



agency for persons with disabilities  
State of Florida

## APD PROVIDERS / SUPPORT COORDINATORS JOINT MEETING

Thursday, October 18, 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 9:42am. Program Operations Administrator, Ms. Hillary Jackson, welcomed everyone and requested that phones be silenced to avoid interruptions. Ms. Jackson announced that Ms. Evelyn Alvarez, Regional Operations Manager-Southern Region, would not be joining us for today's meeting. Additionally, Ms. Sharon Powell-Thomas, RN is on leave through next week. Please direct Medical Case Management issues to Mrs. Brenda Viera, RN. All management staff was asked to introduce themselves: Kirk Ryon, Maria Springer, Carolyn Eleby, Rosa Llaguno, and Maria Roqueta.</p> <p>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 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 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.</p> <p><b>1. Announcements:</b></p> <p>➤ New Staff Announcements: none</p> | 1                  |

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|   | <p>➤ New Provider Announcements: none</p> <p>Guest Speakers: Kristen Gillis, Director of Business Development With Parkshore Pharmacy. Ms. Gillis presented on the use of electronic medication administration records (eMAR) and how useful they are especially for group home operators. Ms. Gillis can be reached at 954-874-4646 extension 193.</p>  |   |
| <p>II. STATE / AREA AND APD UPDATE</p> <p>CONTINUED STATE / AREA AND APD UPDATE</p> | <p>✳ <b>Ms. Maria Springer:</b></p> <ul style="list-style-type: none"> <li>➤ The STEPS conference was held on Saturday, October 13<sup>th</sup>, 2012. This created an excellent opportunity to provide families with resources and useful information.</li> <li>➤ Our waitlist consumers continue to benefit from supported employment services.</li> <li>➤ General Revenue continues to provide pull ups and brief to consumers on the waitlist over the age of 21 or under who do not have State Medicaid.</li> </ul> <p>• <b>Region’s Voters’ Registration</b></p> <ul style="list-style-type: none"> <li>➤ Ms. Rosa Llaguno thanked all the providers who turned in their reports. We were able to get in our region’s voters’ registration report to CO in on time. There are some issues with regards to deadlines but we appreciate your cooperation. We are hoping to have all these issues worked out before the next reporting deadline, January 2, 2013. Please note that the reporting deadline is right after the holidays and plan accordingly. Once again, thank you all for your cooperation for a successful quarter.</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> |

\* **Ms. Carolyn Eleby:**

### **1. Provider Enrollment**

- Ms. Eleby expressed how thankful we are for all your words of encouragement to provider enrollment staff and APD colleagues regarding the passing of Mr. Austin Dean. We all miss him dearly and his contribution to our team, as our colleague, mentor and more importantly as our friend. We appreciate your patience as we go forth to try to meet the continuous demands in the provider enrollment area. We will have delays and as was indicated at the last meeting, it is not necessary to call to check the status of your case or any requested enrollment action. We will contact you for any needed information and will advise you in writing when the enrollment process is completed.
- Provider enrollment has also sent out another 300 Ibudget applications to Southern Region providers, please complete them promptly and return to our office by the due date.

### **2. Training**

- We are continuing to have a high percentage of persons enrolling for training sessions and failing to attend the sessions without giving notice. Please be courteous and contact Antwan Brown at (305)377-5047 in advance if you are unable to attend a session so that others may be allowed to attend.

### **3. Supported Employment**

- October is Disability Employment Awareness (DEAM) Month. Our Theme is "Get Worked Up". Yesterday, October 17, 2012 was the national Disability Mentoring Day. A number of other

events are happening this month, including a recognition ceremony to honor employers who have done a great job in hiring persons with disabilities. Baptist Hospital will be honored from the Miami Area and Mangrove Mike's Café (Islamorada).

#### **4. Family Care Council Recruitment( FCC)**

- FCC is continuing their recruitment efforts for FCC members. Please solicit any of your consumers, parents or their siblings. Contact Carolyn L. Eleby at (305) 377-5440 or Maria Springer (305) 377-5089 if they are interested in advocating for the needs of the individuals and families we serve by joining the Council.

