CAREdesign
NEW YORK

PHP™
PARTNERS
HEALTH PLAN

Provider Webinar

The Life Plan Process

02/24/2022

Agenda

- **Welcome & Introductions**

- **Care Design NY/PHP overview and Alignment**

- **Review of Life Plan process**

- **Ensuring Effective Communication and timely resolution**

- **Provider Satisfaction Survey**

- **Next steps/Q&A**

Welcome & Introductions

- **Megan O'Connor-Hebert**
  Chief Administrative Officer
  CCO/HH and FIDA-IDD

- **Diane Marrone**
  Chief of Care Coordination
  CCO/HH and FIDA-IDD

- **Danielle Mazza**
  CDNY Assistant Vice President of
  Care Management for Upstate NY

- **Ernie McNutt**
  CDNY Assistant Vice President of
  Care Management for Downstate NY

- **Natalia McGarry**
  PHP Assistant Vice President of Care
  Management

- **Kim Carroccia**
  PHP Director of Network Development
  & Provider Relations

- **Stephen Schneider**
  PHP Senior Director of Network
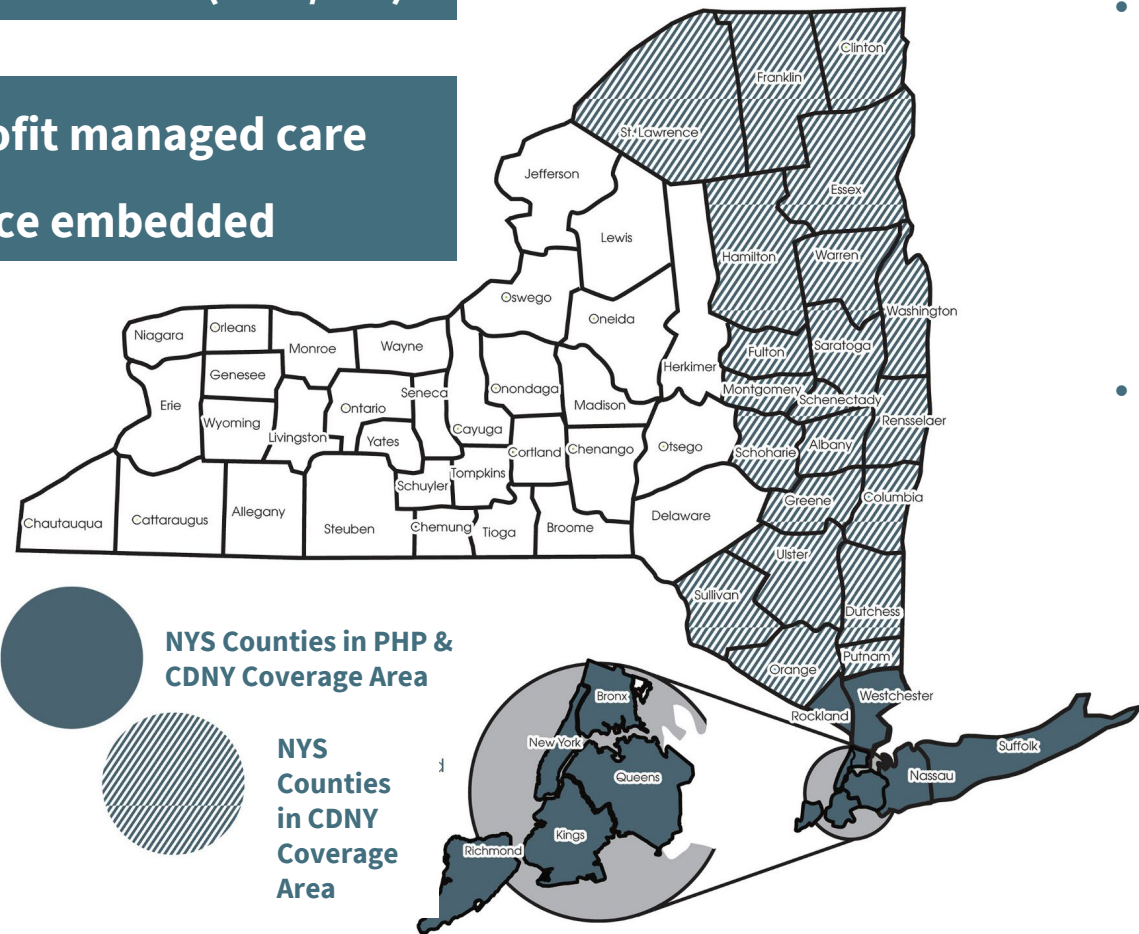 Development and Provider Relations

Care Design NY & PHP Alignment

**CDNY is a Care Coordination Organization / Health Home (CCO/HH)**

PHP is a not for profit managed care plan with CM service embedded

● NYS Counties in PHP & CDNY Coverage Area

◐ NYS Counties in CDNY Coverage Area

- Both **Partners Health Plan,** and **Care Design NY**, provide care management services to individuals with intellectual and other developmental disabilities

- PHP & Care Design NY **have recently aligned** in partnership to enable mutual access and benefit of the infrastructure and provider relationships across both organizations.

