.</p> <p>New Staff Announcements: None to be announced</p> <p>New Provider Announcements: Meli Medical Care Center, Inc.</p>	

II. STATE & REGIONAL UPDATE

State of the Region:

- Ms. Jackson advised all the great news that Southern Region has 190 consumers identified to be enrolled as part of the waitlist to waiver. Letters were mailed to these consumers earlier this week. If you are a new support coordinator and you're unfamiliar with this process please refer to emails that I previously shared with you. Additionally, contact our office if you are uncertain how to proceed.
- Ms. Jackson asked that all parties continue to exercise patience as APD has lost some more staff. Once the budget is released to Southern Region Ms. Alvarez will look into filling vacancies as soon as possible.

Managers' & Other Staff Report:

Hillary Jackson, RPS

Ms. Jackson reminded all providers that it is imperative that all parties follow the Handbook requirements to ensure service delivery is done correctly. We are finding that services are not being rendered to some APD consumers and this is being addressed individually; this often times involves both APD and Medicaid Fraud following up. APD providers are held accountable based upon Handbook requirements. **Providers should know the Handbook as it pertains to their own service delivered themselves and not rely upon someone else.**

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1. CDC+

- Consultants you are again being reminded to please only use the recent budget calculation sheet that I sent to you recently. Please share this with your staff.
- If you are not familiar with the EQ Health process, please visit the CDC+ website to learn more.

2. iBudget

- The new iBudget system became available to users on Tuesday, July 15, 2014. As with any new system being launched there are some challenges we are all facing as users. It is recommended that you submit a help desk ticket to APD IT for any issues you are having. Please share this with your staff.

- For more information about the Agency for Persons with Disabilities, please contact Evelyn Alvarez at (305) 349-1478.

- Providers we implore that you to verify that your APD DD waiver provider numbers are active. We have noticed this more so with **Medicaid only providers who serve consumers under age 21** for Medicaid State Plan services. Example - the provider was enrolled years ago with APD waiver. The provider assumes they are still actively enrolled and continue providing services to the consumer who turned 21 and should now continue receiving those same services but through APD waiver. We have had some instances in which a provider has been issued a service authorization but their **provider number was terminated due to inactivity (not billing)**. From our understanding AHCA issues a few notices to providers before terminating the provider number. **As a provider you must respond timely to the notice.** Support coordinators, please do not assume that the provider is a valid option although the provider appears in the iBudget or ABC system. We ask that you obtain current documentation from that potential provider showing they do have an actively enrolled APD provider number. Our office has raised this concern to State Office and identified possible ways to resolve this but the APD IT staff will need to look into this further.

3. Documentation

- All service requests and annual support plans require the determination of medical necessity be made by our office. Support coordinators, you are still required to provide us with supporting documentation to justify the service request. Please refer to the Handbook requirements for services.

4. Hearings

- Please remember to withdraw any hearing request accordingly. We ask that you send the withdrawal to Ms. Ariadna Martinez's attention at ariadna.martinez@apdcares.org or 305-377-5022 but also to the Waiver staff that processed your SFR.

5. Support Plan/Case Note Issues/Service Requests

- a. When submitting a Supplemental Funding Request (SFR) for your consumer you must submit all supporting documentation for existing services – we recommend the most recent documents for approximately 6 months. Additionally, you must provide justification for the new or increased service you are requesting. Often times schedules are needed to get a complete picture of the consumer's day and to ensure services do not overlap. Documentation for the caregiver is most beneficial when you are indicating the caregiver cannot assist the consumer. Efforts made to secure natural/community resources is critical for you to document in the support plan.

Please complete the Costplan Adjustment Worksheet correctly. It must include all services the consumer will receive in both the current and pro-rated portion. **Our office will not be completing or correcting this document for you so you/support coordinator must complete it and submit it correctly as part of the SFR documentation.**

Please be mindful when you are adjusting services for a consumer. You must clearly realize this change **is to be accommodated within the existing iBudget allocation.** There are some support coordinators who have increased services (example - personal supports) for a few months by reducing a different service. As the end of the cost plan approaches, our office has been contacted to seek additional funding. This was poor planning on behalf of the support coordinator. If a consumer will continue to need an increased level of supports or services a SFR will need to be submitted if the iBudget allocation will need to be increased.

