
Division of Long Term Supports and Services

Bureau of Developmental Services

**Case Management Leadership Networking
NH Hospital Association
September 21, 2023**



Introductions

Presenters:

Sandy Feroz, Bureau Chief at the Bureau of Developmental Services
Division of Long Term Supports and Services, NH DHHS

Sandy.L.Feroz@dhhs.nh.gov

Abby Conger, Administrator II-Employment, Self-Direction and Strategic
Initiatives,

Division of Long Term Supports and Services, NH DHHS

Abigal.P.Conger@dhhs.nh.gov



Populations

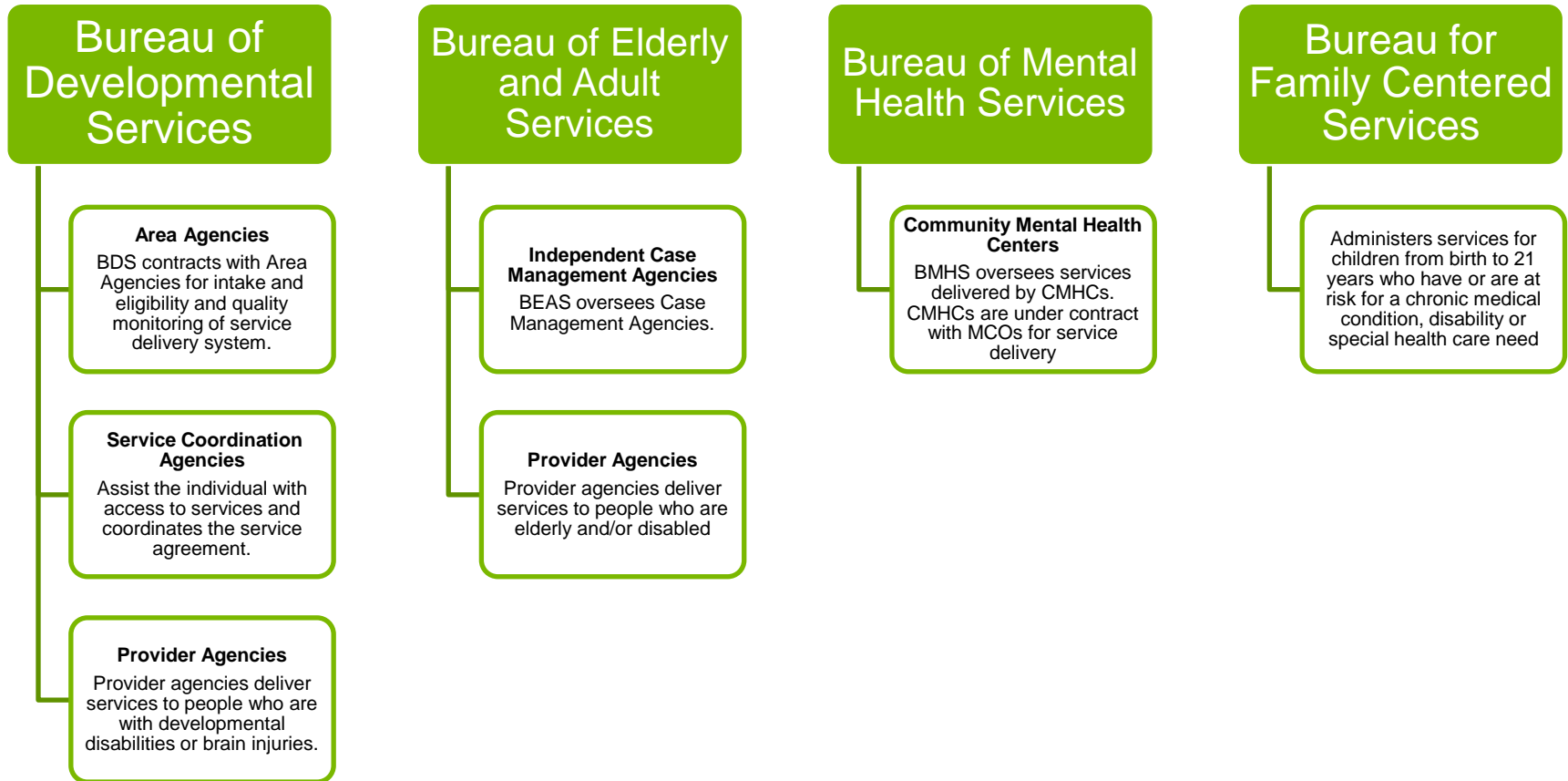
- Adults and Children with Developmental Disabilities (DD), Acquired Brain Disorders (ABD) or In Home Support for Children with Developmental Disabilities (IHS) Waiver recipients
- Children with Severe Disabilities (CSD) aka “Katie Becket” recipients, now referred to as Home Care for Children With Severe Disabilities (HC-CSD)
- People who are over 18 who are disabled and/or elderly (Choices for Independence (CFI) Waiver)

