



APD PROVIDERS / SUPPORT COORDINATORS JOINT MEETING
Wednesday, February 17, 2016 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	Meeting began at 9:35a.m. Regional Program Administrator Sherab Chodron introduced herself and welcomed attendees and also Monroe County partners participating via teleconference. Ms. Chodron advised that Ms. Evelyn Alvarez may join us later for the meeting. All were asked that all phones be silenced to avoid interruptions. 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 4th floor cafeteria. Thank you for your cooperation. Management staff introductions: Hillary Jackson, Maria Linares and Brenda Viera. New Staff Announcements/staff changes: Andrea Sapp, HSPA in Quality Assurance Workstream joined the SR Team last week. New Providers – None Guest Speakers: Oylime Fernandez, LCSW, MBA – Neuroscience Centers of Florida Foundation, Inc.	▪ For more information about the Agency for Persons with Disabilities, please contact Evelyn Alvarez at (305) 349-1478.

1. **Update of Items Addressed at January's Provider Meeting**

- Providers Meetings. Reformatting, starting in March. Providers business in the first hour: ROM, Deputy ROM, and each work stream area, with an opportunity for provider questions and comments. The second session will be devoted at least quarterly to trainings, professional development or special presenters. Every effort will be made to be more inclusive using conference call technology and we are exploring other options. And we are seeking provider input. In the next couple of weeks look to your email boxes for an opportunity to provide us with feedback. We are finalizing a Survey Monkey form which will be sent to all providers for your input.
- Applications are being processed and hires are being made in the following work streams: human services program specialists in waiver (2) and waitlist unit (2); one human services program specialist in SE/EEP; three certified QSI assessors; and one hybrid human services program specialist to provide waitlist case management, QSI assessments and liaison work in Monroe County.
- In addition, we are in the beginning stages of hiring for administrative support in all work streams, and interviews have started for a Regional Program Supervisor to head up our Waitlist & Community Affairs work streams.
- APD Offices Move. In addition to new staff, our waitlist unit will be to the South Tower, and all work streams will reorganized. We expect this to happen by April 1. Stay tuned.
- Recruiting: WSC in Monroe County – both sole and agency-based providers. If you are an established agency-based provider in Miami-Dade and have an interest in employing local hires – i.e. residents of the Florida Keys – please let me know. We are seeking to increase Waiver Support Services, provide more choice and we have individuals who are interested, but who are reluctant to act as sole providers.

2. Providers/QA

- Please be reminded that we now have 2 open enrollment periods for New Provider Enrollment and Provider Service Expansion. Some of the services, including all services in Monroe County are considered “Critical Need Services” and applications will be accepted outside of the open enrollment periods. This information is located on the Southern Region web page for your review. Open Enrollment is as follows: April 1 through May 31, and August 1 through September 30. Applications received outside of these open enrollment periods will be returned to the applicant.
- Southern Region Critical Service Needs are as Follows: Monroe County: For applicants who reside in Monroe County Residents; all services are considered Critical Services and applications for Monroe County Applicants will be accepted at all times. Miami-Dade County: For Miami-Dade County Residents, the following services are considered Critical Need Services: Waiver Support Coordination, Respiratory Therapy, CDC Consultant, Speech Therapy, Physical Therapy, Supported Employment, Occupational Therapy, EAA- Environmental Adaptations, Dietitian Services.
- ❖ ADT & Res Hab Providers. At this time, all Southern Region Adult Day Training Programs and Group Home Providers should have finished their Centers for Medicaid Services (CMS) “Self-Assessment”. Anyone who is not familiar with the CMS self-assessment requirements should contact Kirk Ryon at 305-377-7436. Beginning this month and ending in July 2016, 20 ADTs and 57 Group Homes will have their self-assessment tools validated by APD staff. Please ensure that any “not met” items on your self-assessment tool have been addressed and corrected before monitoring occurs. If you are selected for validation, you will be notified at least 3 days ahead of the validation date by email. At that time, we will request that you send us your completed self-assessment tool and additional documentation. The validation takes approximately 2 hours and will occur when your clients are at the program. Any “not met” items identified during the monitoring will result in a Remediation Plan being issued and may result in heightened review of the provider by the Centers for Medicaid Services.
- ❖ “Lease Agreements” required under the new Centers for Medicaid Services, the following information was sent out to all of the group homes last week. We will be working on some examples or templates of a lease agreement but in the meantime, please know that the following information on constructing a lease

