



agency for persons with disabilities
State of Florida

APD PROVIDERS / SUPPORT COORDINATORS JOINT MEETING

May 24, 2012 9:30 A.M.

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

AGENDA ITEM	ISSUE/DISCUSSION	ACTION/FOLLOW UP
II. STATE / AREA AND APD UPDATE	<p>Ms. Jackson began the meeting at 9:45 a.m. by sharing with all that Ms. Alvarez and Mrs. Springer would not be joining us for today's meeting.</p> <p><u>Agency Update:</u></p> <p>Ms. Jackson provided the following Agency Update on behalf of Ms. Evelyn Alvarez:</p> <p>Governor Rick Scott has reappointed Director Mike Hansen and has asked for him to continue serving in his administration. You may recall during the 2012 Legislative Session the Agency heads were not confirmed .</p> <p>The Director of (APD) announced May 1, 2012 his selection of six regional administrators to lead the agency's programs around the state. APD is restructuring its statewide operations to increase efficiencies beginning July 1 due to a legislative funding reduction. The agency is moving from 14 areas to six regions.</p> <p>The APD regional directors are:</p> <ul style="list-style-type: none">• Lynne Daw for the Northwest Region• Gayle Granger for the Northeast Region• Merari Perez for the Central Region• Geri Williams for the Suncoast Region• Gerry Driscoll for the Southeast Region• Evelyn Alvarez for the Southern Region <ul style="list-style-type: none">• Agency leadership will determine the operating structure of the regional offices and the location of the field offices throughout the state within the next months.• APD strengthens group home oversight, Mr. Ryon will be providing you with more details.	

	<ul style="list-style-type: none"> • The Family Care Council (FCC) is currently reviewing approximately eighteen candidates that are interested in joining the FCC in the Southern Region. The next step will be to submit the applications to Central Office and the Governor's Office for consideration. THANK YOU! We would like to commend Isis Espinosa, WSC with Robis Inc, Martina Osaghae, WSC with Emmark Helping Hands and Marianela Wata-Wara, WSC with Quality Connections for referring individuals interested in becoming members with the FCC. • ibudget Update - There has not been any changes to the proposed schedule. As we receive information, we will share it with you. • Provider score cards - Please submit your ideas and recommendations of key measures to the Region Operations Manager or directly to Central Office staff or to Director Hansen. • Focus Groups - Meetings were held with varying groups of providers to obtain input as to how and what they would like to be ranked on for the APD Scorecards. Our office received valuable feedback from all participants and we thank those that participated. 	<p>For more information about the Agency for Persons with Disabilities, please contact Evelyn Alvarez at (305) 349-1478.</p>
	<p>Sharon Powell, RN/MCM reported the following reminders and updates below:</p> <ul style="list-style-type: none"> • May is high blood pressure awareness month. In the United States today, about 68 million people are living with high blood pressure, also known as hypertension. • High blood pressure can be prevented and controlled. • High blood pressure is an important health concern because it leads to heart attack and stroke, two of the leading causes of death in the United States. • High blood pressure is a major risk factor for other diseases such as congestive heart failure and kidney disease. • High blood pressure is referred to as a “silent killer” because it often does not have any signs or symptoms. <p><u>Risk factors</u></p> <ul style="list-style-type: none"> • Family history, older adults, eating diets high in sodium – people who eat out regularly, eat large amount of processed food • Preventive measures • It's important to check blood pressure regularly • Reduce sodium intake by eating more fresh fruits and vegetables • Reading nutritional labels and choose foods lower in sodium • Prepare meals at home, use herbs and spices, rather than salt of packaged sauces • Ask restaurants for low sodium options or not to add salt to your food • Have your blood pressure checked and then monitor it regularly. • Maintain a healthy body weight. • Exercise regularly. • Eat more fruits and vegetables. • Don't smoke. • Watch your alcohol intake (fewer than two drinks per day for men, or one drink per day for women). • If you have been prescribed blood pressure medication, take it as directed. 	