Adults with Dual Diagnosis such as DD, ABD or Elderly also presenting with Psychiatric Disorder or Severe Mental Illness

Home and Community Based Services (HCBS) Waivers allow for people who would traditionally be institutionalized to receive services in their communities.

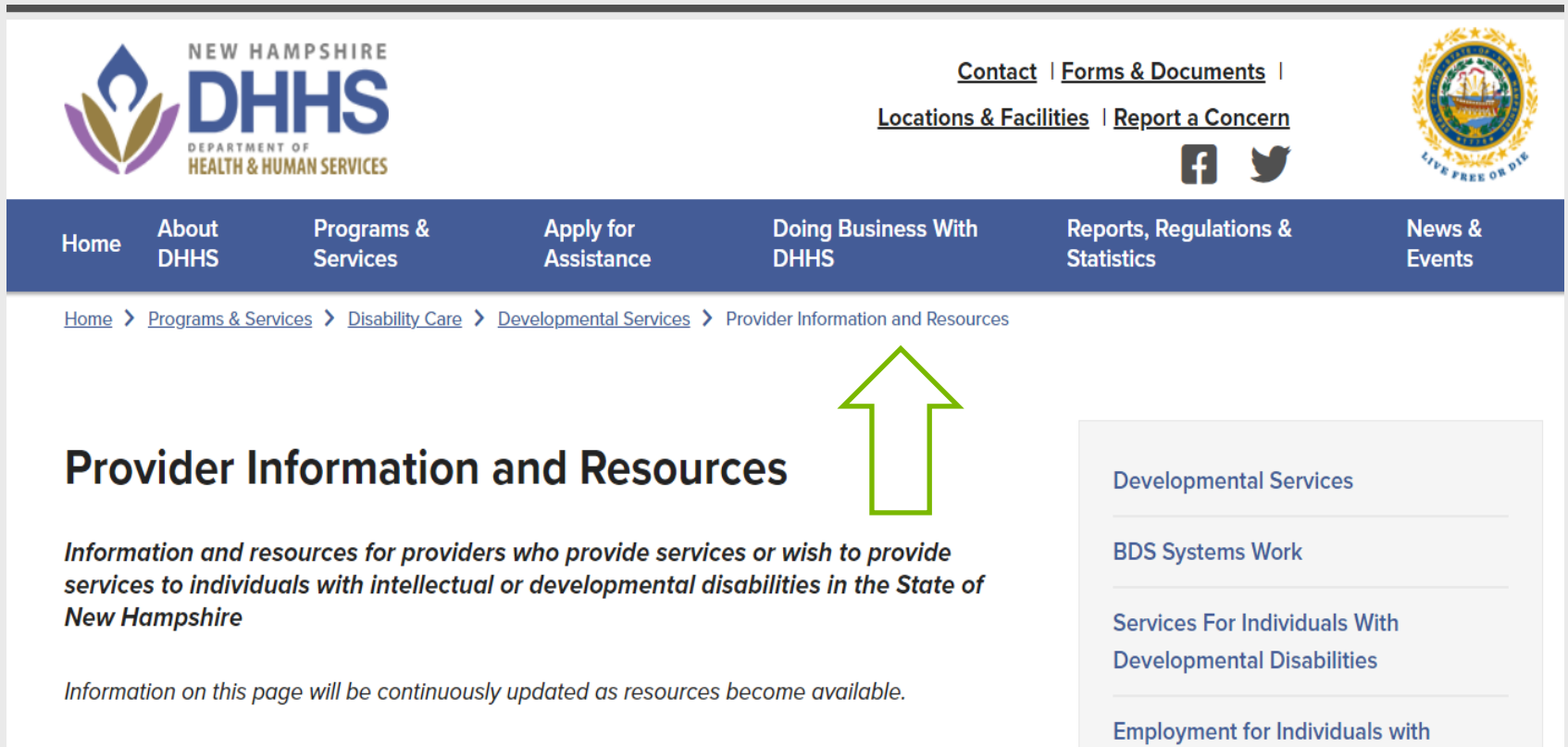


Overview of DHHS and Service Delivery



Service Coordinator Functions


Service Coordinator Functions List has been developed for BDS:



