

ICF/DD Carve-In Stakeholder Workgroup

Eleventh Session

Friday, August 25, 2023

Workgroup Agenda

- » Introductions
- » Deliverable Updates
- » Transportation
- » Communications and Outreach Plan

How to Add Your Organization to Your Zoom Name

- » Click on the **Participants** icon at the bottom of the window.
- » Hover over your name in the **Participants** list on the right side of the Zoom window.
- » Select **Rename** from the drop-down menu.
- » Enter your **name** and add your **organization** as you would like it to appear.
- » For example: Kevin Tolmich – Mercer

ICF/DD Carve-In Workgroup

- » Meetings are open to the public using the link from the LTC ICF/DD web page: [Intermediate-Care-Facility-for-Developmentally-Disabled-ICF-DD-Long-Term-Care-Carve-In](#).
- » Presentations and discussion are welcome from all Workgroup members and all other attendees.
- » Members of the public will remain in listen-only mode. Any member of the public may send an email regarding questions or comments they may wish to share for DHCS/DDS consideration: ICFDDworkgroup@dhcs.ca.gov.
- » Workgroup meetings will be a solution-focused, collegial environment for respectfully expressing different points of view.
- » Workgroup is for direct communication and problem solving with the DHCS for the ICF/DD carve-in to Medi-Cal managed care.

Roll Call: ICF/DD Workgroup Members

Name	Organization
Janet Davidson	Health Plan of San Mateo
Dennis Mattson	Independent Options
Brian Tremain	Inland Regional Center
Becky Joseph	JonBec Care Inc.
Linnea Koopmans	Local Health Plans of California
Jenn Lopez	Local Health Plans of California
Lori Anderson	Momentum
Stacy Sullivan	Mountain Shadows Support Group
Larry Landauer	Regional Center of Orange County
Mark Klaus	San Diego Regional Center
Olivia Funaro	San Gabriel/Pomona Regional Center
Robert Harris	Service Employees International Union
Matt Mourer	The Arc of SD
Deb Donovan	Valley Village

Roll Call: ICF/DD Workgroup Members

Name	Organization
Kim Mills	A Better Life
Beau Hennemann	Anthem
Amy Westling	Association of Regional Center Agencies
Susan Mahonga	Blue Shield of California
Ysobel Smith	Blue Shield of California
Craig Cornett	California Association of Health Facilities
Jennifer Breen	California Association of Health Facilities
Scott Robinson	CalOptima
Tami Reid	CenCal
Sylvia Yee	Consumer Voice
Kathy Mossburg	Developmental Services Network
Diane VanMaren	Developmental Services Network
Elizabeth Zirker	Disability Rights California
Edward Mariscal	HealthNet

Introductions: DHCS

DHCS

Susan Philip, Deputy Director, HCDS

Bambi Cisneros, Assistant Deputy Director, Managed Care, HCDS

Beau Bouchard, Assistant Division Chief, CRDD

Stephanie Conde, Branch Chief, MCODE

Tyra Taylor, Assistant Chief, CAD

Shanell White, Branch Chief, CAD

Dana Durham, Division Chief, MCQMD

Stacy Nguyen, Branch Chief, MCQMD

Alek Klimek, Chief, FFSRDD

Rafael Davtian, Deputy Director, HCF

Michelle Retke, Division Chief, MCODE

Jesse Delis, Assistant Division Chief, CRDD

Christie Hansen, LTC Rates Section Chief FFSRDD

Phi Long (Phil) Nguyen, Research Data Supervisor, FFSRDD

Tracy Meeker, Consultant, MCQMD

Jalal Haddad, Project Manager, HCDS

Introductions: DHCS

DDS

Jim Knight, California Department of Developmental Services

Caroline Castaneda, California Department of Developmental Services

Jane Ogle, Consultant for California Department of Developmental Services

Consultants

Kathy Nichols, Mercer

Brittany van der Salm, Mercer

Kayla Whaley, Mercer

Kevin Tolmich, Mercer

Eva Velez, Mercer

Branch McNeal, Mercer

Kristal Vardaman, Aurrera Health Group

Becky Normile, Aurrera Health Group

Winter Koifman, Aurrera Health Group

Brendan Finn, Aurrera Health Group

Workgroup Charge and Goals

- » To provide an opportunity for stakeholders to collaborate and provide advisory feedback on DHCS' policy and operational efforts in carving in ICF/DD homes from FFS into Medi-Cal managed care.
- » The ICF/DD Workgroup will focus on issues specific to Medi-Cal beneficiaries with developmental disabilities, and the ICF/DD homes and providers who serve this population.
- » The goal of the workgroup will be to create an ICF/DD Promising Practices/FAQ document, which DHCS may use to inform development of an APL focused on the ICF/DD carve-in.