#### **5. Supported Living**

- Maria Roqueta, Supported Living Program Specialist, reminded providers that Waiver Support Coordinators and Supported Living Coaches must work as a team. When a consumer is working, earnings **must** be reported timely to the Social Security Administration, either by the SE Coach, the SL Coach or the WSC. APD is the last financial resource; when a consumer needs additional funds, do not take for granted that we can increase the amount of the stipend; the team must document what community resources were explored on their behalf before requesting assistance from APD. The WSCs/SL staff must remember to report to our office any changes in the amount of Food Stamps the consumer receives. WSCs must re-apply for Food Stamps before the expiration date. Please open your emails, (including secured emails) prior to the expiration date. Both WSC's and Supported Living coaches should print the approved Financial Profiles and place them in the consumer's file. Support Coordinators must assist in the transition when a consumer selects a new Supported Living

coach. Support Coordinators are responsible for a portion of the Quarterly Survey and must report if there is a problem and not just check that everything is in compliance if this is not accurate.

✳ **Mr. Kirk Ryon:**

- Mr. Ryon noted that overall, the APD Southern Region's rank as the first or second highest Delmarva scoring region has fallen in the first 2 quarters of the year. Mr. Ryon cited staff training as a primary reason that many of the Southern Region provider scores have dropped over time. The absence of a variety of trainings for some providers and their staff appears to be suppressing Delmarva PDR scores overall. Mr. Ryon cautioned providers to maintain appropriate training for all staff as failure to do so could result in a health or safety risk as well as expose providers to potential payback situations.
- Mr. Ryon introduced the Florida Department of Health Emergency Notification System (FDENS) for the Southern Region. Similar to reverse 911 telephone notification systems used by public schools to notify parents of health and safety concerns, the FDENS System will allow the APD Southern Region to notify providers of impending storm systems or other health and safety concerns that may affect our clients, staff and providers. Providers will receive up to 2 phone messages, up to 2 email messages and possibly a fax notification from the system in case of an impending or actual emergency. The system allows APD to track which calls have been received and allows providers to confirm receipt of the message. A hand-out explaining the system was distributed to all present as well as a spread sheet of all numbers and email address' currently on file for review and correction if necessary. Maintenance of accurate information is necessary to ensure that the system will operate when needed. Providers

may choose to "opt-out" of the system if they choose.

✱ **Ms. Hillary Jackson:**

- Ms. Jackson reminded all providers that it is critical that all providers read the Handbook for applicable services that are rendered by your agency/business. Audits and suspensions are frequently being issued by AHCA. In some cases providers have been closed. This leads to support coordinators having to change to a new provider. All providers with a provider number must comply with the Handbook requirements; you will be held accountable, not the person that may have given you wrong information. If further clarification is needed regarding the Handbook please contact Southern Region APD staff.

**1. CDC+**

- We have continued to see improvements with the quality of work consultants have been submitting, please continue to send your work in correctly since it speeds the review/approval process up tremendously.
- Please refer to CDC+ website for new forms and other documents used in the CDC+ program. Please share this with your CDC+ Representatives/participants.
- **Reminder - There are very few 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 31, 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.**

- Everyone should be aware, Delmarva is monitoring for all background screening results including the CDC+ Representatives if they appear on the CDC+ purchasing plan and all employees as well. Please ensure that all employees have their level 2 screening results on hand.  
<http://www.dcf.state.fl.us/programs/backgroundscreening/> is the site for providers with an OCA number to access background screening results. Consultants, it is recommended that you provide CDC+ employees with your OCA information so that you can directly access their screening results. Please contact 1-850-717-4454 for DCF Statewide Background Screening helpdesk if you need assistance.

**2. iBudget**

- Please keep your calendars open support coordinators for the 1st two weeks in January, 2013 for mandatory iBudget training.
- Steps are being taken now to enroll support coordinators and providers to the iBudget system.

**3. Costplan/ABC/Tier Issues**

- We have received a listing of more than 2100 consumers with incorrect addresses, program components, etc. All effected consumers' support coordinators were notified via Zixmail by Nelly Perry. The ABC **update deadline is 10/26/12**. If you have not received a listing via Zixmail I recommend you verify with Ms. Nelly Perry that one was or was not sent to you.

#### **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 this has been sent out to you all via email repeatedly.
- Support coordinators please read the documentation that you are receiving from your consumers' providers. The documentation that we are receiving in our office is concerning since it shows services not being rendered in accordance with the Handbook.
- Providers must render services in accordance with the Handbook. Example - Consumer is to receive 1:3 ADT services but records indicate it is rendered at a 1:5 ADT ratio. Billing was done for 1:3 ratios. This cannot occur. A new applicable service authorization should be issued or the provider must return the money they have been paid.
- Please remember to submit your voter registration spreadsheets to Tangela Finley by November 1st. **This is a monthly report** that we will need you to submit. The report is not based upon an election year/cycle but is based upon efforts that you make assist your consumers/families to register to vote.