NEW HAMPSHIRE DHHS
DEPARTMENT OF HEALTH & HUMAN SERVICES

[Contact](#) | [Forms & Documents](#) | [Locations & Facilities](#) | [Report a Concern](#)

[f](#) [t](#)



[Home](#) [About DHHS](#) [Programs & Services](#) [Apply for Assistance](#) [Doing Business With DHHS](#) [Reports, Regulations & Statistics](#) [News & Events](#)

[Home](#) > [Programs & Services](#) > [Disability Care](#) > [Developmental Services](#) > [Provider Information and Resources](#)

Provider Information and Resources

Information and resources for providers who provide services or wish to provide services to individuals with intellectual or developmental disabilities in the State of New Hampshire

Information on this page will be continuously updated as resources become available.

- Developmental Services
- BDS Systems Work
- Services For Individuals With Developmental Disabilities
- Employment for Individuals with



Service Coordinator Functions

Service Coordinator Functions List has been developed for BDS:

Additional Resources

- [Residency Agreement FAQs](#)  - 09/15/2023
- [MMIS Provider Manuals](#)
- [Provider List by Service](#)  - Updated 8/29/2023
- [Bureau Liaison - Regional List](#)  (8/1/2023)
- [Pass Through Memorandum - March 2023, revised July 2023](#) 
 - [Pass Through Workflow](#) 
 - [Waiver Service Pass Through Responsibilities](#) 
 - [Pass Through Invoice Template](#) 
- [DAADS Function List - Effective 7/1/2023](#) 
- [Department Roles Presentation - 06/28/2023](#) 
- [BDS Specialty Services Special Session Presentation - 5/4/2023](#) 
- [Provider Enrollment FAQ - Spring 2023](#) 
- [Residential Provider Presentation - 4/11/23](#) 
- [AA NH Easy Presentation – Timeline and System Updates - 4/5/23](#)
- [Provider Readiness FAQ - Spring 2023](#) 
- [Service Coordinator Function List - Effective 7/1/23](#) 
- [List of Medicaid Enrolled Trading Partners](#) 
- [MMIS Claims Submission Overview Recording](#)
- [MMIS Claims Submission Overview](#) 
- [BDS Waiver Services \(Specialties\)](#) 
- [2022 Provider Enrollment Webinar Recording](#)
- [2020 Provider Enrollment Webinar Recording](#)
- [Provider Enrollment Reference Presentation - Fall 2022](#) 
- [Direct Bill Memo to Providers - August 2022](#) 



Challenges Faced by Emergency Department Personnel

- Patients are treated and ready for discharge.
- In many cases, these populations are HCBS Medicaid Waiver recipients and they have a service coordinator at the local Area Agency (AA) involved in coordinating their care.
- If they are Medicaid Recipients, they will have a Managed Care Organization (MCO) which manages their acute needs.
- If they have Mental Health Care needs, their behavioral health care may be managed through the MCO as well. They may also have a case manager at the local Community Mental Health Center (CMHC)
- It is unclear to the Emergency Department personnel on who to contact on the individual's behalf.



ED Personnel Experiences:

- Situations when provider agencies or family care givers have “given up” and the individual has nowhere to be discharged to.
- Situations when the individual cannot be discharged to their previous residence because they require a higher acuity of care, but there is no availability.
- Note: This is not just an emergency department issue. In some cases, hospital staff have difficulty when an individual had to be an inpatient (patients staying for weeks/months) cannot be discharged due to a variety of factors (no guardian, no agency, no appropriate placement).



Who Shares Responsibility for the Person in the ER?

Questions for the Hospital Staff to ask:

- Is there a legal guardian?
- Is there a provider agency involved? (residential staff or home care provider)
- Is there a Service Coordinator or Case Manager?
- Is there a Managed Care Organization?
- Is there an Area Agency?
- What is the role of the Bureau of Developmental Services / Bureau of Elderly and Adult Services and/or Bureau of Mental Health Services?



Crisis Policy on BDS Website



[Contact](#) | [Forms & Documents](#) |

[Locations & Facilities](#) | [Report a Concern](#)



- Home
- About DHHS
- Programs & Services
- Apply for Assistance
- Doing Business With DHHS
- Reports, Regulations & Statistics
- News & Events

[Home](#) > [Programs & Services](#) > [Disability Care](#) > [Developmental Services](#) > [Provider Information and Resources](#)

Provider Information and Resources



Information and resources for providers who provide services or wish to provide services to individuals with intellectual or developmental disabilities in the State of New Hampshire

Information on this page will be continuously updated as resources become available.

