



agency for persons with disabilities  
*State of Florida*

**APD Southern Region Provider Meeting**  
**Thursday, November 20th, 2014 9:30 A.M.**  
**401 NW 2<sup>ND</sup> AVENUE, SUITE N-1011, MIAMI, FL 33128**

<b>AGENDA ITEM</b>	<b>ISSUE / DISCUSSION</b>	<b>ACTION / FOLLOW UP</b>
<b>I. CALL TO ORDER</b>	Meeting began at 9:42 a.m. – Ms. Jackson announced that Ms. Alvarez may join us later in the meeting today.  New providers - None  Monroe County attendees on the phone were Diana Flenard, Aileen Rowe, Steven Clark, Barbara Divoll and Neil McMichael. (Please place these names in the attendance section).	

**II. STATE / AREA  
AND APD  
UPDATE**

**Evelyn Alvarez, Regional Operations Manager**

Ms. Alvarez, apologized for being late due to scheduling conflict with a weekly standing state-wide meeting for ROMS. Ms. Alvarez further announced that it was likely that the 2015 monthly Provider Meetings would be changed to another day of the week so that she could attend regularly.

Regional Update:

Ms. Alvarez thanked the Provider for their support and patience in working with the Regional Office during this challenging period of being under staffed. The Director recognizes our needs and is committed to addressing this during the upcoming Legislative Session. Ms. Alvarez also recognized the Southern Region staff for their unwavering and continued commitment to give their all.

Announcements/Reminders:

- The Agency has contracted with Milliman Inc. for the actuarial study of the current rate structure for certain services. You may be receiving an email with instructions and survey for your completion within next week.
- New Rate Table is under review for compliance with new rates that will go into effect on 01/01/15 based on the Department of Labor wage changes.
- A list will be sent via email by tomorrow of several sites that have been confirmed as Turkey distribution locations throughout the County. Please share with those in need.
- HEADS UP! There is an organization known as Florida Open Government (FOG Watch) based in Lakeland, FL that has been approaching APD contracted providers in regards to a public records request for information pertaining to the contract. Please review Public Records Ch 119 F.S. that also governs APD contracted providers. The strategy used by this organization (FOG Watch) is that when the provider refuses to comply with the public records request they file a law suit against the provider in an attempt to get a financial settlement of reportedly \$1500.00. This scam approach has been reported by various state agencies.
- Earlier this week an email was sent to you informing you of a posting for Request for Information (RFI) to seek input on models that the state of Florida may want to consider as it addresses:
  1. Forensic Services
  2. Housing Options for Individuals with Intensive Behavioral Challenges
  3. Mental Health Services and Housing Continuum for individuals who are Dually Diagnosed or Significantly Challenged

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

**CONTINUED  
STATE / AREA  
AND APD  
UPDATE**

4. Aging Planning Process for Individuals with Developmental Disabilities & Aging Caregivers and Competency Training for Service Providers

- Oral Health Care Training for Caregivers- This is the second year of this program that is funded through the FDDC and managed by the Mailman Center for Child Development. The recommended sites for 2015 will include Miami, Ft. Myers, Ocala and Tallahassee. This is a great opportunities for families and providers more information will be posted on APD website and also featured in the Champions Newsletter.

**Hillary Jackson, Regional Program Supervisor**

**CDC+**

- Reminder to all CDC+ Consultants please be advised that new applications and other enrollment documentation including but not limited to the purchasing plan will be sent directly from you to the APD State Office. It is **no longer being processed by the Regional local offices**. Please share this with your staff.
- Reminder that minimum wage is increasing January 1, 2015. If there are any current purchasing plans with employees earning lower than \$8.05; will need to update their purchasing plan. Information is on the APD CDC+ website. Additionally, notices have been mailed to effected CDC+ participants.

1. **Costplan/ABC Issues**

- Ms. Jackson showed the support coordinators ABC demographic issues along with the instructions to do updates correctly. All support coordinators present was shown where to access the ABC Instructions on the APD website. Support coordinators were also shown ABC screens on screen live to grasp the issues at hand. Additionally, support coordinators were shown the Southern Region spreadsheet she gathered that was previously issued to support coordinators that required corrections prior to 10/31/14.

