

CCA Monthly Roundtable | MINUTES

Meeting Hours: 2:30 PM – 4:00 PM
2:30 PM – 3:15 PM CCT
3:15 PM – 4:00 PM CCA ALW

Date: 10/6/2015

UPDATED Conference Phone Line

*Line Phone Number: (877) 929-7616

*Participant Code: 6918960

Standing Updates:

[3:15 – 3:25 pm]

- Review of Minutes/Action Items
 - No request for edits to the September Roundtable minutes in this month's meeting announcement. Approved minutes will be posted on the ALW webpage.
 - Acknowledged request in last meeting for dialogue regarding criteria for urgent ER cases. We will discuss more about this today.
- ALW inbox / enrollment statistics
 - There are 223 assessments, the oldest dated 6/17/15
 - There are 80 rollover and community placement assessment, the oldest dated 4/6/15
 - There are 139 pending or needing follow-up info, the oldest dated 5/11/15
- Quarterly Reporting
 - The next quarterly status report is due October 15th. Most of you received follow-up charts from your first baseline submission. Please send any follow-up information to these charts to the IR inbox. Any follow-up information not related to these follow-up charts need to be sent to the ALW assessment inbox. Please note that we will not be sending follow-up charts for future QSR submissions.

Topics:

[3:25 – 4:00 pm]

1. ALW Participants and IHSS

- ALW participants who are currently on IHSS when they enroll will need to disenroll from IHSS once they move in to the ALW facility and are approved for the Waiver. When our nurses receive an assessment for an individual currently on IHSS, our policy is to pend the enrollment until we receive confirmation that the IHSS disenrollment has been processed.

Please forward your ALW questions to: DHCSALWCCAAssessments@dhcs.ca.gov

- Kathleen King (ABC Seniors) asked, if disenrolling the client from IHSS, what is the timeframe between moving from IHSS services in the community to an ALW facility?
- Karli Holkko, (DHCS) clarified that the cases will be approved but pended until DHCS receives confirmation of IHSS disenrollment. We want the process to be seamless.
- Joseph Billingsley, (DHCS) added that on DHCS will work on the front end with CCA and check internally to ensure there is no double billing.
- Kathleen King (ABC Seniors) asked how the change was to be communicated.
- Joseph Billingsley (DHCS) explained that the client must contact the County office to disenroll from IHSS and said the CCA must communicate clearly to the individual what must be done for the transition. The County office will be able to identify the correct forms to use. We will send out examples of the necessary forms.
- Tina Harlan (ABC Seniors) asked if the ALW program needed confirmation of the disenrollment. Joseph answered yes.
- Mary Sayles (DHCS) asked if we could contact CDSS to try and facilitate. Joseph Billingsley (DHCS) replied that upon disenrollment, we would check back on our end. Mary Sayles (DHCS) asked if the NOA sent by CDSS could be submitted to DHCS. Tina Harlan (ABC Seniors) remarked that it was possible, but that it took a long time to do it that way.
- Joseph Billingsley (DHCS) added that the participant needs to receive support services in the community prior to transition to ALW. Enrollment will not be held up waiting for confirmation of IHSS disenrollment.

2. SNF Transition Incentive

- CCAs are eligible to receive the SNF transition incentive when a participant transitions from a SNF to the ALW. The CCA can bill for the \$1000 upon approval of the participant into the ALW.
- As a reminder, CCAs who are also CCT Los cannot bill for the \$1000 if they are billing CCT for the transition.
- Joseph Billingsley (DHCS) stated that ER transitions would not count as SNF transitions. They considered are community placements.

3. Assessment Inbox Assignment

- Karli Holkko (DHCS) stated that SNF transitions are processed by your assigned nurse. Jody Johnson and Lorraine Palmer are reviewing community placement and rollover applications. Jayvina Garfin is no longer with us so Jody is helping Holly Kim out with some of her assigned plans' SNF transition applications and Holly is performing the follow-up. Karli is working on an updated nurse assignment list but would like to confer with Alice Chan when she is back from vacation next week before distributing.

