



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Bureau of Developmental Services System Overview

March 2023

Agenda

1. Training Schedule and Overview
2. BDS Compliance
3. DAADS Functions
4. Service Coordination Functions
5. Updates to Service Coordination
6. Question and Answer

Training Schedule and Overview



Readiness Training Schedule

BDS is committed to providing support to service coordinators in preparation for 7/1.

BDS Provider Readiness Meetings

- **BDS Monthly Connection with Service Coordination and Intake Departments**
 - Every 2nd and 4th Wednesday of the month from 2-3:30pm.
- **BDS Bi-Weekly Provider Readiness Open Office Hours**
 - Every other Tuesday starting March 28th from 11-12pm.
- **BDS Monthly Provider Meeting**
 - Every 4th Wednesday of the month from 10-11:30am

Email Jessica Kennedy at jessica.l.kennedy@dhhs.nh.gov if you want to be added to the distribution list.

BDS Compliance



BDS Compliance Overview

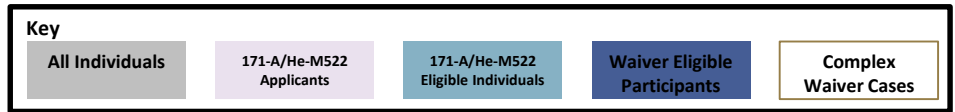
The New Hampshire Department of Health and Human Services (DHHS) and the Bureau of Developmental Services (BDS) are currently working to achieve compliance with two federal requirements: direct bill and conflict-free case management. In order to achieve compliance, BDS has identified a series of key actions which include:

- **Funding** - Developing and establishing a new administrative rate structure for area agencies;
- **Operations** - Enrolling providers within the Medicaid Management Information System (MMIS), so that these vendors can submit Medicaid claims;
- **IT** - Updating a supporting IT System, “New Heights,” with provider data to appropriately interface with the MMIS so that current service providers experience no payment disruptions;
- **Policy** - Updating Department policy (rules and informal guidance) to establish updated standards for area agencies, service providers, and service coordinators;
- **Stakeholder Engagement** - Stakeholder engagement and information dissemination to solicit input from and provide updates to impacted stakeholders.

