

# CCT Monthly Roundtable | MINUTES

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

Date: **3/1/2016**

## Conference Phone Line

\*Line Phone Number: (877) 929-7616

\*Participant Code: 6918960

## **Standing Updates:**

**[2:00 – 2:10 pm]**

- Review of Minutes/Action Items
  - Send out current CCT assessment tool – the assessment tool will be sent out after today's meeting.
  - Follow up on 15 minute billing increments issue with Xerox – we are still working on this issue with Xerox. Only one provider is being paid the 15 minute increment rate.
- Forms Submission
  - LTCD would like to remind LOs that they are required to utilize current forms posted on website. LOs are also required to use current consolidated Assessment tool provided by LTCD.
  - We recently updated some of our CCT forms. The updates were only made to the forms with multiple pages. The most significant change is that the Medi-Cal member's name now auto-populates to other pages of the form. This is to better assist our staff in reviewing your documentation. We also included revision dates to each of the forms that were changed. The specific forms that were updated are as follows:
    - CCT New Enrollee Information Form
    - Initial Transition and Care Plan
    - Final Transition and Care Plan
    - Quality of Life Survey (English and Spanish)
    - Addition of Non-Fillable Quality of Life Survey. Please note: This version is only to be used by LOs who complete and submit hand written surveys
  - It is very important to note that for those of you who submit handwritten forms, you will need to write the Medi-Cal member's name at the top of each form. Effective immediately, any handwritten forms received without the Medi-Cal member's name at the top of each page will be returned.

Please forward your CCT questions to: [California.CommunityTransitions@dhcs.ca.gov](mailto:California.CommunityTransitions@dhcs.ca.gov)

- The updated forms are now available on the CCT website
- Policy/Guidance Letters
  - CCT Guidance Letter # 16-013 on Shifting of State Residency When Transitioning has been sent out with the meeting materials and will be posted online. The purpose of this guidance letter is to provide direction on how to transition a Money Follows the Person Enrollee who lives in an inpatient facility in one state, to live and receive home and community-based long-term services and supports in another state.
  - Bruce Morgan (DMC) question on the protocol for transitions from other states when there is limited funding and eligibility issues. Is working with a consumer in Ohio who would like to transition to California.
  - Julie Lehmann (HHCM) is Medi-Cal is able to help facilitate transitions from other states.
  - Karli Holkko (DHCS) we have paid for travel expenses and equipment that help consumer to get to California. She also suggested that further details can be discussed offline for out of state transitions.
- Housing/811
  - Urshella Starr (DHCS) updated on round 1, taking applications and if anyone working with housing development partners can give her a call and or needing help on housing services.
  - Norma Vescovo (ILC-SC) where in LA is the housing? What types of properties are eligible?
  - Urshella Starr (DHCS) will send more information by e-mail.

## **Topics:**

**[2:10 – 3:00 pm]**

### **1. CCT Billing Updates**

- We have identified several issues associated with the new billing structure changes we implemented. The first of which is that service code G9012 with modifier U7 is being denied for payment when LOs submit their claims. Xerox is still researching this issue and we hope to have an update for everyone soon. In the meantime, please continue to submit your 20 hour TARs with service code G9012 and modifier U6 for 20 units.
- Another issue we identified is that one unit of G9012 U6 (transition coordination) or S5111 U6 (informal and family caregiver training) is continuing to pay out at the hourly rate instead of the 15 minute increment rate. However, I wanted to take the opportunity today to ask the LOs if this is still true? Is anyone from Caring Connection on the line? I received word from the small provider billing unit that their claims for one unit of G9012 U6 is paying at the 15 minute rate? Is anyone else experiencing this too?

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- Karli Holkko (DHCS) is someone from the caring connection on the line? We have heard from Xerox that your organization is getting paid in 15 minutes.
- Devin (TCC) yes.
- Karli Holkko (DHCS) I will follow up with you offline.
- Sandra Rivera (SVILC) what is billing code S5111?
- Karli Holkko (DHCS) this is for informal and family caregiver training. We are still researching the hourly/15 minute rate issue with Xerox.
- The third and final issue has to do with the number of units you were previously instructed to submit on your home set up TARs. We originally instructed you to submit your home set up TARs with only 1 unit. We recently discovered that this is creating a billing issue because it does not allow the LO to bill the TAR multiple times. To mitigate this issue, please submit your home set up TARs with **10 units** instead of 1 unit so that you will be able to bill multiple times against the one TAR. Our nurses will work to modify any existing TARs we currently have in our system.
- Firdosh Agarwal (SVILC) we are still having billing issues, Xerox is not helpful, appeals and training takes long time, what is the correct process regarding billing issues, need clarification.
- Karli Holkko (DHCS) let's follow up offline. Please email me with the issues.

## 2. Pre-Enrollment Cost Survey

- Karli Holkko (DHCS) We wanted to share the results of our pre-enrollment cost survey with you. Thank you to everyone who participated. As you can see, 14 LOs submitted a response to the survey. This was very helpful to get a better idea of your organizational costs associated with enrolling an individual into the CCT program.
- Karli Holkko (DHCS) In regards to questions number one, average time, in hours, spent per transition for the following activities. The purpose of this question was to get a better understanding of the time it takes to conduct each piece of the enrollment process. In other words, these are the activities associated with the 20 hour TAR. There were 4 responses we considered to be outliers, so after removing the outliers, the average time on the low end is 19 hours and on the high end is 21 hours. The straight average including the outliers is 28.5 hours on the low end and 33 hours on the high end.
- There was discussion about the 20 hour TAR and how the extra hours spent on enrollment activities is not billable to the 100 hour TAR due to the service dates on the TAR. Case notes and time sheets for billed hours need to correspond with the TAR service dates and dates of service on the claims sent to Xerox.

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- Karli Holkko (DHCS) I also want to call your attention to questions 5 and 6 where you gave additional information about what is not billable time. Activities such as follow up phone calls, developing a plan for a safe environment, time spent trying to get bids, options counseling, and assisting clients with SSI, medical appointments, applying for meals on wheels, following up on medical equipment, etc. All of these activities are considered transition coordination and are billable to either the 100 hour TAR or the 50 hour TAR, depending on the timing.

### 3. HCBS Workgroup Update

- We will be holding our fourth meeting of our “Enhancing CCT Delivery” Workgroup On March 2, 2016. As a reminder, this workgroup is the first in a five-part series of Home and Community Based Services (HCBS) Advisory Workgroup meetings. The purpose of this meeting is to reflect back on previous meetings and discuss what process improvements have been implemented as well as where additional work is needed moving forward to continue enhancement of the program.
- The primary goals of the March 2<sup>nd</sup> meeting are to:
  - Review Workgroup Charter including objectives and outcomes;
  - Review performance measures and quality assurance improvement plan;
  - Examine strategies to strengthen the integration of the social and medical models of care; and
  - Discuss and provide recommendations on where additional work is needed to enhance the delivery of CCT services.
- The meeting will be held from 10:00 am – 4:00 pm at California Department of Developmental Services, Room 360, 1600 9th St, Sacramento, CA 95814. The HCBS Advisory Workgroup meetings are open for public participation and comment. Public audience members can attend in person (space permitting) or by calling in to the dedicated conference line.
- We will be discussing the cost survey and the CCT reimbursement structure in a little more detail so we highly encourage the LOs to call in to the workgroup and participate in the public comment period.

### **Action Items:**

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