Deliverables Updates - APL

- » The APL was released on August 18, 2023.
- » Extensive edits made based on comments received in the following areas:
 - Treatment Authorization Requirements
 - Network Readiness Requirements
 - Included and Excluded Services
 - Benefit Requirements
 - Payment Requirements
 - Continuity of Care
 - Population Health Management

APL Comments – Additional Considerations

- » There are several reasons why explicit comments may not be addressed in the APL:
 - APLs are DHCS policy for MCPs and do not directly provide guidance targeted to ICF/DD Homes or other providers.
 - Where there is guidance in other documents, the APL points to those documents in the footnotes.
 - This is to minimize the need for DHCS to continually update the APL if other guidance is updated, while providing clarity on where the reader can go to for relevant guidance.
 - Many of the questions/comments will be addressed in the Frequently Asked Questions (FAQs).

Deliverables Updates – Model Contract Language

- » Model Contract Language was released on August 18, 2023.
- » Changes made based on comments received in all sections:
 - Definitions
 - Service Authorizations and Timelines
 - Prompt Payment and Claims
 - Leave of Absence and Bed Holds
 - Quality and Oversight

Deliverables Updates – Billing and Invoicing Guide

- » Billing and Invoicing Guide was sent out for comment on August 18, 2023.
- » Changes made based on public comment regarding:
 - UB-04 and CMS 1500 Claim Templates
 - Revenue and Accommodation Codes
 - Timely Claims Submissions
 - Data Elements
 - Adjudication Process and Return Transmissions

Deliverables Updates – Letters and Contact List for Homes

- » ICF/DD Homes Key Contact List
 - The list includes approximately 700 ICF/DD Homes.
 - The list has been shared with Medi-Cal managed care plans (MCPs) to support their outreach and contracting efforts.
- » ICF/DD Carve-In Notice Letter
 - DHCS distributed the notice to MCPs and ICF/DD Homes to promote awareness of the Carve-In and encourage relationship-building and contracting between Homes and MCPs.
- » Other upcoming provider communications:
 - DHCS will send providers information and updates about the ICF/DD Carve-in via newsflashes in November and December 2023.

Deliverables Updates – Frequently Asked Questions

- » Additional guidance was added to FAQs based on comments received on other documents.
- » Will be sent out with the Policy Guide in Q4 2023.

Deliverables Updates – Policy Guide

- » Contains a collection of all policy documents to date.
- » The goal is to bridge policies and promising practices.
- » Primary Sections: Background, Policy Context for Promising Practices, ICF/DD Promising Practices, Billing Guidance, Quality Monitoring and Reporting, Model Contract Language, MCP Credentialing Process
- » Scheduled to be completed Q4 of 2023.

Deliverables Updates – Policy Guide

ICF/DD Promising Practices

- » ICF/DD Promising Practices contains:
 - Internal Knowledge Building by MCPs
 - Innovative Communications
 - Learning Collaboratives
 - Proactive Integrated Transition Planning
 - Identifying any potential continuity of care issues
 - LTSS Liaison
 - MCP's Engagement with Regional Centers

Policy Documents/Resources

- » Guidance to MCPs
 - APL, model contract, Policy Guide, Billing and Invoicing Guide, ICF/DD Homes Key Contacts List, Frequently Asked Questions

- » Provider Information
 - Model contract, Billing and Invoicing Guide, carve-in notice letter, Newsflash, Provider Bulletin, Frequently Asked Questions

- » Member Informing Materials
 - Notice, NOIA, plain language flyer

Notices

» ICF/DD Home Carve-In Notice

- Issued to MCPs and ICF/DD Homes on 8/2/23 to more formally announce the transition to Medi-Cal managed care.
- It aimed to provide a general overview of the goals of the transition, specify which facilities are included, provide notice that MCPs may have begun and will continue to contact homes regarding contracting, notified homes of forthcoming Model Contract Language, and of data transmissions to MCPs.

