



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Advisory Committee Meeting

6.15.2023

Agenda

- BDS Readiness Updates
 - Provider Enrollment Update
 - Training Updates
- BDS Stakeholder Meetings Update
- Family Engagement
- Workgroup Updates
- Focus Groups

BDS Readiness Updates

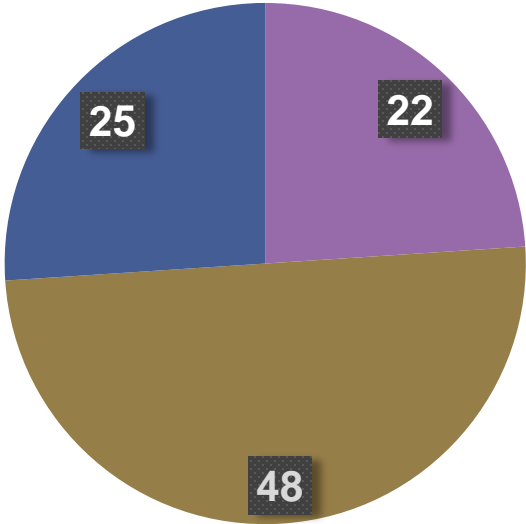


Direct Bill Compliance Snapshot

Achieving the 5/31 goal, 93% of PAs and 48 (of 95) providers are ready for direct bill.

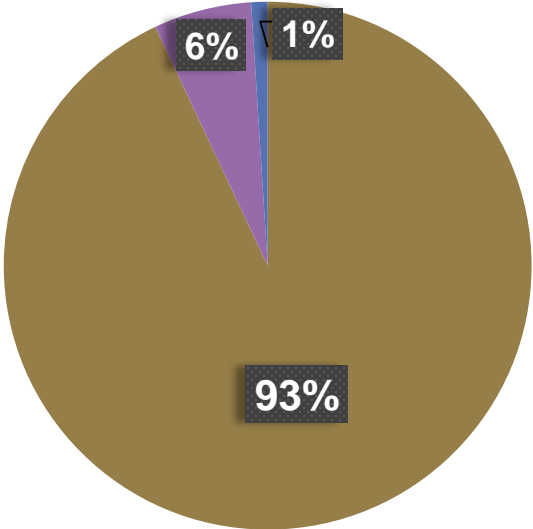
- The remaining 22 organizations with applications submitted account for between 5-6% of PAs.
- While the current snapshot shows 25 providers without an application, this list accounts for a very minimal % of PAs and may include some providers who have chosen to not enroll, and some who may not need to enroll due to a pass-through allowance for some services.

Provider Direct Bill Readiness



■ Applied ■ Enrolled ■ No Application

PA Readiness Status (%)



■ Enrolled ■ Applied ■ No Application

Training Updates

- **BDS has completed 4 weeks of provider cohort trainings as of 6/9/23**
 - Approximately 38 unique providers attend weekly across 3 cohorts.
- **BDS has completed 5 weeks of service coordinator supervisor trainings as of 6/9/23.**
- **BDS continues to offer bi-weekly meetings to service coordinators.**
 - Approximately 160 participants per meeting
- **BDS continues to offer monthly meetings to providers.**
 - Approximately 170 participants per meeting
- **BDS continues to offer bi-weekly provider office hours.**
- **BDS has completed NH Easy Phase 1 training.**
- **BDS is beginning NH Easy Phase 2 training on 6/13.**

BDS Stakeholder Meetings Update



Update on BDS Meetings

Due to the need to focus resources on the compliance transition and support, BDS will be making the following changes to the stakeholder meeting cadence:

Advisory Committee Meeting

- Meetings will shift to 1-hour sessions

Rate and Waiver Workgroup

- Workgroup leads will reach out to groups independently to provide any planned changes to meeting cadence through the transition period.

Advisory Committee Meeting

- As the Advisory Committee meeting time is shortened, we want to ensure that the committee is still up to date with all initiatives, policies, and trainings on the pathway to compliance.
- BDS will be developing a compliance matrix with updates on all things compliance including progress updates, expected timelines, and any barriers along the way.
- What are some items that the Advisory Committee would like to see be included in the compliance matrix?

Family Engagement



Family Engagement

- BDS has posted a webinar series, *"Introduction to Direct Bill and Conflict-Free Case Management in New Hampshire's Developmental Disabilities Service System"* to the BDS website.
 - <https://www.dhhs.nh.gov/programs-services/disability-care/developmental-services/conflict-interest-corrective-action-plan>
- BDS will host 3 in-person family information sessions regarding July 1st compliance.

