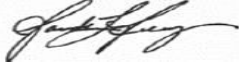


STATE OF NEW HAMPSHIRE BDS GENERAL MEMORANDUM (GM)	
DATE:	6/5/23
TO:	Area Agencies
FROM:	Sandy Feroz, Bureau Chief, Bureau of Developmental Services
SIGNATURE:	
SUBJECT:	Conflict Free Case Management
GM NUMBER:	GM#23-009
EFFECTIVE DATE:	7/1/23
REGULATORY GUIDANCE:	This memo is a communication tool circulated for informational purposes only. The goal is to provide information and guidance to the individuals to whom it is addressed. The contents of this memo and the information conveyed are subject to change. This communication is not intended to take the place of or alter written law, regulations or rule.

MEMORANDUM SUMMARY
The purpose of this memo to communicate to area agencies expectations regarding the conflict free case management compliance deadline after the 7/1/23 compliance date.

Thank you for your efforts in coming into compliance with the New Hampshire Conflict of Interest (COI) Corrective Action Plan (CAP) to comply with Federal requirements for Conflict Free Case Management (CFCM). Staff at the Department of Health and Human Services, Bureau of Developmental Services (BDS) have been working closely with Area Agencies across the state to assess the number of conflicted scenarios in each region.

Area Agencies have identified strategies to continue services for individuals and families with the least amount of disruption. For conflicted services that meet the criteria in the Only Willing and Qualified Provider (OWQP) policy, a request shall be submitted to BDS for review and approval. These programs will have one year from the date of approval to come into compliance. For programs that remain conflicted, but do not meet the criteria outlined in the OWQP policy, these programs will be considered out of compliance. **BDS is not permitted to grant waivers for settings that remain in conflict after the 7/1/2023 date.**

For programs that remain in conflict, BDS staff will be monitoring and working with the Area Agency as they implement their Agency Corrective Action Plan. The plan must indicate the efforts made by the Area Agency to identify a transition away from conflicted case management for each conflicted

situation/program. BDS has requested and been granted under the Appendix K additional time to move into compliance as part of the federal Public Health Emergency (PHE) National State of Emergency flexibilities, which ends November 10, 2023. As we get closer to this date, BDS will identify next steps with those agencies affected.

BDS is committed to our partnership with the Area Agencies and we are optimistic that solutions to these conflicted situations will be identified over the coming months.