» Member Notices

- Official notices will be sent to ICF/DD Home residents explaining the transition and their rights and responsibilities relative to it. To be mailed at 60- and 30-days pre-transition and posted on the DHCS website.
- A link to a Notice of Additional Information (NOAI) will be posted on the DHCS and Health Care Options website and accessible through a Quick Reference (QR) code in the notices.

Notices

» Plain Language Notice

- An additional member notice document drafted in plain language and intended to present information on transition, next steps, and where to find information. It currently out for a final review and will be posted with the Member Notices.

Transportation

- » Non-Emergency Medical Transportation vs. Non-Medical Transportation (per APL 22-008)
- » NEMT services are a covered Medi-Cal benefit when they are prescribed in writing by a physician, dentist, podiatrist, mental health provider, substance use disorder provider, or a physician extender, for the purposes of enabling a member to obtain medically necessary covered services or pharmacy prescriptions authorized by Medi-Cal Rx.
- » MCPs must provide NMT services necessary for members to obtain medically necessary Medi-Cal services, including those not covered under the MCP contract. Services that are not covered under the MCP contract include, but are not limited to, specialty mental health, substance use disorder, dental, and any other benefits delivered through the Medi-Cal FFS delivery system, including pharmacy services provided to members upon the implementation of Medi-Cal Rx.

Transportation

- » As of January 1, 2024, transportation services will be coordinated between the MCP and ICF/DD Home as set in APL 22-008 and the ICF/DD State Plan Amendment.
- » At a minimum, MCPs must provide the following round trip NMT services:
 - Medically necessary covered services
 - Members picking up drug prescriptions that cannot be mailed directly to the member
 - Members picking up medical supplies, prosthetics, orthotics and other equipment
- » At minimum, MCPs must provide NEMT services for:
 - Transfers between facilities for members who require continuous intravenous medication, medical monitoring, or observation.
 - Transfers from an acute care facility to another acute care facility.
 - Transport for members who have recently been placed on oxygen (does not apply to members with chronic emphysema who carry their own oxygen for continuous use).
 - Transport for members with chronic conditions who require oxygen if monitoring is required.

Transportation

- » ICF/DD Homes will continue to be responsible for transportation to and from Day Programs (Referenced in the ICF/DD State Plan Amendment).
 - A Day Program is defined as a program that provides social, habilitative, adaptive, recreation, developmental, or learning services to individuals on an hourly or daily basis, but less than on a 24-hour basis.
 - This will remain unchanged and is not the responsibility of MCPs.
- » As a promising practice, ICF/DD Homes can request support from MCPs regarding transportation when the ICF/DD Home fleet does not have capacity to support a transportation request.

Communications and Outreach Overview

Educational Webinar Series

- » DHCS and DDS are hosting a webinar series to provide ICF/DD Homes, Regional Centers, and MCPs with an understanding of the ICF/DD Carve-In policy requirements and overall readiness for the transition.
- » Webinars are open to the public.

Office Hours

- » In between webinars, DHCS and DDS are hosting office hours to provide an opportunity for ongoing technical assistance for ICF/DD Homes, Regional Centers, and MCPs.
- » Office Hours are open to the public.

Trusted Advisor Trainings

- » DHCS and DDS are facilitating trainings to support stakeholders that will be engaging directly with members.
- » The trainings are intended to provide the advisors with accurate information on the Carve-In policies in order to effectively support members.

Educational Webinars and Office Hours

Topic*	Audience	Date
ICF/DD Carve-In 101 for MCPs	MCPs	July 12, 2023
ICF/DD Carve-In 101 for ICF/DD Homes	ICF/DD Homes & Regional Centers (RCs)	August 21, 2023
Office Hours	ICF/DD Homes, RCs, and MCPs	September 8, 2023
Promising Practices	ICF/DD Homes, RCs, and MCPs	October 6, 2023
Billing and Payment	ICF/DD Homes, RCs, and MCPs	November 17, 2023
Office Hours	ICF/DD Homes, RCs, and MCPs	December 1, 2023
How Medi-Cal Supports ICF/DD & Subacute Residents	ICF/DD Homes, RCs, Subacute Facilities and MCPs	December 15, 2023