What does this alignment mean for members and providers?

- Both organizations **retain distinct properties**

- **CDNY** remains a CCO/HH

- **PHP** FIDA plan remains a voluntary option for dual eligible adults in 9 downstate counties

- **No changes in service delivery** CM models have not changed in either organization; no changes in assigned CM related to the alignment; same management teams
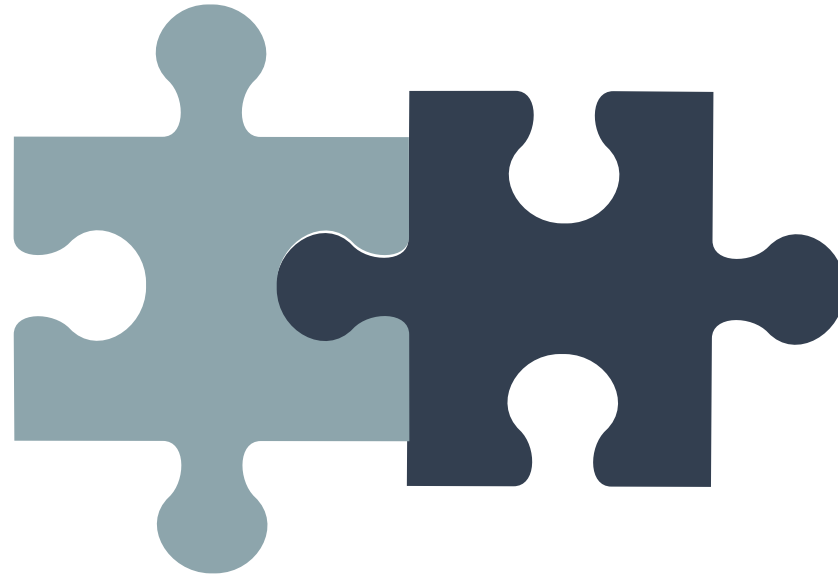
- **Care Management department integration** leverages sharing of best practices and current systems, experiences and skillsets

- **Improved internal process** result in enhanced member and provider experience (i.e. greater access to shared resources; aligned communications)

What to Expect in the Life Planning Process

An invitation for <u>all</u> Waiver service providers

A collaborative person-centered process considering all voices

No surprises after the LP meeting

Timely receipt of the finalized LP

What to Expect in the Life Planning Process

**Starts with assessment and/or review of assessments.
Assessment sources inform the Life Plan, but do not "dictate" it.
Person-centeredness is KEY!**

IAM Assessment (completed by CM) in advance of the LP meeting.
Providers can participate if desired, with the person/representative's approval.

DDP-2 (completed by CM every 2 years or as needed and by Waiver Providers)

LCED Re-Determination (completed by CM annually)

CAS/CANS (completed by OPWDD/Maximus Staff)

The Life Plan Process

The Life Plan Process for PHP & CDNY Members

CM convenes the IDT and schedules the meeting - inclusive of service providers. Care Managers should be offering option to do in-person.

- Service providers do have the option to join via HIPAA compliant technology – even outside of the Public Health Emergency

Care Managers will make every effort to share a draft of the LP prior to the meeting, and minimally will share a draft at the LP meeting for team members to view.

Member should be present for their LP meeting.

Assessments, Staff Action Plans, Self Direction budget, and other relevant documents are reviewed at the meeting.

The Life Plan Process for PHP & CDNY Members

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The team discusses **services, outcomes, and goals** and assigns service providers, **resulting in a draft plan** sent by CM to the member/advocate and IDT.

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If no edits, plan is approved for finalizing.

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Signature/agreement of the person/representative must be in writing. Can be scanned attestation or email response (attendance sheet for PHP). Must have approval of person/family to finalize the LP. Providers need to review and acknowledge/agree to the provider assigned goals, supports and tasks.

Finalizing the Life Plan

For members enrolled in the CDNY CCO/HH:

- Annual and semi-annual LP should be finalized 45 days following the day of the meeting.

- Finalized LP is then distributed to the member, representative and providers listed in Section IV of the LP.

For members enrolled in PHP FIDA plan:

- Life Plan approval includes agreement to authorized services (type and frequency)

- LPs for members enrolled in PHP FIDA plan must be finalized prior to effective date of new LP. IDT members have up to 3 days following receipt of finalized draft LP to approve.

Alignment of the LP and the SAP

Goals, Levels of Supervision, Tasks and Supports may be assigned to providers following the comprehensive assessment process, but should be discussed and reviewed for relevance and validity.

POM's and Goals in sections 2 and 3 of the LP are in general language and will not exactly match the Staff Action Plan. This is not a billing standard issue. Staff Action Plans spell out how the provider will deliver the outcome.