07/07/2023: Transition to Direct Bill Notice

****PLEASE NOTE** - During the transition to direct bill if a service provider identifies updates needed to either (1) the list of individuals supported by the service provider or (2) prior

[Developmental Services](#)

[BDS Systems Work](#)

[Services For Individuals With Developmental Disabilities](#)

[Employment for Individuals with Disabilities](#)

[Services for Children with Special Health Care Needs](#)



Policies and Guidance

- [Designated Area Agency Delivery System \(DAADS\) Guidance - May 2023, revised July 31, 2023](#) 
- [Crisis Policy - Final April 2023, revised May 2023, revised July 2023](#)  
- [Provider Onboarding and Operational Guidance - June 2023](#) 
- [Provider Billing SOP Guidance - June 2023](#) 
- [Cost of Care Policy Memorandum - February 2023, Revised June 2023](#) 
- [Community Integration Services \(CIS\) Guidance - June 2023](#) 
- [Out-of-State Service Provision Requests Memorandum – February 2023](#) 
- [Request for Out-of-State Placement Approval – February 2023](#) 
- [Transition from Special Education to the Adult Developmental Services System \(He-M 503 Rule Revision\)](#) 
- [Protocol for extended emergency department stays for individuals served by area agency](#) 
- [DLTSS Emergency Department Process & Protocols - NHH Association](#) 
- [DLTSS Emergency Department Process and Protocols - Q&A](#) 
- [Guidance for access to Medicaid State Plan Therapeutic Services for children 0-3 enrolled in Family Centered Early Supports and Services \(FCESSS\) - September 1, 2017](#) 



Medicaid Long Term Care Contact List: Bureau of Developmental Services (BDS)

BDS: This unit is responsible for determining clinical eligibility for Medicaid-funded home- and community-based services provided through the 1915 (c) Home and Community Based DD, ABD and IHS Waiver.

BDS works with Area Agencies to administer the Medicaid LTC eligibility and services.

BDS and/or subcontractors assess, evaluate and approve the long-term care needs of individuals in a face-to-face interview to determine if they meet the standard for He-M 503 (DD) or He-M 522 (ABD).

Service coordinators establish a service plan for those individuals determined to be eligible for DD or ABD services to assure their health and safety in a community setting.

BDS Contact List is on the next slide



BDS Regional Liaisons

Effective August 2023

Reg	Area Agency Name	Liaison	Phone	Email
1	Northern Human Services	Brianna Belfontaine	(603) 271-5021	Brianna.n.belfontaine@dhhs.nh.gov
2	PathWays of the River Valley	Allysa Voisine	(603) 271-5003	Allysa.R.Voisine@dhhs.nh.gov
3	Lakes Region Community Srvs	Melissa Occhipinti	(603) 271-5032	Melissa.L.Occhipinti@dhhs.nh.gov
4	Community Bridges	Brianna Belfontaine	(603) 271-5021	Brianna.n.belfontaine@dhhs.nh.gov
5	Monadnock Developmental Srvs	Karen McLaughlin	(603) 271-5094	Karen.L.McLaughlin@dhhs.nh.gov
6	Gateways Community Services	Karen McLaughlin	(603) 271-5094	Karen.L.McLaughlin@dhhs.nh.gov
7	Moore Center Services	Melissa Occhipinti	(603) 271-5032	Melissa.L.Occhipinti@dhhs.nh.gov
8	One Sky Community Services	Allysa Voisine	(603) 271-5003	Allysa.R.Voisine@dhhs.nh.gov
9	Community Partners	Allysa Voisine	(603) 271-5003	Allysa.R.Voisine@dhhs.nh.gov
10	Community Crossroads	Karen McLaughlin	(603) 271-5094	Karen.L.McLaughlin@dhhs.nh.gov



Programs – Bureau of Developmental Services (BDS)

14

BDS provides the majority of services with three Home and Community Based Services (HCBS) 1915 (c) waivers through the Center for Medicaid and Medicare Services (CMS).

Developmental Disabilities

Services include: Client Eligibility

- Typically require life long supports and services, can range from support during the day and/or at work up to 24/7 residential.
- He-M 503 defines eligibility – e.g., developmental disability, intellectual disability, autism, cerebral palsy.