- Several reminders was given for each ABC screen. Including but not limited to addresses cannot contain punctuation marks (., #, etc.); addresses must be verified via the United State Postal Service website; and the support plan date should be the **first** of the month. All changes in ABC screens ACLM 1, 2 & 5 must be certified. If the Medicaid number is missing for some reason in ACLM3 the support coordinator should add this information. ACLM 5 must be updated quarterly regarding employment data.
- Cancellations of iBudget service plans – support coordinators refrain from doing this! Some of you are cancelling a service plan **without leaving enough units/money** for the provider to properly bill. Or some of you are cancelling a service plan **BEFORE the provider has voided the claim**; these are some issues that causes the service plan to be rejected.
- A correctly cancelled service plan/costplan **must be in current approved status BEFORE** you create a new service plan! Please be reminded that you **CANNOT** create a new service plan until 24 hours **AFTER we have approved the cancelled service plan.**
- Please read page 78 regarding the rejection codes in the iBudget Waiver Support Coordinator User Guide.
- If you have a service plan that needs to be backdated, please ensure that you submit this costplan to the Regional Office **manually**. Otherwise, if those services can be approved by the WSC via the “process” button it **will not allow** our office to backdate the service plan within that same service/costplan; we would have to create a new and separate service plan.
- Please ensure that you are requesting services appropriately from Medicaid State Plan or other entities as the Handbook requires.
- Support coordinators please read the Regional comments that are written when a costplan has been returned to you. We are continually seeing no responses to our questions we’ve asked. Also, costplans will be returned to you if you are only indicating “please approve” or “no changes”, etc. Please be detailed within your WSC processing comments.
- Providers you are reminded to please create a helpdesk ticket when you have issues. The waiver support coordinator can assist with some matters but not all especially when it involves billing issues.

**2. 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 or refer to the SFR training held for support coordinators.

**3. Support Plan/Case Note Issues/Service Requests**

- When submitting a Supplemental Additional Needs Request (SAN) 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.
- Please ensure that you are sending AIMs – Waitlist to Waiver documents to the SAN email address [southern.SANs@apdcares.org](mailto:southern.SANs@apdcares.org). Please use the same subject line that you were given in prior instructions for this process. More importantly identify the subject line to indicate “Waitlist to Waiver Consumer AIM Documents.”
- When you have a waitlist to waiver consumer requesting more money than allocated, you do not need to do a Supplemental Additional Needs (SAN) request as previously explained. You will need to provide all supporting documentation for these services so that our office can submit it to State Office for review. Recall the additional money requested is to be indicated on page 3 of the AIMs documentation.

**Michael Cardello, Supported Employment Specialist**

Michael Cardello, Supported Employment Specialist, advised the group that Miami Dade County Parks, Recreation and Open Spaces has provided 6 different host sites for 9 interns funded by the Employment Enhancement Project.

He stated that Lucy Binhack, Disability Services Manager for MDCPR&OS, will be meeting with the involved job coaches on November 21 to give advice on how best to complete county employment applications with and for the interns.

	<p><b><u>Maria Angeles Linares, Regional Program Supervisor</u></b></p> <p>Maria Angeles Linares welcomed the group and reminded them that the 4<sup>th</sup> quarter of 2014 is almost over and therefore, the Voter Registrations numbers will be due January 5<sup>th</sup>, 2015. It is important that they get their information to me in time to incorporate into the complete report and forward to State Office.</p> <p>Michael Cardello mentioned the meeting we are having on Friday with Lucy Binhack of Miami-Dade County Parks, Recreation &amp; Open Spaces. The county has established 9 internships at 6 parks throughout Miami-Dade County specifically for APD consumers. Lucy will discuss the application process when seeking employment with the county. We are optimistic that most of not all of our interns will be hired.</p>	
<p><b>III. ADJOURNMENT</b></p>	<p>Meeting ended at 12:05 p.m. Before meeting was adjourned Ms. Alvarez thanked everyone for their hard work and commitment to serving the Southern Region community and wished everyone a joyous and peaceful Thanksgiving Holiday.</p>	

**Attendance:** Rebeca Freeman, Chris Obioha, Gloria Rose, Veronica Oliver, Ellen Bethel, Gabriel LeFran, Gladys Jackson, Manuel Achong, Carlos Rocha, Rene Gomez, Portia James, Audrey Lawrence, Mariette Figueroa, Martine Osaghae, Mercedes Franco, Dionne Barton, Cristiana Robaina, Ekandem Essiet, Aileen Phelan, Isis Espino, Josephine Livingston, Barbara Smith, Jose L. Casanova, Andres Pacheco, Haydee Millian, Kathleen Mulkey, Wilma Johnson, Jackie Butler Wilson, Pedro Llorren, Nat Elesgaray, James Louis, Jequne Pierre, Sabrina Altidor, Pascale Macotte, Leson Corsa, Zoila Delgado, Janet Batet, Guillermo Llorente, Eufracia Urena, Brian Dijois, Pedro Arango, Kibel Quesada, Roberto Pire, Luis Rodriguez, Vivian Owen, Alexander Bain, Blondy Moore, Tiajuana Bankston, Charlie Minino, Darlene Duardo, Arelys Perez, Jerome Silverly, Shauntisha Mccown, Heilyn Gandia, Tommie Martin, Mable Burger, Jacques Thompson, Gloria Fortune, Martha Gonzalez, Janette Williams, Marco Vlades, Aleyda Patricia Blanco, Amanda Ortiz, Gisel Prado, and Martha Khan.

**\*\*\*Late:** Gladys Minino, Nerieda Babilonia, Paola Arce, Cynthia Gay, Gwen Walker, Carol Thomas, Mario Osegueda, Diane Gelpi, Felisha Williams, Etha Griffith.