LP should be reviewed with the SAP. Reviews can also be held early to avoid discrepancies.

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The Life Plan Approval

The process for capturing the informed written consent of the person or their representative for their life plan is similar for Care Design NY and PHP.

- Care Design NY recently implemented a Life Plan Attestation Form
- Partners Health Plan (PHP) continues to use the Life Plan attendance sheet

In the event the Care Manager is unable to obtain the signed attestation form, the following methods will be used in order to document the person and/or their representative's approval:

- Email exchange
- Memorialized verbal approval as a last resort with documented efforts to obtain a signature/email approval.

The attestation form is only for the person and/or their representative's approval after the final approval of the life plan.

- Provider agreement to provide the supports and services in sections II, III and IV of the plan will continue to be captured through a verbal process and recorded in the drop downs on the Life Plan.

Staff Action Plan Distribution

- **Compliance for Staff Action Plans as a part of the person's record is shared between the CCO or PHP and the Habilitative Provider.**

- **CCOs and PHP are required to have the SAP as a part of the record and must be able to show this upon request during PCR reviews.**

- **Habilitative Providers are responsible per the OPWDD 18-09R ADM to distribute the SAP to the CCO or PHP as a part of the billing standard for reimbursement.**

  - *12) Evidence demonstrating the Staff Action Plan was distributed no later than 60 days after: the start of the habilitation services; the life plan review date; or the development of a revised/updated Staff Action Plan, whichever comes first (which may include, but is not limited to: a monthly narrative note; a HITS upload; or e- mail).*

- **Failure of a provider to demonstrate SAP distribution within the regulatory timeframe can represent an audit risk to the provider agency.**

Communication is critical. CDNY and PHP are committed to effective communication with our providers in order to achieve quality outcomes for the people we support.

- **Care Managers are the primary point of contact** for members enrolled in both the CCO/HH and PHP FIDA plan

- **CM Supervisors may be engaged if CM is unreachable**/if support with communication is needed.

- **CM Directors and Regional Directors are available** for support or if issues cannot be resolved at the CM and Supervisor level

How to contact your Care Manager

CM contact info is available in email signature.

BEST FORM OF CONTACT FOR all CM dept staff:

CDNY CCO/HH main number: 518-235-1888

PHP – Participant Services: 855 -747-5483

Provider/Care Management Communication

Partners Health Plan Regional Director Contact Info
RDs can be engaged for communication issues or
any complex issues needing escalation

NASSAU
Natalia McGarry
NMCGARRY@PHPCARES.ORG

MANHATTAN, STATEN ISLAND, BROOKLYN, QUEENS
Giselle Peter, LMSW
GPETERS@PHPCARES.ORG

SUFFOLK & WILLOWBROOK
Jennifer Rechner
JRECHNER@PHPCARES.ORG

BRONX, ROCKLAND, WESTCHESTER
Renata Goldman, RN, BSN
RGOLDMAN@PHPCARES.ORG

Provider/Care Management Communication

Care Design NY Regional Director Contact Info
RDs can be engaged for communication issues or any complex issues needing escalation

North Country
Sara Stone
SSTONE@CAREDESIGNNY.ORG

Capital Region 1
Carrie Wood
CWOOD@CAREDESIGNNY.ORG

Capital Region 2
Charlotte Kinnally
CKINNALLY@CAREDESIGNNY.ORG

Upper Hudson Valley
Margaret Winkler-Hoffmann
MWINKLER-HOFFMANN@CAREDESIGNNY.ORG

Lower Hudson Valley
Jane Greer-Fried
JGREER-FRIED@CAREDESIGNNY.ORG

Manhattan & Staten Island
Luisa Eusse-Roché
LEUSSE-ROCHE@CAREDESIGNNY.ORG

Bronx
Anna Quiñones-Brown
ABrown2@caredesignny.org

Brooklyn
Melisa Giuffra
MGIUFFRA@CAREDESIGNNY.ORG

Queens
Yajaira German
YGERMAN@CAREDESIGNNY.ORG

Long Island
Jocelyn Zeller
JZELLER@CAREDESIGNNY.ORG

Provider/Care Management Communication

Additional Communication Methods

After-hours urgent needs

CDNY after-hours emergency number: **1-877-855-3673**

PHP 24/7 nurse advice line: **1-855-769-2507**

Internal escalation processes support Care Managers and provider teams for complex issues

- **Clinical/healthcare support,** cross system team support to the care management teams to intervene and find needed supports.

- **If needed, CDNY Leadership outreaches to OPWDD Leadership and Leadership from other systems like ACS/CPS, APS, OMH etc..**

- **Additional strategies** to improve communication – coming soon:

  - Supervisor contact info will be added to Email signature
  - Meetings with provider agencies and regional teams/senior leadership upon request. Reach out to NDPR, a Regional Director or AVP)

Questions

Next Steps – Communication from NDPR

- Provider Newsletters
- Provider Satisfaction Surveys
- Provider Spotlights
- Provider Trainings