Acquired Brain Disorder

Services include: Client Eligibility

- Typically require extensive life long supports and services, can range from support during the day and/or for work up to 24/7 residential.
- He-M 522 defines eligibility, e.g. traumatic brain injury, Huntington's disease. Require skilled nursing level of care or specialized residential services.

In Home Support Services (IHS)

Services include: Client Eligibility

- In Home Support services for children living at home with their families.
- Children up through graduation from school, eligibility defined in He-M 524.



Programs – Bureau for Family Centered Services

Early Supports and Services (Part C of IDEA)

**Services include:
Client Eligibility**

- Home-based model, PT, OT, Speech and Educator services.
- He-M 510 defines eligibility, for children birth through age 2, with an established condition or at risk of a developmental delay.

Family Support to Children with Chronic Health Conditions

**Services include:
Client Eligibility**

- Family support services to aid families in the care of their children who have chronic health conditions.
- Defined in He-M 523, children who have severe and chronic health conditions e.g. asthma, diabetes, heart conditions, etc.



Programs – Bureau of Developmental Services

Forensic Services

Services include: Client Eligibility

- 24/7 services in a secure setting, with an ultimate goal to a less restrictive setting.
- Eligibility defined in He-M 526. Individuals who have DD/ID, are charged with felonies, and found incompetent to stand trial; and/or Individuals who, through clinical risk assessment, are found to be at risk to self and/or the community.
- 100% General Funds, no Federal Funds.



List of Area Agencies:

Region 1 – Northern Human Services

Phone: 603.447.3347 / Website: www.northernhs.org

Region 2 – Pathways of the River Valley

Phone: 603.542.8706 / Website: www.pathwaysnh.org

Region 3 – Lakes Region Community Services

Phone: 603.524.8811 / Website: www.lrcs.org

Region 4: Community Bridges

Phone: 603.225.4153 / Website: www.communitybridgesnh.org

Region 5: Monadnock Developmental Services, Inc.

Phone: 603.352.1304 / Website: www.mds-nh.org

Region 6: Gateways Community Services

Phone: 603.882.6333 / Website: www.gatewayscs.org

Region 7: The Moore Center

Phone: 603.206.2742 / Website: www.moorecenter.org

Region 8: One Sky Community Services, Inc.

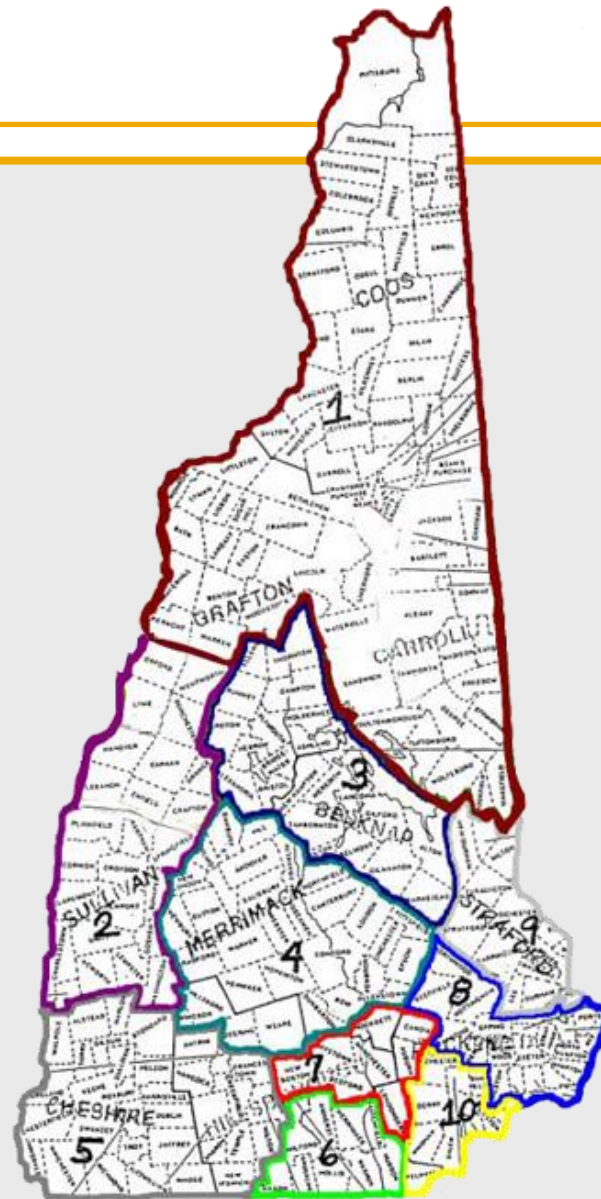
Phone: 603.436.6111 / Website: www.oneskyservices.org