❖ agreement for the clients in group homes has been approved by the Centers for Medicaid Services:

- ❖ The document should be written in plain language – as close to a fourth grade reading level as possible.
- ❖ It is acceptable to have the same lease for each resident but you may want to use the person-centered plan to supplement the agreement as it addresses many of the residents' limitations.
- ❖ It should contain an introduction section that identifies the provider and their identifying information, the resident, the members of the resident's support team (legal representative, support coordinator, or any other advocates and the date the resident moves in.
- ❖ The rights and responsibilities/expectations of the resident. The rights should address resident choice, resident's ability to participate in the decision-making process and in developing the support/implementation plan. Rights may include:
 - Right to live in a home-like environment that they can decorate or furnish how they want;
 - Right to have visitors;
 - Right to access the house (unless there are certain areas for safety or other reasons – must be addressed in support plan);
 - Right to access phones, computers, internet, newspapers, magazines, radio...;
 - Choice of room type, if types are available, and roommate choice;
 - Choice between meals and activities;
 - Access to their own snacks/food;
 - Freedom to safely come and go;
 - Access to transportation;
 - Ability to work;
 - Right to manage some of their money; and
 - Flexibility of schedules.
- ❖ The rights and responsibilities/expectations of the provider. This section can include the services that are available.
- ❖ How to address grievances and complaints.
- ❖ The discharge/termination process.

➤ Safety Plan Training for Services for Clients with Sexual Aggression. Please be advised that a training on "Creating Safety Plans" will be held on Monday, February 22nd at 401 NW 2nd Ave., Room North 423. You may register for this training on the APD website for Southern Region Training. Two sessions will be held one at 10:00 am and one at 1:00 pm. The trainings will be facilitated by Dr. Wesolowski and Dr. Molina. A certificate for two hours of training in this topic will be issued for Behavior Analysts and Support Coordinators. Please be advised that the training is available only for those Support Coordinators and Behavior Analysts who have pre-registered. There is only space available for 60 persons per training. Additional trainings will be offered to ADT & Res Hab providers on future dates. Please register only one person per agency.

➤ Supported Living Coaching. We are also coordinating SL Coaching 3-day training out of Broward, which will be provided to Miami-Dade and Monroe providers via Skype. It will take place in early to mid-April. Please stay tuned for registration via the APD website.

3. Waitlist to Waiver Update

of waitlist to waiver consumers =390
of consumers transferred/processed as of today
Enrolled -218
Transferred /pending to MSP eligibility-25

4. Contact Information

- Available by email @ sherab.chodron@apdcares.org and @ 305-377-5089.

❖ Hillary Jackson, RPS discussed the following:

1. ABC/iBudget

- Two training opportunities have been held to assist you all in complying correctly with ABC updates as per WSC Advisory 2016-002. We hope that these trainings have been helpful to those of you that participated. We are awaiting clarifications from APD State Office for some of the questions that you may have asked. There will be one last training held in February 2016. Please do not ask the waiver staff to individually train you on what is already being done as they cannot assist you with that request.

2. 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.
- As a reminder, DCF staff asks that when a new consumer is on your caseload that you submit a 2515 so that DCF is aware of who the new WSC is for this consumers. Please share this with your staff.
- Ms. Jackson met with Ms. Olivia Milian (Ms. Nova Barrow's replacement) about your ongoing issues with the submission of documents and items not being processed.

If you have an ACCESS account for your consumers **please immediately begin uploading all documents for the consumer there**. The fax system was explained to all to give a better understanding as to why the delays are occurring. Please share this information with your staff.