- If you have trouble with side effects, talk to your healthcare professional about other medications. <http://www.cdc.gov/Features/HighBloodPressure/>

ICF/DD transition into the community

- The agency is undergoing an exercise to transition consumers who are on the waitlist living in an ICF/DD to residential settings in the community.
- 51 consumers were given choice counseling. 2 consumers chose to go on the waiver.
- Consumers will be choosing transitional support coordinators who will be working very closely with ICF/DD, consumers/ legal guardian and the area office to develop support plan and cost plan.
- Cost plan will be submitted to central office for approval before the consumer moves into the community.
- Timeframe for consumers to move into the community is 90 days

➤ Carolyn Eleby ,POA reported the following reminders and updates below:

Training

- The online Training Calendar continues to be under construction and you will notice changes as the ITT staff try to make the site more user friendly and functional. Area 11 continues to provide as many classroom trainings as we can. Marcie is still out on Medical leave. We would appreciate if providers would limit the number of staff you register as to allow other providers to enroll staff for training. Remember, providers can take the required trainings anywhere in the State that it is available.
- We continue to be in dialogue with Central office regarding the concerns voiced to us regarding a number of outside entities conducting training. As indicated before only approved trainers should be conducting APD required training. Trainers should be able to give you proof that the training they provide meets Agency requirements. If they cannot we suggest you do not utilize them to conduct training for your staff. We would also appreciate if you would send us an email regarding any organizations that approach you to conduct APD required training.

Provider Agreements

- We have already sent out the service agreements for renewal for those that are expiring on June 30, 2012. If you checked you agreement and it was due to expire in June and you have not received a new agreement please send an email to Carolyn Eleby or Austin Dean. Please make sure you follow all the instructions regarding the agreement renewal and return it by due date of June 15 with a copy of your liability insurance. I must emphasize that we will not renew your agreement without seeing a copy of your liability insurance. Also please be aware that if you do not have a signed agreement only July 1, 2012 you can no longer continue to provide services.

Supported Living and Supported Employment Quarterly

- Meetings are scheduled for June 6, 2012. We would like to invite all persons who have consumers receiving these services to attend. Each of you involved with a consumer in supported living are a part of their circle of support and should be very knowledgeable of the requirements of the program to be able to appropriately support the individual. We look forward to seeing you all here.

Kirk Ryon discussed recent changes or enhancements to the Group Home Monitoring Procedures as follows:

1. As always, each group home will be monitored every month however, there is a new tool which must be signed by the provider at the end of the monitoring.
2. Group home operators are asked to ensure that they have a visitors log and that all visitors sign in when entering the group home.
3. In the future, group home monitoring visits will occur in the evenings and on weekends (at least one visit per year on the weekend).
4. Visits will occur when clients are in the home.
5. Visits will continue to be unannounced 25% of the time. Please do not miss a scheduled visit!
6. Monitors will continue to be "rotated" out of the homes periodically.
7. Cary Dashiff will monitor all unoccupied homes on a quarterly basis.
8. Kirk Ryon will be conducting phone surveys for provider satisfaction with the monitoring process on a monthly basis.
9. Information on the Regional Group Home Monitoring will be placed on the internet in the near future.

- Kirk Ryon noted that the Agency for Persons with Disabilities is delaying implementation of the Residential Fee Collection initiative. No Residential Fees will be collected for this initiative until further notice is provided. If you have any questions regarding the Residential Fee Collection initiative, please contact Mr. Ryon at 305-377-7436.
- Kirk Ryon asked all providers present to review the May 21, 2012 Memorandum from Area 11 APD regarding the On Call policy and calls to the APD after hours designee. Mr. Ryon noted that there have been calls to the on call phone, some quite late at night or early in the morning for "reportable" incidents. Only critical incidents, including client arrests, require calls to the on call phone.
- Kirk Ryon discussed the Dade County Public Internment Program along with Ms. Elsbeth Arce from Agape Coordinating and Consulting. Information was distributed to all present regarding this resource which is offered through the Dade County Medical Examiner's Office. Included is an application for a prepaid internment program which allows a client to make prearrangements in case of death where there is no family to make arrangements or for clients who do not have arrangements in place. Support Coordinators, Supported Living Coaches or Group Home operators can complete a simple application and send the application along with a check for \$50.00 to the Medical Examiner's office. Clients will receive a pre-approval number to be used at the time of death in order to ----- this service.
- Kirk Ryon asked that providers be cautious when making residential placement plans for clients. Cary Dashiff, Residential Planning Coordinator must be apprised of any upcoming moves. Clients, particularly those with general revenue contracts may not be moved between homes operated by one provider. Contracts are written for specific homes and payment for services go to the home which was contracted by the Agency for that specific client and home..

Ms. Jackson reminded all providers that it is critical that all providers read the Handbook. If further clarification is needed please contact staff within our office.