**These topics may be subject to change based on the needs of ICF/DD Homes, RCs, and MCPs.*

Trainings for Trusted Advisors

- » The following groups, which are listed as resources in the DHCS ICF/DD member notices, will be offered two training date options – September 25 and October 20, 2023:
 - Health Care Options
 - Medi-Cal Managed Care Ombudsman
 - Medi-Cal Help Line (CA-MMIS)
 - LTC Ombudsman
 - Medicare Medi-Cal Ombudsman

- » Additional trainings will be provided to the following groups in October and November 2023:
 - Health Insurance Counseling and Advocacy Program (HICAP)
 - Regional Centers

Upcoming Workgroup Meetings

- » Future Topics:
 - September: Updates on Credentialing, FAQs, and ICF/DD Policy Guide
 - October and December: Quality Plan
 - November: Network readiness update
- » Monthly for one hour until February 2024 to hear post transition concerns
- » New LTC Transition Email
 - DHCS has set-up a new inbox for stakeholders to contact with questions about the ICF/DD Carve-In: LTCtransition@dhcs.ca.gov.
 - ICF/DD Stakeholder Workgroup Members should continue to use the ICFDDworkgroup@dhcs.ca.gov for questions or feedback related to Workgroup activities.

Appendix



Project Timeline

Milestones	Quarter 1 2023	Quarter 2 2023	Quarter 3 2023	Quarter 4 2023	Q1 2024
Conduct Interviews with key ICF/DD facilities and stakeholders.					
Review, research, and create an Inventory of Requirements for ICF/DD.					
ICF/DD Workgroup Meetings <i>*Others may be added as needed*</i>					
Identify key themes to address in APL and in other policy guidance as needed.					
Research and work with internal and external stakeholders to draft, vet, and revise the APL.					
Conduct and complete Network Readiness by October 2023.					

Project Timeline

Milestones	Quarter 1 2023	Quarter 2 2023	Quarter 3 2023	Quarter 4 2023	Q1 2024
Research and work with internal and external stakeholders to draft, vet, and revise billing/invoicing guidance, sample provider contract language, and Promising Practices by mid-February.					
Member noticing					
Data sharing					
Target date to issue Draft APL for public comment.		★			
Educational Webinars (Provider-facing trainings; MCP-facing trainings)			★		
Issue final APL.					

Previous Meeting Materials

- » As a reminder, previous ICF/DD Carve-in Workgroup meeting materials are linked from the LTC ICF/DD web page.
- » [Intermediate-Care-Facility-for-Developmentally-Disabled-ICF-DD-Long-Term-Care-Carve-In](#)

Glossary

Term	Definition
APL	All Plan Letter
CAD	Clinical Assurance Division
CAHF	California Association of Health Facilities, a professional organization of providers of long-term care services
CAHP	California Association of Health Plans
CalAIM	California Advancing and Innovating Medi-Cal (CalAIM) is a long-term commitment to transform and strengthen Medi-Cal, offering Californians a more equitable, coordinated, and person-centered approach to maximizing their health and life trajectory.
CCR	California Code of Regulations
CDPH	California Department of Public Health
Choice Packets	Packets of information mailed to members notifying them of their rights and responsibilities pertaining to ICF/DD carve-in.
COHS	County Organized Health System
CRDD	Capitated Rates Development Division
DDS	Department of Developmental Services
DHCS	Department of Health Care Services

Glossary

Term	Definition
DSN	Developmental Services Network - An association of community-based ICF/DD Home providers (mainly 4-6 beds)
ECM	Enhanced Care Management
FFS	Fee-for-Service
FFSRDD	Fee-for-Service Rate Development Division
HCDS	Health Care Delivery and Systems
HCF	Health Care Financing
ICF	Intermediate Care Facility
ICF/DD	Intermediate Care Facility for Developmentally Disabled
ICF/DD-H	Intermediate Care Facility for Developmentally Disabled-Habilitative
ICF/DD-N	Intermediate Care Facility for Developmentally Disabled-Nursing
IPP	Individual Program Plan
ISP	Individual Service Plan

Glossary

Term	Definition
LHPC	Local Health Plans of California
LOA	Leave of Absence
LTC	Long Term Care
MCP	Managed Care Plan
MCOD	Managed Care Operations Division
MCQMD	Managed Care Quality and Monitoring Division
Medi-Cal	California's Medicaid Program
MOU	Memoranda of Understanding
NOAI	Notice of Additional Information (in the context of member noticing)
P&P	Planning & Policy
QI	Quality Improvement
RC(s)	Regional Center(s)
TAR	Treatment Authorization Request