Region 9: Community Partners

Phone: 603.516.9300 / Website: www.communitypartnersnh.org

Region 10: Community Crossroads

Phone: 603.893.1299 / Website: www.communitycrossroadsnh.org



Medicaid Long Term Care Contact List:

Bureau of Elderly and Adult Services (BEAS) Long Term Care (LTC) Medical Eligibility Unit

18

BEAS: This unit is responsible for determining clinical eligibility for Medicaid-funded nursing home care and home- and community-based services provided through the 1915 (c) Home and Community Based CFI Waiver.

BEAS and BFA have an integrated team and processes for administering the Medicaid LTC eligibility and services.

BEAS and/or subcontractors assess, evaluate and approve the long-term care needs of individuals in a face-to-face interview to determine if they meet the standard for nursing home care as defined in RSA 151-E:3 e.

BEAS and CFI case managers work together to establish a service plan for those individuals determined to be eligible for CFI services to assure their health and safety in a community setting. This unit also reviews and approves special rate requests for LTC, and nursing facilities.

BEAS Long Term Care (LTC) Eligibility Unit:

Kristina Ickes: BEAS Administrator IV

Office: 271-5035, Kristina.Ickes@dhhs.nh.gov

Long Term Care (LTC) Medical Eligibility Unit: Phone: 271-9088



Choices for Independence (CFI) Case Management Information Sheet

What is CFI?

Choices for Independence (CFI) is a home and community-based 1915(c) waiver, funded by Medicaid, that provides a wide range of services designed to enable eligible individuals to remain in their homes and stay active in their communities. (Adults participating in the CFI program must be at least 18 years of age, be eligible for Medicaid, and meet nursing facility level of care.)

Some of the supports that the CFI Program could provide to an individual include (but are not limited to):

- In-home services to assist with eating, bathing, dressing and other personal care tasks, as well as general assistance with household tasks and preparation of nutritious meals.
- Medical equipment and home modifications to support independence
- Respite care
- Participant-directed and managed services
- Supported employment

What are the steps I need to take to apply?

In order to be found eligible for the CFI Program, you must be found both financially and clinically eligible.

The first step in the eligibility determination process is completing and submitting a NH Medicaid application.

This can be done either online at www.NHEasy.com, at your local DHHS District office, or at your local ServiceLink office.

To locate your local ServiceLink office, you can either call 1-866-634-9412, or visit www.servicelink.nh.gov

To locate your local DHHS District Office, you can either call 603-271-9700, or visit www.dhhs.nh.gov

The staff located at both your local DHHS Office and ServiceLink office can help you through the process of completing the application and gathering all of the appropriate supporting documentation to determine eligibility.

What happens next?

Please be aware that it can take up to 45 days for the application materials to be processed once the application and supporting documentation has been submitted.

Once you are found eligible for CFI services, you will be assigned a CFI Case Manager, either based on your preference (if you have one) or the availability of service providers in your area.

For more information on the case management service providers in your area, please see the map on the opposite page.