- Ms. Jackson queried the group if they would like a spreadsheet prepared that they can include information about their consumers that are still pending Medicaid redetermination. A spreadsheet will be sent to support coordinators.

3. SANs

- 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.
- All support coordinators were reminded that **there is no need for you to send us SAN packets that are 150+ 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. Please indicate in the body of your SAN request email that this consumer has a large volume of medical and/or behavioral documentation that can be reviewed upon request. **Please provide us with approximately 3 months of this consumer's information. If that is voluminous state this in the body of the SAN email.**
- Before submitting a SAN for dental requests, please refer to the WSC Advisory 2016-003, as the ARC of Florida Dental Program is assisting consumers.
- When sending supporting/additional documentation to the Southern Region SAN or Support Plan email address, please identify the consumer's name and the reason you are sending the documentation. We ask that the subject line indicate "Additional Documentation Attention (Southern Region Staff name)." Please do not send this documentation to a staff person directly.

4. Waitlist to Waiver

- Please pay close attention to consumers who were being served by the EEP program that GR was funding. Many of these consumers currently have job opportunities that we would like to see come to fruition. If possible, we ask that you seek continuing services with the same provider if the consumer chooses them.

❖ **Ms. Maria Linares, MS RPS discussed the following:**

- Employment Enhancement Project FY 2015-16
 - 14 employed
 - 2 internships
 - Thank you job coaches for your hard work!
- The next Family Care Council meeting will be held on Wednesday, March 9, 2016 in the APD conference room, Suite S-811. If you know a consumer, parent of a consumer or grandparent that might be interested in participating, please refer them to me.
- We will be offering Social Security Work Incentive (SSWI) Training in April. It will be a 2-day training offered on April 4 & 5, 2016 and April 6 & 7, 2016. You must attend both consecutive days. You cannot attend the training on April 4 and then on April 7. You will not receive your certificate. There is capacity for 50 participants for each 2-day training session. On-line registration will open on March 4, 2016. Once all slots are filled then you will have to wait for next training or take the on-line training course and pay the fee.
- I would like to thank those providers who are submitting their invoices monthly.
THANK YOU!
- I have few housekeeping items that we need to address:
 - Timely billing, invoices need to be in our office by the 15th of the new month.
 - Please verify that your vendor number or Federal ID # is correct. This number should not be confused with the Medwaiver ID number.
 - Please make sure to check the accuracy of client social security numbers, addresses, vendor ID# or provider #.

○ The invoice should include the following:

- Vendor Name and ID #, Address, Telephone Number and Email
- Type of Service Provided
- Service Period-month & year or date provided
- Name of client and client ID#
- Accurate rate for service and period provided
- Signature of the provider

○ This will ensure timely processing of payments.

- Providers should have an updated or current W-9 on file with My Florida Market Place before submitting invoices.
- If you are a new provider or vendor, please register with MFMP, the link is <https://FLVendor.myfloridacfo.com>
- Please encourage your providers and consumers to deposit or cash their checks. If they wish to avoid trips to the bank they may apply for EFT (electronic funds transfer) or use their bank's mobile app to assist them with depositing checks without actually going to the bank.

❖ **Ms. Brenda Viera, RPS/MCM discussed the following:**

1. **What is the Zika virus?**

A tropical infection new to the Western Hemisphere.

The Zika virus is a mosquito-transmitted infection related to dengue, yellow fever and West Nile virus. Although it was discovered in the Zika forest in Uganda in 1947 and is common in Africa and Asia, it did not begin spreading widely in the Western Hemisphere until last May, when an outbreak occurred in Brazil.

Until now, almost no one on this side of the world had been infected. Few people here have

immune defenses against the virus, so it is spreading rapidly. Millions of people in tropical regions of the Americas may now have been infected.

Yet for most, the infection causes no symptoms and leads to no lasting harm. Scientific concern is focused on women who become infected while pregnant and those who develop a temporary form of paralysis after exposure to the Zika virus.

2. How does a mosquito transmit Zika?

The virus moves from its gut to its salivary glands.

