

2. Documentation

- Non WSC providers, specifically, behavioral therapy providers, we are receiving complaints that you are not providing the WSCs with the required supporting documentation. As you are aware, you could be jeopardizing services for a consumer since medical necessity is based upon documentation. Please comply in providing the WSCs all documentation required as indicated in the Handbook.

3. Medicaid Redetermination

- Support coordinators, please pay very close attention to the notices and dates that the redetermination must be completed by. You must track this. This can have a very serious consequence for consumers that may not be able to visit the doctor, obtain medication, etc., Please copy me on emails you send to DCF that you have not been able to successfully resolve.

4. SANs

- Support coordinators you all have improved significantly with the quality of packets being submitted.
- Accurate and current documentation is required. There should not be outdated items sent in unless it is relevant. Meaning, do not send us items from three years ago.
- Support coordinators, we have had a very large volume of SANs from several of you seeking continuing services for MSP services during the same month or after the consumer has turned 21 or is no longer received. This is an unacceptable practice and a disservice to your consumers.
- **There is no need for you to send us SAN packets that are 200 pages or more.** We cannot prevent you from sending it. We know that there are some consumers who are medically involved or behaviorally involved that you can provide us a good amount of history on and not send us every single paper. I understand you do not want to receive a notice for more information but in several cases you still did. But please realize overwhelming us with paper does not justify services being requested.

5. AWD – Adults with Disabilities

- Support coordinators will be contacted individually for their respective consumers we have learned about that may need assistance.

Kirk Ryon, RPS

Kirk Ryon distributed several key pages of the Delmarva 1st Quarterly Review from 2015. Mr. Ryon noted that this review was available in its entirety by request and that future Delmarva Quarterly Reviews would be distributed and discussed at future provider meetings. Mr. Ryon reviewed the executive summary and noted that there were

significant deficiencies in the Provider Determination reviews state wide, particularly in the area of documentation of Supported Employment and Supported Living Services. Southern Region has maintained relatively high PCR and PDR performance during this first quarterly review using the revised tools. Mr. Ryon reminded agencies that their Delmarva PDR scores must be above 85%. Two “below” 85% scores will result in a referral for termination of the Medicaid Waiver Agreement.

Kirk Ryon discussed Adult Protective Services (APS) investigations at provider agencies. Mr. Ryon recommended that if APS visits your agency, that you get the business card from the investigator (or at least their name and phone number) and follow up on the status of the investigation after the investigator leaves. In some instances, cases are not closed for many months after the visit to a facility. Residential providers must keep in mind that if the investigator feels that there is cause to believe that the alleged perpetrator committed abuse, neglect or exploitation, the alleged perpetrator cannot perform direct care activities with our clients without supervision. Mr. Ryon noted that a report of verified abuse may result in further action as regards the provider so it is particularly important that each case be followed and appropriate action be taken by the provider agency.

Ms. Maria Linares, RPS

- Employment Enhancement Project FY 2014-15
 - 30 Employed
 - 9 Internships - 3 who participated in internship were hired by M-DCPR & OS
- Employment Enhancement Project FY 2015-16
 - \$1,000,000 allocated state-wide
 - \$100,000 for Southern Region
 - 4 Employed to date
- The next Family Care Council Meeting will be Wednesday, September 9th, at 10 am to 12 noon in the APD, South Tower Conference Room.
- We are completing fiscal year-end closing. It was very disappointing to see the number of providers who continue to submit invoices once or twice yearly. This is unacceptable. This practice increases the workload in my work stream unnecessarily during a period of time in which we are working to meet very tight deadlines.
- Employment Quarterly Report needs to be submitted on time! It is not our job to

chase you. Please comply with Michael Cardello's request with accurate and timely information.

Ms. Brenda Viera, RPS/MCM

- July is a month of mix emotions, we are happy for the summer, stress free driving in the mornings to work because school is out, but then we have the fear of hurricane season. But there is more to celebrate than fear. We have endless beach and pool days, the focus for the disease of the month is eye injury awareness month.
- If you love going to the beach or the pool then you might be affected by dry eyes due to the chlorinated and salt water. There are ways to reduce the negative effect of the exposure such as:
 - ✓ Wear goggles while in the pool.
 - ✓ While in the pool if you start experiencing burning or itching of the eyes, get out and rinse with plain water.
 - ✓ Use eye drops prior to going into the water as a preventative measure.
 - ✓ Remove contacts prior to going into the water. The contacts can trap harmful germs.
 - ✓ Wear sunglasses while sitting at the poolside, on the beach or during any sun exposure.
 - ✓ Drink plenty of fluids it is very easy to get dehydrated during the summer, avoid alcohol beverages while outdoors.
 - ✓ Avoid rubbing your eyes after getting out the water to reduce irritation.
 - ✓ I wanted to share the importance again of reporting any Medication Errors. The amount of errors have reduced significantly. This is very important and it gets reported for health and safety reasons and for a chance for us to provide any technical assistance. For any assistance on how to complete these forms please feel free to call me at 305 377-7431.
 - ✓ I also wanted to give thanks to the support coordinators and their efforts in collaborating with the QSI Assessors in conducting the questionnaires. So thank you I have also notice an improvement on the updates on some support plans this is also very important so that the questionnaires are more accurate.

New Providers:

Marc Maneus – Kindness in Care, Marilyn Lightbourn-Oshodi - Institute of Holistic Empowerment, Michel Antoine, and Leonaise Lauriston.

Monroe County attendees on the phone was:

Diana Flenard, Aileen Rowe, Barbara Divoll, Ellen Collins, and Damarys Scranton.

Attendance:

Sara Diaz, Rebeca Freeman, Annabel Diaz, Marie Antoine, Gloria Rose, Carol Thomas, Gabriel LeFran, Charlie Minino, Maria Figueredo, Helena Osaghae, Dora Guzman, Tammie Martin, Aileen Phelan, Shawisha McCain, Kathleen Childs, Christopher Abioha, Jacques Thompson, Christian Valenzuela, Diosgracia Moreira, Karina Gomez, Jose Casanova, Jerome Silverberg, Cidra Martinez, Maureen Lewis, Roman Minino, Miguelina Minino, Steve Kuster, Vivian Owen, Darilys Ginebra, Pascale Malette, Ruben Alonso, Tamara Moreno, Yovany Moreno, Mercedes Franco, Habeebet Momoh, Laura Vinent, Leonie Nelson, Alexander Ajayl, Harley Lonigmendy, Martha Khan, Pierre Jeanne, Gisel Prado, Rose Blemur, Roberto Pire, Sabrina Altidor, Cynthia Gay, Josephine Livingston, Andrey Lawrence, Veronica Oliver, Haydee Milian, Stephanie Garcia, Wilma Johnson, Shireen Sutherland, Manuel Achong, Roxanna Ridgway, Marc Maneus, Edith Griffith, Portia James, Blondy Moore, Mario Valdes, Yasmin Pineda, Paulette Charles, Nereida Babilonia, Mailyn Lightbourn-Oshodi, Natalia Wong, Cherie O’Geen, Isis Espino, Graciela Lorenzo, Monica Cooper, Gloria Ruiz, Janet Batet, Jennifer Hernandez, Mariette Figueroa, Jose Carbonell, Sandra Mercado, Sarah Cartaya, Roger Diaz, Jose Gamba, Gladys Jackson, Luis Rodriguez, Gladys Minino.

LATE Attendance:

Penny Schueneman, Mario Osegueda, Cindy Timbis, Amanda Ortiz, Mayelin Armas.