Ms. Hillary Jackson reported the following reminders and updates below:

1. **Costplan Issues**

- All support coordinators should be finished updating ABC with the largest agencies having a deadline of 5/23/12. We appreciate you all diligently working to have the updates completed by the Area 11 deadline issued. Staff are working as quickly as possible and we are working on the updates based upon the dates that we were notified of the completed update; there is no need to call our office regarding the status of your agency, you will be notified via email. Please realize that this is a group project within our office so the staff you routinely correspond with may or may not be doing the ABC updates for your caseload.
- Support coordinators please be sure that you have reviewed all service authorizations for accuracy prior to issuing it to the provider. Providers, please immediately review all service authorizations upon receipt for accuracy. Corrections that are needed should be directed back to the respective support coordinator who will obtain a corrected service plan for you.
- 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.
- Crisis enrollment packets are not optional when a consumer is requesting services that will exceed their existing frozen costplan amount. Crisis packets submitted to our office must comply with the Business Process for Costplan Freeze that went into effect 3/28/11. We are concerned that there seems to be some support coordinators who are still not grasping this concept. New QSIs may need to be done for your consumer that you are submitting a crisis packet for; support coordinators are highly encouraged to attend or participate in the QSI for this consumer. This will assist all involved to ensure all facets are discussed.
- Initial Crisis Cost Plans for newly enrolled waiver consumers must be submitted to our office within 60 days of the consumer's enrollment. Consumers are enrolled with \$10,000.00 and TBD tier status to assist in alleviating the consumer's crisis. Prior to the support coordinator getting the file, there should have been an approval done for 3 months of support coordination services and limited approval for any other service. Support coordinators in order to better track this process we are now notifying you via Zixmail that you must prepare a crisis packet for submission which includes a due date to submit it to our office. It is imperative that this process be followed. APD Central Office is tracking the crisis submissions for new enrollees.
- We have received a listing of more than 100 consumers with residential habilitation service plans that have wrong unit costs and/or wrong unit measures. We are asking that all pay very close attention to the service plans before and after the service plan is approved.
- CMS Unit cost - please refer to the 5/9 & 5/15/12 email that was sent to all support coordinators. The unit cost maximum is \$246.75 on the rate sheet which is not to be exceeded. Detail the items and cost for items in the comment field.

- Respite requests should not be submitted at the last moment to our office especially for planned trips or scheduled surgeries or medical appointments that the parent/guardian already told you about.
- Please remind your staff that the Regional Office is allowed timeframes in which to respond to requests received in our office. I am asking that you all share this with your office managers and your support coordination staff. There seems to be an expectation that once an item has been submitted that it must be reviewed within that day or next day. Again, please remind your staff of this.

2. 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.
- We are noticing that some documentation is not being individualized but it seems as though it is being cut/paste from the service descriptors. Please ensure that your documentation truly represents the consumer accurately.

3. Support Plan/Forms/Case Note Issues

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.

2. Amendment Request versus Costplan Adjustment Form

- a) Please only use the 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) Amendment request 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.

4. Hearings/Final Orders

- 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 providers receive notification. I recommend that when sending authorizations to providers that you save the fax confirmation report.
- If a staff member calls you to provide updated information/documentation for a hearing, please do so as quickly as possible.
- We have had a few hearings when the person who requested the hearing has not appeared. Please be mindful of this if you are aware that someone is no longer interested in pursuing a hearing that they should withdraw the hearing request as soon as possible.

5. Disaster Preparedness

- Since February I have been sending out email information that should be shared with your consumers and families. Please take some time and get prepared and "get a plan" so that you are ready in the event of a disaster.
- I recommend that you all as service providers sign up for text or email alerts from the local weather stations that offer these updates. Additionally, FEMA offers text alerts, Facebook and Twitter Updates. Please encourage your consumers especially those that live on their own to sign up for these alerts.
- Please assist your consumers/families to locate their nearest shelters and register if needed. They should also identify and know available evacuation routes as soon as possible.

Ivonne Gonzalez, SHSPS reported:

Reminders for the Consumer Direct Care Plus Program:

- The Majority of the Cost Plans for the Fiscal Year 2012-2013 that are for CDC+ Consumers are approved in ABC. If you have the Purchasing Plan already completed you can submit it for the July 1, 2012 Effective Date.
- Because of high volume of Purchasing Plans that will be expected, you are given one more month for the Purchasing Plan to be effective for August 1, 2012. NO Purchasing Plan is needed unless there is a change to the budget that either increases or decreases the budget.
- The Consultants must submit the Purchasing Plan Changes to our office no later than July 3, 2012. Please do not wait until the last day as some corrections are probably needed. The Regional office has to submit the Purchasing Plan to Central Office no later than COB on Friday, July 13, 2012.