- b. Several of you have not been submitting complete support plans to our office as required by the Handbook page 2-85. As you are aware support plans are to be submitted to the Region for review and approval. Page 3-3 if the Handbook allows the Region to recoup money from the support coordinator for noncompliance. Providers, you should also take note to the recoupment that can also be done as well. **Annual support plans are required to be submitted with all supporting documentation to continue receiving services based upon medical necessity.** Please ensure compliance. Our office will be submitting a listing of non-compliant support coordinators to Delmarva accordingly.
- c. Support coordinators please submit SFR requests transitioning consumers from **Medicaid State Plan services minimally 60 days prior** to the consumer needing this service to begin. Our office is still receiving very late requests; this is unacceptable. This is not allowing sufficient time for all parties involved. Based upon your SFR training done in earlier this year, you should be pre-planning and request this service minimally 60 days in advance. We ask that you share this with your staff to ensure compliance.
- d. Support coordinators please participate in the QSI's for your consumer if you are available in person or via phone. If you are not able to do so on the date of the assessment, we ask that you please ensure you review the QSI with the assessor. You can contact Cinthia Guzman in our office if you have not heard from a QSI assessor.

6. **Other Issues**

- Reminder that HIPAA notice must be issued to all APD waiver consumers by 8/30/14. The consumer/guardian must sign the HIPAA Notice receipt. Support coordinators, you must send our office a copy of this signed document for each of your consumers by 8/30/14 to Nelly Perry's attention.**

- Reminder to all that the statewide email addresses were launched effective 7/1/14 – please refer to the email that I sent all providers. This information will also be posted on the APD website. Please share this with your staff.
- Providers it is important that you sign in on the site’s visitor log when you are visiting one of your consumers. This serves as documentation of your visit for all parties who may conduct reviews.
- Providers in general but more specifically, we ask that you learn more about your computers since our office has been using Lync meetings to better assist some of you in explaining or showing you issues. At times, some of you have told us you don’t know how to adjust your audio or other things on the computer. Please take time to look into this as soon as possible since most training opportunities will be done in this manner.

Rosa Llaguno, Key staff

- Voters Registration: Once again, thank you to all for your efforts in getting out the voters registration reports. Most of the agencies reported timely with very few errors. We also increased the number of registrations. Congratulations to all of you. Please remember that the next reporting period ends October 2, 2014, just before the election cycle ends.
- STS: Some of you may be aware that earlier this week the Miami-Dade County Board of County Commissioners met to discuss the Budget for the next fiscal year. On the table was an increase in STS fares from the current 3.50 to 5.00 a trip. Ultimately, Mayor Jimenez announced that the STS fare would be \$4.00 a trip. However, the Board of County Commissioners is working with the Mayor on keeping the fares the same. We won’t know the outcome for several weeks until the budget is finalized. No one wants to see the increase, not even the providers. Please exercise your rights and be heard.

Kirk Ryon, RPS

- **Training** – Please limit registration of no more than 5 individuals per training per agency. Some agencies are registering many individuals (up to 10) but only a few attend the training leaving vacancies which other individuals could use. If you are unable to attend a training for which you have registered, please notify APD (maxine.johnson@apdcare.org) by email 24 hours in advance. This will allow that training slot to be used by another individual. Please do not register the same individual for the same training of the same type over and over and over each month. If you do not receive a confirmation that you

have registered for the training, you are not registered for the training. Please email Maxine Johnson and ask for notification of any attendee vacancies. Sources for annual training should be arranged with community resources. The same course cannot be honored as proof of training year after year after year. Training by outside training “companies” or trainers – There are no certified training entities in Southern Region outside of APD.

- **Delmarva** – A reminder for everyone: Delmarva Provider Determination reviews which result in a recoupment finding(s) will be recouped by AHCA. You must respond to APD with your Plan of Remediation within 10 days of receiving an email from our office regarding the Delmarva findings. You may request a Reconsideration from Delmarva within 30 days for the Recoupment Finding but you still must submit your plan of remediation (with the recoupment citation unfinished). If the reconsideration for the recoupment is denied, you need to begin processing the recoupment immediately.
- **Residential Provider Survey** – A survey was emailed to all residential providers on July 2nd and July 15th. The response has been very poor so far. Please complete the survey no later than July 31st.
- **Changes to the Licensing Rule 65G-2. There have been significant changes to the APD Licensing Rule which went into effect on July 1, 2014.** We have a few copies of the new law here and we will email out a final version within a few working days. We also have copies of “A Quick Guide to Changes” new “client accounting form” and “questions and answers”. **As quickly as possible we will set up a series of seminars on the new Licensing Rule, probably about 4 seminars which will be mandatory for group homes.** Group Home licensees will receive an invitation with the date and time of these seminars.
- **New Provider Complaint** – We recently heard from a new provider who said that she contacted the support coordinators on the list that she was given by APD in order to announce the availability of her company. This new provider noted that she was treated very badly by the support coordinators who she contacted even though this was the means that she was given to market her services. She felt that the support coordinator were rude to her. Please be aware that new providers deserve a chance to announce and market their availability and services. Support coordinators should listen to new providers on behalf of their customers.