Concord	Keene	Conway
<ul style="list-style-type: none">• June 22nd• 9:00-10:30am• Brown Auditorium 129 Pleasant St. Concord, NH 03301	<ul style="list-style-type: none">• June 27th• 6:00-7:30pm• Keene Public Library 60 Winter St. Keene, NH 03431	<ul style="list-style-type: none">• June 29th• 6:00-7:30pm• Conway Public Library 15 Greenwood Ave. Conway, NH 03818

To join any of the sessions via Zoom;

<https://nh-dhhs.zoom.us/j/88386496950?pwd=RTZsS0RFNkUzOUwvRmdlSzMzFIZWludz09>

Meeting ID: 883 8649 6950 Passcode: 495755

Workgroup Updates

- Waiver Workgroup
- Rate Workgroup



Assessment Focus Group



SIS Updates

Vendor responses to the SIS Request for Proposal (RFP) were due on May 31st. The responses we received are currently under review by the Contracts Unit and RFP review team.

What this Means

- BDS is looking for a vendor that will schedule and complete SIS assessments for people receiving developmental disability waiver services.
- The contract will last for two to six years.
- Vendor responses are due at the end of May.

Why it Matters

- Final requirements (in contract) for the vendor are not yet final. This means there is time to weigh in on what's important.
- Scheduling a SIS can sometimes be a logistical challenge for individuals and families. BDS wants to make sure the vendor schedules in an individual-friendly way.
- Many factors can influence the SIS experience for people. These include in-person/ virtual practices, preparation, interviewer behavior, etc. BDS wants to know what individuals and families think a vendor should know about NH to help the vendor be successful.

SIS Vendor Expectations

At minimum, the selected vendor will:

- Schedule SIS assessments
- Train assessors
- Develop relationships with/ collaborate with individuals, families, and community partners to facilitate SIS completion
- Use the most recent version of the SIS and supplemental questions, as determined by the Department
- Schedule assessments within 30 days of a referral (which will be determination of waiver eligibility)
- Ensure interviewers complete an Interviewer Reliability and Qualification Review (IRQR) annually
- Send a PDF version of the final SIS to an individual's area agency or service coordinator
- Have a project coordinator responsible for addressing concerns raised by the respondents and their families, providers, and the Department

To Apply for the Work, Vendors Must:

- Provide experience examples
- Explain how the organization will ensure equitable, measurable, and accurate SIS assessments are completed
- Describe their quality assurance activities
- Explain they will share information with the area agencies

What does the vendor need to know before beginning services in NH?

SIS Assessment Vendor Onboarding Considerations

Some experiences the vendor should know about could include...

Area Agency System
Overview

Current timing/
scheduling flexibilities
that work well for
people (Opportunities
for improvement?)

Communication
Flexibility
Phone, Email, Other

Current locations that
do/ do not work well
for people

The amount of
familiarity people have
with the SIS (Low,
Medium, High)

Common Positive
Experience and
Common Opportunities

What Other States Have Done

Here are some examples of how states have embedded their SIS vendor into their system

Maine

- Released a public workflow of the referral process
- Explained expectations for service coordinators related to the assessment process
- Explained that their vendor will use a script when contacting people to ensure consistency
- Publicly released their Respondent definition

[Source](#)

Virginia

- Released a public workflow of the referral process
- Required service coordinator attendance at the assessment and assigned them specific tasks
- Publicly released a Respondent definition

[Source](#)

ISA Focus Group



New Hampshire Planning Process Open Discussion

So far, we've talked about a *document* (the ISA), but now we would like to talk about *the process*. Please share strengths and opportunities related to....

	Learning about the DD System and available Supports	Completing eligibility with an area agency	Developing and documenting a life vision with an individual	Reviewing and documenting the relationships in a person's life	Reviewing and documenting what supports currently exist in a person's life	Based on an individual's goals and circumstances, developing a plan for services	Sharing that service plan with impacted people	Updating the service plan
For Individuals	✓	✓	✓					
For Families	✓	✓	✓					
For Service Coordinators	✓	✓	✓					

Preliminary Recommendation Log

- Develop a DD System 101 training (potentially a video) that can be shared with families, doctors, and school employees
- Require BDS staff and all service coordinators to complete social role valorization training
- Offer person-centered planning training such as CtLC to teachers
- Provide guidance to families and individuals about how they can use CtLC to put together an “about me” packet to be shared with providers and other staff
- Issue guidance to area agencies that best practice is for service coordinators to attend IEP meetings if invited; develop educational material for families about IEP coordination
- Provide additional information to families about the difference between RSA 171-A eligibility and waiver eligibility
- Provide clear information to families about what timelines are supposed to be followed throughout intake and eligibility
- Explore developing a Person-Centered Planning waiver service.

Updated on 5/4/23