	<ul style="list-style-type: none"> • <u>CDC+</u> Consumers under 21 who have <u>PCA</u> on their cost plans will also begin to transition from Waiver to MSP (Medicaid State Plan). • The training sessions will be conducted via Webex by AHCA and EQ staff on July 10 and July 19th, 2012 from 10-12 pm for the Representatives and 1-3pm for the Consultants. Only a few will be coming to the area office for the webex, others will be reviewing the training on their own computers or in the Consultant offices. The transition is expected to be completed by October 1, 2012. • Last month I mentioned that as of May 1, 2012, the CDC+ program will hold payment for any claims submitted if the consumer has insufficient funds to cover those claims. This is referred to as PEND Solution: • CDC+ successfully implemented the internal control to "suspend" or "hold" claims submitted if the consumer has insufficient funds to cover those claims. • For the 5/2/2012 Payroll Processing: • Approximately 9% of the total CDC+ active population were affected with the hold on the payments. • For the 5/16/2012 Payroll Processing approximately 3% of the total CDC+ active population was affected and there was a decrease in the amounts of consumers affected. <p><u>QSI-Updates</u></p> <ul style="list-style-type: none"> • There are currently about 1,200 QSI assessments that need to be completed to be up to date on the three year reassessments. The assessors are working on the February 2009 reassessments. Please be cooperative, when they ask you for the information, as they are working on a weekly goal to complete these assessments. Thank you. 	
	<p><u>Maxine Johnson - Training</u></p> <ul style="list-style-type: none"> • Powerpoint presentation on how to navigate our on-line registration system. • All direct care providers are required to do the Person Centered Planning training. This training is not on our schedule because Marcie Brittain is still out and is presently the only certified instructor for the region. WSCs should register by email to me to get in the next Broward 2-day session. The dates and venue will be advised when we have that information. However, providers other than WSCs should continue to register directly online in the Broward classes as there are still slots available. • IBudget training for the region has not yet been scheduled since our implementation date is not until July 2013. We will keep you updated on when that training is scheduled. • Providers who took the APS (Adult Protective Services) training here last Thursday will receive the certificates when we receive them. 	
	<p>IMPORTANT: OUR ON-CALL PHONE NUMBER IS 305-299-3366</p>	
<p>III. ADJOURMENT</p>	<p>Meeting adjourned at 12:03 P.M.</p>	

Attendance:

Aileen Puelan , Guillermo Valenzuela, Giselle Casanova, Isabel Rojas, Luis Rodriguez, Gloria Fortune, Laurel Mofia, Manuel Achong, Dionne Barton, Arnold Coats, Lelany Archgueniz, Ololade Shokumbi ,Olakekan Shokumbi, Mimi Serna, Breanda Lampon, Mario Valdes, Xiomara Benavides , Lourdes Matamoros, Nereida Diaz, Sarah Cartaya, Gladys Minino, Judith Rodriguez , Ally Jalice, Vivian Owen, Portia James, Audrey Lawrence, Olimpia Omis, Dora Guzman, Muriel Cuadro,Rusty Towosken, Vivian Obiagen, Marlene Carrion, Janet Gonzalez,Derrick Toro, Yanisleydis Perez ,Alana Grant, Josephine Livingstone,Vivian Llorens, Janet Batet,Jerome Silverberg, Keisha Cassells,Pebbles Smith-Collins, Kathleen Childs, Xiomara Margarete, Pedro Herrera, Joanna Brown, Mayelin Armas de Leon, Pascale Malette, Darlene Thomas, Luran Vivent, Shelia Eduardos, Roberto Sotolongo, Mercedes Franco, Sophonie Maneus, Karina Gomez, Jorge Villalon, Martha Khan, Montrese Albury, Elsbeth Arce, Antwan Brown, Monica Gomez,Andres Pacheco, Marianela Wata Wara, Isis Espino, Mable Burger, Raquel Lotero, Sandra Jaramillo, Gisel Padro, Ludmila Swekevich, Ethan Grffin , Kathleen Mulkey, Emma Fagan,Martha Gonzalez,Cecil Clarke, Amanda Ortiz, Veronica Oliver, Kathy Morman, Gwen Walker, Edith Tuesta, Viveen Brooks, Star Granda,Linda Pratt .

*** Denotes tardiness of more than 15 minutes**

Lidice Zurbano*, Zek Ofili*, Dalila Maldonado*,Crislayne Abraham, Cristiana Robaina*, Mathew Zoschnick