Michael Cardello, SES

Supported Employment Specialist, reported the final results for the first phase of the Employment Enhancement Project (January 1, 2014 to June 30, 2014). Eighteen wait list consumers were hired; there were 10 internships; and, \$98,000 was expended.

	<p>He stated that funding for EEP has been renewed and is running from July 1, 2014 to June 30, 2015.</p> <p>Mr. Cardello reiterated that 190 consumers have been moved from the wait list to Medicaid waiver. He also told the group that consumers with family members in active duty in the military are qualified to move from the wait list to Medicaid waiver.</p> <p>Maria Linares, RPS</p> <ul style="list-style-type: none"> ➤ Supported Employment/EEP-Michael Cardello <ul style="list-style-type: none"> ➤ Recap of the EEP Phase 1 numbers for January 1, 2014 to June 30, 2014 <ul style="list-style-type: none"> ○ 18 hired ○ 10 internships ○ \$98,000 invested job coaching and assisting our consumers with employment ➤ Phase 2 of EEP-July 1, 2014 to June 30, 2015 has kicked off ➤ Phase 1 of the Wait List to Waiver has begun and over 1,200 state wide will make the transition <ul style="list-style-type: none"> ○ Approximately 190 for Southern Region will transition to the Waiver ➤ Military personnel on active duty, coming to Florida from other states will be able to get on the Waiver immediately <p>Community Relations-Rosa Llaguno</p> <ul style="list-style-type: none"> ● Thank you to all the providers that turned in their voter registration reports with little or no errors. ● At a budget meeting of the Miami-Dade County Commission, the increase of STS fares was on the docket to be heard and discussed. The original plan was to increase the fare from \$3.50 to \$5.00. That was later amended by Mayor Jimenez to \$4.00 per trip. At the moment, the Board of County Commissioners and the Mayor are working to avoid an increase. 	
<p>III. ADJOURNMENT</p>	<p>The meeting was adjourned at approximately 11:10 a.m. Ms. Jackson, commended the SR Staff and the providers for their hard work and thanked them for their attendance and participation.</p>	<p>7</p>

Attendance: Ellen Bethel, Charlie Minino, Manuel Achong, Jo Ann Haas, Ivonne Gonzalez, Aileen Phelan, Martha Khan, Pascale Malette, Nayza Hernandez, Jacques Thompson, Sophia Rucker, Mariette Figueroa, Pedro Herrera, Gloria Fortune, Wilma Johnson, Orlando Chillon, Gisel Prado, Lourdes Triana, Aleyda Blanco, Dora Guzman, Andres Pacheco, Nereida Babilonia, Viveen Brooks, Kathleen Mulkey, Martha Gonzalez, Sabrina Altidor, Haydee Milian, Cynthia Gay, Josephine Livingston, Lawrence Audrey, Portia James, Arnold Coats, Felisha Williams, Veronica Oliver, Laura Vinent, Jessica Sutter, Jeanne Pierre, Cristiana Robaina, Roberto Pire, Mario Osegueda, Carmen Calderon-Roberts, Gladys Minino, Jose L. Casanova, Marcos Lopez, Muriel Cuadro, Lourdes Matamoros, Dionne Barton, Mario Neira, Marcel Ferrer, Shauntisha McCown, Cary Diaz, Guillermo Llorente, Clara Martinez, Eltha Griffith, Luis Rodriguez, Karina Gomez, Glenda Ferrer, Christopher Obrotta, Rene Gomez, Derick Toro, Coson Gordon, Zoila Delgado, Jerome Silverberg, Jolynne Mendez, Jay Steinberg, Diane Gelpi, Jorge Villalon Sophie Maneus, Gabriel LeFran, Melissa Myrthil, Paola Arce, Patricia Garcia Montes, Tammie Martin.

Tardy (15 minutes): Tameka Bennett, Shereen Bartley, Blondy Moore, Jackie Butler-Wilson, Eartha Mays, Ludmila Senkevich, Jeanette Williams.