Only female mosquitoes bite people: they need blood in order to lay eggs. They pick up the virus in the blood. It travels from their gut through their circulatory system to their salivary glands and is injected into its next human victim. Mosquito saliva contains proteins that keeps blood from clotting. When a mosquito bites it first injects saliva so that its prey's blood does not clog its straw-like proboscis

How do I know if I've been infected? Is there a test?

It's often a silent infection, and is hard to diagnose.

Until recently, Zika was not considered a major threat because its symptoms are relatively mild. Only one of five people infected with the virus develop symptoms, which can include fever, rash, joint pain and red eyes. Those infected usually do not have to be hospitalized.

There is no widely available test for Zika infection. Because it is closely related to dengue and yellow fever, it may cross-react with antibody tests for those viruses. To detect Zika, a blood or tissue sample from the first week in the infection must be sent to an advanced laboratory so the virus can be detected through sophisticated molecular testing.

Is there a treatment?

Not at this moment, but C.D.C. is currently working on a vaccine that will be ready in one year.

The C.D.C. does not recommend a particular antiviral medication for people infected with the Zika virus. The symptoms are mild – when they appear at all – and usually require only rest, nourishment and other supportive care.

	Is there a vaccine? How should people protect themselves? Protection is difficult in mosquito-infested regions. There is no vaccine against the Zika virus. Efforts to make one have just begun, and creating and testing a vaccine normally takes years and costs hundreds of millions of dollars. Because it is impossible to completely prevent mosquito bites, the C.D.C. has advised pregnant women to avoid going to regions where Zika is being transmitted, and has advised women thinking of becoming pregnant to consult doctors before going. Travelers to these countries are advised to avoid or minimize mosquito bites by staying in screened or air-conditioned rooms or sleeping under mosquito nets, wearing insect repellent at all times and wearing long pants, long sleeves, shoes and hats. <u>Providers take precautions at your homes and ensure that there are no containers full of water and maintain your areas clean. Providers you may want to use mosquito repellant to prevent mosquito bites and sunscreen to protect from the sun.</u> <u>Providers you do not need a prescriptions for mosquito repellant or sunscreen.</u> <u>Waiver support coordinators you will be receiving your certificates for attending the Alzheimer's and Dementia presentation in the next providers meeting March 16, 2016.</u>	
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Monroe County attendees on the phone was: Beth Coats and Christine McAniff.

Attendance:

Francisca Martinez, Luis Rodriguez, Glenda Ferrer, Janet Batet, Gladys Jackson, Gloria Rodriguez, Gloria Marie Diaz, Leigh Kapps, Michelle Neal Johnson, Laura Vinent, Penny Schueneman, Dionne Barton, Clara Martinez, Manuel Achong, Paola Arce, Roberto Pire, Jany Lazo, Phedette Courage, Carsan Cordan, Ellen Bethel, Reynaldo Wheeler, Jose L. Casanova, Rene Gomez, Paul Parmley, Jerome Silverberg, Kathy Childs, Andres Pacheco, Karina Gomez, Tammie Martin, Roxanne Tebo, Isis Espino, Cristia Delamoza, Pablo Vinent, Mercedes Franco, Helena Osaghae, Sophonie Maneus, Marianela Wata-Wara, Merlyn Torres, Desma Walker, Arnold Coats, Jacques Thompson, Jacqueline Longs, Annie Sadin, Paola Villanueva, Pascuale Malerte, Roger Diaz, Sarah Cartaya, Jackie Butler-Wilson, Christopher Obiola, Martha Khan, Darilys Ginebra, Vivian Owen, Monica Bermudez, Claudia Rivera, Maria Garcia, Adrienne Castillon, Dora Guzman, Jeanne Pierre, Gabriel LeFran, Brian Neblett, Maribel Valmaciga, and Veronica Oliver.

LATE:

Amanda Ortiz, Barbara Psinales, Johanna Muccino, Paulette Charles, Cristiana Robaina, Xiomara Benavides, and Zoila Delgado.