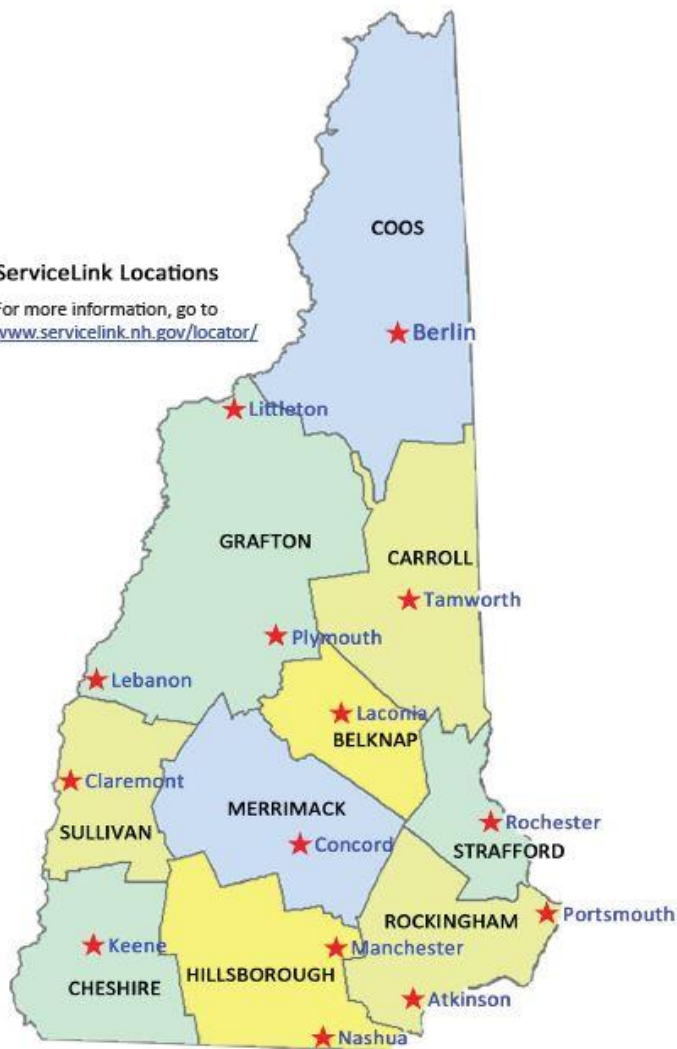
Once a Case Manager has been assigned to you, you will receive a letter from DHHS. A representative of the Case Management Agency will reach out to you to begin the development of your service plan. They will also assist you with arranging support services with other health care providers in your area, based on your goals and support needs.



Choices for Independence (CFI) Case Management Information Sheet

★ ServiceLink Locations

For more information, go to www.servicelink.nh.gov/locator/



Belknap
Brain Injury Association of NH
Community Crossroads (limited coverage)
Crotched Mountain
Granite Case Management
Life Coping
Pilot Health
Carroll
Brain Injury Association of NH
Crotched Mountain
Granite Case Management
Life Coping
Cheshire
Brain Injury Association of NH
Community Crossroads
Crotched Mountain
Gateways
Life Coping
Pilot Health
Coos
Brain Injury Association of NH
Crotched Mountain
Life Coping
Grafton
Brain Injury Association of NH
Community Crossroads (limited coverage)
Crotched Mountain
Granite Case Management (limited coverage)
Life Coping
Pilot Health

Hillsborough
Brain Injury Association of NH
Community Crossroads
Crotched Mountain
Gateways
Granite Case Management (limited coverage)
Life Coping
Pilot Health
Merrimack
Brain Injury Association of NH
Community Crossroads
Crotched Mountain
Granite Case Management
Life Coping
Pilot Health
Rockingham
Brain Injury Association of NH
Community Crossroads
Crotched Mountain
Gateways
Granite Case Management
Life Coping
Strafford
Brain Injury Association of NH
Community Crossroads
Crotched Mountain
Granite Case Management
Life Coping
Sullivan
Brain Injury Association of NH
Community Crossroads (limited coverage)
Crotched Mountain
Granite Case Management
Life Coping
Pilot Health

Brain Injury Association of New Hampshire
 Website: www.bianh.org
 Address: 52 Pleasant St, Concord, NH 03301
 Phone: (603) 225-8400

Crotched Mountain
 Website: crotchedmountain.org
 Address: One Verney Drive Greenfield, NH 03047
 Phone: (603) 547-3311

Granite Case Management
 Website: Not Available
 Address: 288 Baptist Hill Rd. Canterbury, NH 03224
 Phone: (603) 848-7345

Pilot Health
 Website: nhcaregiverconnections.org
 Address: 105 Castle Street Keene, NH 03431
 Phone Number: (603) 352-9354

Community Crossroads
 Website: www.communitycrossroadsnh.org
 Address: 8 Commerce Dr #801, Atkinson, NH 03811
 Phone: (603) 893-1299

Gateways
 Website: www.gatewayscs.org
 Address: 144 Canal St, Nashua, NH 03064
 Phone: (603) 882-6333

Life Coping
 Website: www.lifecoping.org
 Address: 159 Main Dunstable Rd #207, Nashua, NH 03060
 Phone Number: (603) 888-3588

Medicaid Long Term Care Contact List: Bureau of Family Assistance (BFA)

BFA: This Unit Administers programs that provide financial, medical, and food and nutritional assistance; help with childcare costs; and provide emergency help to obtain and keep safe housing.

Financial eligibility determination for these programs is processed through this Bureau. BFA and DLTSS work collaboratively to process applications for assistance and offer provider relations to LTSS providers.