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

1. Support plan issues:
  - a) Signature page not being submitted with the support plan.



- b) Goals are not identified for services being requested and/or utilized in the support plan.
- c) Please use spell check/grammar feature to ensure accuracy.
- d) Medication page must list all medications being taken along with the reason for using medications and any side effects experienced.
- e) 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.
- f) The HCBS Waiver eligibility form is not submitted and/or not being completed in its entirety.
- g) 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.

**Please do not submit support plans with pen/ink changes with your crisis packets. Central/State Office will not accept them as they are difficult to read or follow in order to have a clear picture of the consumer.**

2. Amendment Request Form (**ARF**) versus Costplan Adjustment Form:

- a) Please only use the **Costplan Adjustment Form** when your consumer wants to reduce one service to obtain another one. Keep in mind medical necessity must still be met as required.
- b) **ARF** is used when you are not adjusting services within the costplan. Any service that will exceed the current costplan frozen amount requires the use of an **ARF**. Example -- Consumer is requesting residential habilitation that will exceed the frozen amount.

- Please refer to the 8/22/12 email that I sent regarding the SL vs. Group Home Cost Comparison form in regards to its use with CPAR requests for **increase or new request** in PCA, IHSS and residential habilitation service requests.
- Support coordinators, we thank you for following up for your consumers under age 21 requests that would need continuation. Again, in order to ensure that you properly plan for a smooth transition, please track your minor consumers and submit your crisis packet requests **3 months PRIOR** to the consumer's 21st birthday.

If possible, when submitting requests for consumers turning 21 for their continuation of Medicaid State plan services we ask that you **do not add** other services into this packet. Please realize that services that were not previously approved via Medicaid State plan will require the submission of Cost Plan Amendment Request (CPAR). We locally process the turning 21 packets submitted to our office.

## **6. Hearings/Final Orders/Letters**

- 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 all effected providers receive timely notification along with a new service authorization if required. I recommend that when sending authorizations to providers that you save the fax confirmation report and possibly give them a call to ensure receipt.
- All due process notification letters, tier letters, etc. will be sent via Zixmail to the support coordinator since we hear from some support coordinators that they did not get the fax.

Again, please pay close attention to Zixmails that are sent from our office and open them immediately. Zixmails only last 14 days, maximum 21 days (only if the user sets this in the system). The waiver office primarily uses it with 14 day expiration.

**7. Reactive Strategies**

- Please be reminded that reports are due in to Dr. Wesolowski by the 5th monthly. Some of you are submitting your reports after this date. Please ensure compliance.

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|                               | <p>Again, please pay close attention to Zixmails that are sent from our office and open them immediately. Zixmails only last 14 days, maximum 21 days (only if the user sets this in the system). The waiver office primarily uses it with 14 day expiration.</p> <p><b>7. <u>Reactive Strategies</u></b></p> <ul style="list-style-type: none"> <li>➤ Please be reminded that reports are due in to Dr. Wesolowski by the 5th monthly. Some of you are submitting your reports after this date. Please ensure compliance.</li> </ul> |  |
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| <p><b>III. ADJOURMENT</b></p> | <p>Meeting adjourned at 11:35 a.m.</p>  |  |

**ATTENDANCE:** Ubaldo Alvarez, Luis Rodriguez, Ivonne Gonzalez, Sarah Restrepo, Clara Martinez, Martha Gonzalez, Pascale Malette, Dionne Barton, Kathy Childs, Lourdes Matamorous, Jorge Villalon, Gloria Fortune, Laurel Notice, Sophonie Mareus, Vivian Owen, Tammie Martin, Maria Cruz, Derick Toro, Josephine Livingston, Heilyn Gandia, Mercedes Franco, Desma Walker, Elsbeth Arce, Manuel Achong, Lori Rosichan, Shereen Bartley, Charles Jacobs, Portia James, Laura Vicent, Jerome Silverberg, Cristiana Robaina, Kathleen Mulkey, Giselle Casanora, Yarette Novoa, Marianela Wata-Wara, Isis Espino, Martine St. Aime, Carmen Roberts, Cassanora Smith, Martha Khan, Nayza Hernandez, Gisel Prado, Martina Osaghee, Osasumwen Osaghee, Audrey Lawrence, Barbara Smith, Crislayne Abraham, Aida Zuniga, Rene Gomez, Karen Knoblock, Lelany Arguelles, Ludmila Senkevich, Ailyn Garcia.

\* Denotes tardiness of more than 15 minutes