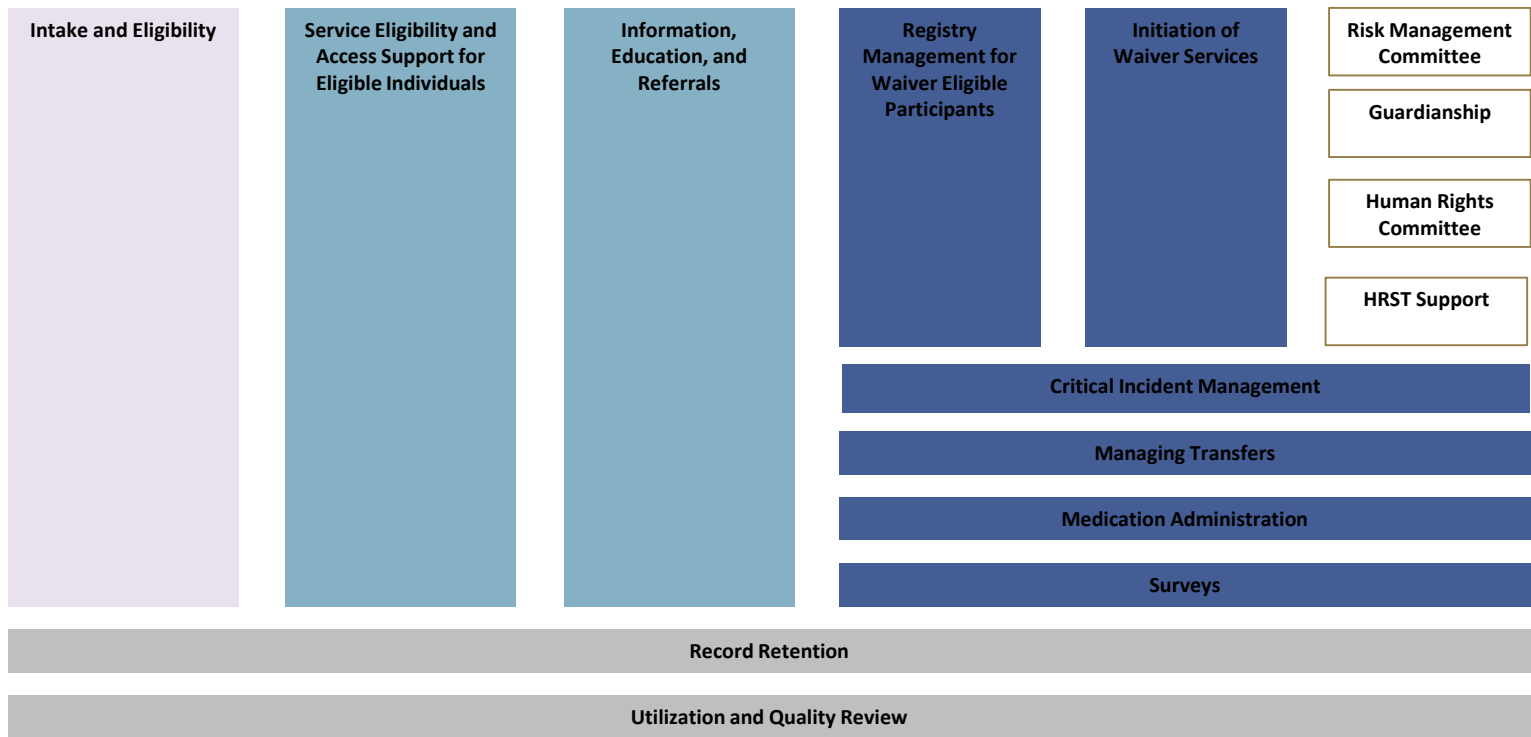
DAADS Functions



DAADS Summary



DAADS functions include activities across the 171-A/He-M522 and Waiver service intake and delivery process.

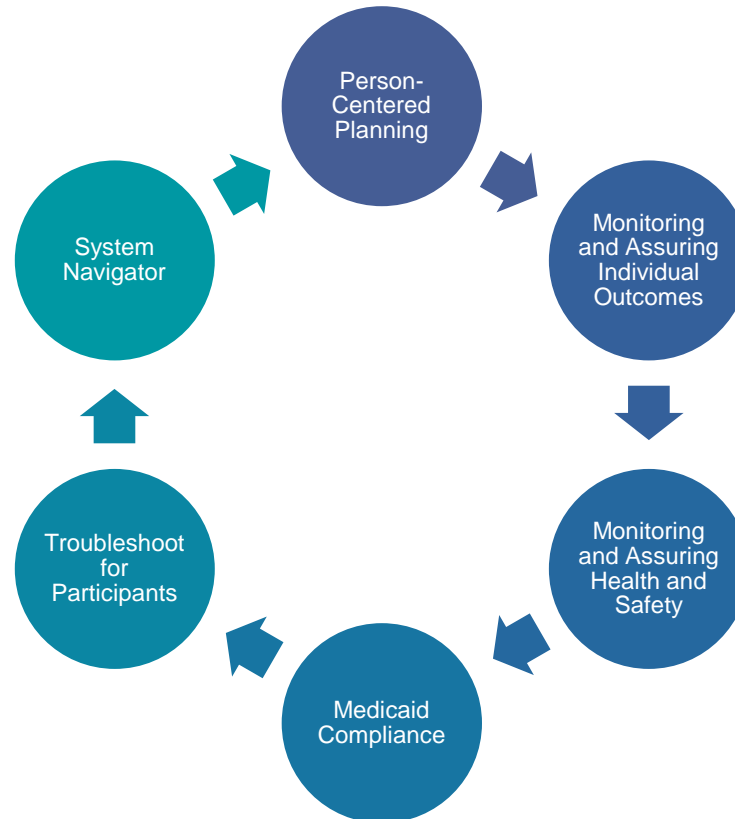


Service Coordination Functions



Service Coordination Functions

BDS views these 6 functions as the core functions of service coordination.



Service Coordination Functions



System
Navigator

Examples:

- Assisting eligible individuals in obtaining services
- Assisting individuals in accessing and maintaining benefits
- Assist with decisions related to legal and financial management, such as guardianship



Person-
Centered
Planning

Examples:

- Identify individual's needs, goals, and preferences
- Evaluation and assessments
- Service agreement development

Service Coordination Functions

Monitoring
and Assuring
Individual
Outcomes

Examples:

- Utilization of services
- Satisfaction and service outcomes
- Goal progression

Monitoring
and Assuring
Health and
Safety

Examples:

- Follow up on incident reports and sentinel events
- Completion of home visits
- Actively coordinate crisis situations
- 24/7 access for participant outreach

Service Coordination Functions

Medicaid
Compliance

Examples:

- Annual functional screens
- Uphold Medicaid requirements

Troubleshoot
for
Participants

Examples:

- Assist in service appeals process
- Federal and state reporting

Updates to Service Coordination



Changes to Service Coordination

- **Service agreements will be uploaded into NH Easy.**
- **IntellectAbility (HRST) system will still be used.**
 - Reach out to AA HRST Administrator for support with training.
- **Enrolled Medicaid service providers will be submitting proposed budgets to service coordinators based on RFP.**
- **Service coordinators will submit the prior service authorization request on a temporary basis after 7/1.**
- **No service authorization without a corresponding service agreement.**
- **If a change in service is needed after 7/1:**
 - The service coordinator may need to request to close one service authorization and request a new one.
 - Individuals already in receipt of waiver services will not be added to waitlist if they need additional services.
- **DHHS approved room and board request will be submitted through service coordinators.**
- **Service coordinators will serve as the lead for crisis coordination.**
- **Collection of documentation required for out of state services and settings criteria.**
- **Cost of care – 24/7 residential services**

Service Coordination Functions

- **BDS will provide updated guidance on functions and subfunctions in the coming weeks.**
- **BDS will be provide trainings on 7/1 readiness topics including service coordination functions.**

Question and Answer





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Next Meeting
March 22, 2023
2-3:30pm