BFA:

Secure LTC Email for verifications & general
Questions only:

longtermcare@dhhs.nh.gov

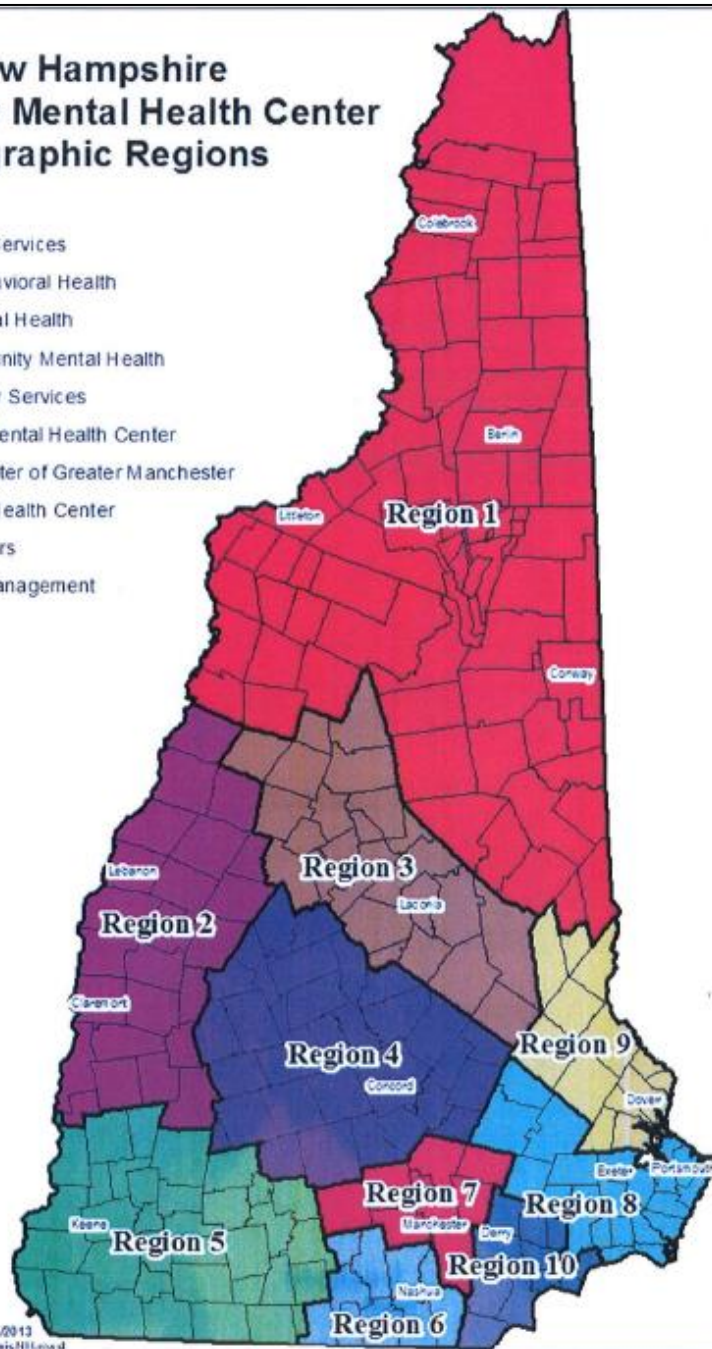
Help Desk: 1-844-275-3447



New Hampshire Community Mental Health Center Geographic Regions

Mental Health Regions

-  1 Northern Human Services
-  2 West Central Behavioral Health
-  3 Genesis Behavioral Health
-  4 Riverbend Community Mental Health
-  5 Monadnock Family Services
-  6 Greater Nashua Mental Health Center
-  7 Mental Health Center of Greater Manchester
-  8 Seacoast Mental Health Center
-  9 Community Partners
-  10 Center for Life Management



Map provided by DHHS/DCBCS/BBH/01/04/2013
D:\Doc\united\and_Set\log\jara\1.1\source\Dist\NH\Local



Managed Care Organization Contact Information:

23

New Hampshire Healthy Families:

<https://www.nhhealthyfamilies.com/>

Member Services: #1-866-769-3085

Well Sense Health Plan:

<https://www.wellsense.org/>

Member Services: #877-957-1300 option 3

Amerihealth Caritas:

<https://www.amerihealthcaritasnh.com>

Member Services: #1-833-704-1177

*If the individual has multiple needs, request the Care Coordination Department



Questions?