4. Effective Enrollment Date for ALW Participants

- The effective date of enrollment is the date a complete application is received or the move-in date, whichever is later.
- For rollover applications, the effective date is the date a complete application is received.
- We are drafting guidance for the CCAs on what constitutes a "complete" application. This information will be posted to our website.
- Joseph Billingsley (DHCS) added that "complete" means required forms with all required signatures. This will help us process our backlog more quickly, less back and forth correspondence, etc.
- Lauren Kinsel (Senior Care Solutions) asked if a client is pending move, and it lapses into 6 months, is a new packet required?
- Joseph Billingsley (DHCS) replied that a new assessment and ISP would be required, as it would provide clarification of needs and or priorities and is still appropriate for the population being considered. He added that DHCS is looking to come up with a clear policy on that subject.

5. Clients Transitioning from the ER

- For discussion on this topic, DHCS would like to receive feedback on what specific situations the CCAs are experiencing where an individual would be transitioning from the ER and should be considered an urgent enrollment.
- Lauren Kinsel (Senior Care Solutions) commented that they did not have an ER client but had an urgent case: a lady with dementia who was being evicted.
- Patty Watson-Wood (Huntington Hospital Senior Care Network) remarked that they had a similar case and was submitting to Holly that day.
- Debbie Brooke (NorCal) added that they were working with an individual that had been kept in the ER overflow for 6 weeks. That person was now at a SNF and she was working to transition them from there.
- Heather Angel-Collins (JFS) said they have a client that has been an inpatient for over a year. She is currently being assessed for the ALW program.

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- Joseph Billingsley (DHCS) clarified by saying that we were looking for instances where urgent enrollment would be necessary. Individuals with a home to go back to would not qualify as a SNF transition or urgent enrollment; rather, they are considered a community placement.

6. ALW Marketing Materials

- We wanted to ask you all if you have developed any marketing materials, fact sheets or FAQs for the ALW program that you distribute to potential participants? We are working on our fact sheets for the program and would like to draw on any materials you have already developed. We will be sure and distribute the materials we develop to all of the CCAs once finalized. If you have any sample materials you would be willing to share, please send them to Karli.
- Joseph Billingsley (DHCS) began by explaining that this topic was generated by the number of calls from potential applicants/family members about eligibility, timeframes, etc. We'd like to provide some standard answers. For consistency, do the CCAs have any materials that we can utilize to update our existing materials?
- Patty Watson-Wood (Huntington Hospital Senior Care Network) said they have a factsheet and a 3 minute voicemail.
- Tina Harlan (ABC Seniors) added that they have one as well.
- Liz Caldwell (Elder Options) also has info to share.
- Karli Holkko (DHCS), thank you!

7. Feedback on Roundtable Meetings

- The feedback received was generally positive. People appreciate the formal agendas and the meeting minutes that are developed and sent out. We did receive a couple of requests to split the meetings. We do not want to overload your schedules by arranging two separate calls. We are however, looking into the possibility of increasing the length of the meeting and making it a quarterly meeting. To ensure that you still have an opportunity to ask questions, or discuss issues between the meetings, we are developing a ListServe. This will be a forum for each organization to access and send questions and comments or let us know about any issues you are experiencing. We hope to have more information about this ListServe soon.
- Bill Mathis (ABC Seniors) liked the idea of more time with the CCAs. Not sure if having bi-monthly meetings is sufficient for the CCT portion but as long as Karli is open to answering questions, it should be okay.
- Karli said yes, feel free to call me anytime.

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8. Open Discussion

- Joseph Billingsley (DHCS) provided additional comment on SNF transitions: For the most part, we are keeping up with the assessments, but some organizations do have a higher volume. If a SNF transition assessment is not reviewed in a timely manner (3 month), a new assessment will not be required.
- One of the CCAs commented that one of the 6-bed facilities received was reviewed by a California Department of Social Services (CDSS) Community Care Licensing (CCL) Licensing Program Analyst (LPA) who informed them that they could not keep people who are total care. The LPA informed them that the resident could not stay there without hospice care. Does DHCS have an interface with the CDSS to educate them on how program works?
- Patty Watson-Wood (Huntington Hospital Senior Care Network) said they experience difficulties when attempting to transition dementia clients. It seems the RCFs try to transition the individuals to hospice for increased care.
- Kathleen King (ABC Seniors) asked if Licensing (CDSS) was involved with the ALW program.
- Joseph Billingsley (DHCS) answered no, there are separate requirements for CCL and there is no direct oversight at CDSS of ALW. There are provisions for ALW participants to receive greater care in this program. If any issues arise with CDSS, please refer them to us so that we can discuss and resolve.

Action Items:

- Updated CCA Nurse Assignment List
- Guidance on what constitutes a complete application package