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CORNER



Training Announcements

The Department of Behavioral Health and Developmental Disabilities (DBHDD), Office of Human Resources and Learning, are offering virtual and in-person trainings. Listed below are those currently scheduled. For more information regarding trainings, [click here](#).

- [IDD Participant Direction New Enrollment Training](#)



If you have any questions, please contact DBHDDLearning@dbhdd.ga.gov.

IDD Statewide Provider Meetings

August 13th - 15th, 2024
9:00 am to 12:30 pm



The DBHDD Division of Developmental Disabilities will be hosting in-person and virtual Intellectual and Developmental Disabilities (IDD) Statewide Provider meetings. The IDD Provider meetings are held every quarter.

[Click here to register!](#)

- August 13th - UGA Tifton Campus Conf Center - 15 R D C Rd, Tifton, GA 31794
- August 14th - Anderson Conference Center - 5171 Eisenhower Pkwy suite D, Macon, GA 31206
- August 15th - Virtual Webex

IMPORTANT NOTE: All IDD Providers are required per their Letter of Agreement (LOA) to have a representative in attendance at the IDD Statewide Provider Meetings.

2024 Teen Summit: Hope Changes Everything

The Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) Announces the 2024 Teen Summit: Hope Changes Everything on Saturday, September 21, 2024, at Wild Adventures Theme Park. Join us for a day of hope and good vibes as we hear from inspiring speakers and see breakout musical performances.

Registration opens August 1st, 2024.

[Click here](#) for more information on this event and to access the registration link when it's available.



Intellectual and Developmental Disability Provider Training Opportunity

The Georgia Collaborative ASO and DBHDD present the following training opportunity for IDD Providers. Please click on the title of the training to register.

An Overview of Home Community Based Services (HCBS) Webinar Tuesday, July 23, 2024, 10:00 am to 11:00 am

This webinar will focus on the policies and regulations which govern Home and Community Based Waiver Services (HCBS) including the evidence states must submit to the Centers for Medicare and Medicaid Services regarding compliance with federal assurance, the provisions and impact of the HCBS Settings Rule (2014), and the recent Access Rule (2024).

Please note this training is targeted for IDD providers, Support Coordination, Direct Support Professionals and Planning List Administrators. For any questions or registration issues, please contact GaCollaborativePR@carelon.com.

Featured Article

DBHDD & DCH Announce Approval of Historic Medicaid Provider Rate Increase for NOW & COMP

The Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) today announced that the New Options Waiver (NOW) and Comprehensive Supports (COMP) waivers amendments have been approved by the Centers for Medicare and Medicaid Services. The approval of these amendments will allow DBHDD to provide historic Medicaid provider rate increases to serve individuals with intellectual and developmental disabilities.

“The approval of the NOW and COMP waivers amendments is a crucial step in enhancing the support and services available to individuals with intellectual and developmental disabilities in Georgia,” said DBHDD Commissioner Kevin Tanner. “This collaborative effort with the Department of Community Health underscores our commitment to improving the quality of care and expanding access to essential resources for our community.”

“This is a significant win for the state of Georgia and our continued efforts to strengthen the healthcare infrastructure,” said DCH Commissioner Russel Carlson. “The rate increases will empower providers to enhance quality of services, recruit and retain skilled staff, and ultimately improve the quality of life for those DBHDD and DCH serve.”

Work to actualize these amendments is currently underway. The rate increases will be retroactive to July 1, 2024. More information about the implementation of the rate increases is forthcoming.

The agencies thank Governor Brian Kemp and the General Assembly for their support and investment in these critical services. The agencies also commend the provider network, advocacy community, individuals and families for their unwavering partnership and dedication to this important initiative.

Office of Health and Wellness

Health Risk Screening Tool: Healthcare Plans Update



The new version of Healthcare Plans (HCP) in the Health Risk Screening Tool (HRST) application launched on April 22, 2024. Going forward the old version (v1) of HCP and templates will no longer be available.

All Providers using the in-app HCP v1 are encouraged to update all plans to HCP version 2 (v2) in HRST prior to or on the individual's next birthday.

Additionally, any Provider which downloaded the HCP templates v1 previously from HRST should begin to utilize the in-app HCP v2 in the next 12 months based on the individual's birthdate.

If your RN staff need to take the Healthcare Plan eLearn course, please register via the HRST User Training Tab in the HRST system.

Please reach out to the HRST Support Team, gasupport@replacingrisk.com, or Karen Cawthon, Karen.Cawthon@dbhdd.ga.gov, with any questions.

Office of Incident Management & Compliance

Image: Incident Reporting

To avoid duplicate incident reports, remember you can search for previously submitted reports in Image to find out if an incident has already been reported. You can search Image by individual name, DOB, CID#, etc.



Click the link for a job aid which outlines the steps for searching in Image: [oimc_login-menu-search-dashboard2.pdf \(squarespace.com\)](#).

Please note that once a provider location has been deemed “INACTIVE” by the Georgia Collaborative ASO, this populates in Image. Therefore, do not select a provider location in Stage 1 of the Image Incident Report that is marked as “INACTIVE”.

The Image system will display a pop-up warning when an “INACTIVE” location is selected as a Reporting or Responsible Party in Stage 1. [Click here](#) for an example of the “INACTIVE” pop-up message.

If a location has been marked as “INACTIVE”, but it is an “ACTIVE” location, please contact the Georgia Collaborative ASO via email at GACollaborativePR@carelon.com for assistance.

If Image training or a refresher is needed, please review the Image training videos and job aids available on the DBHDD University for Providers website: [Incident Management Team Roles — DBHDD UNIVERSITY](#)

Division of Developmental Disabilities

IDD Connects

Avoid Getting Stuck at ISP Signature Page

When submitting an Individual Service Plan (ISP) In IDD Connects and it becomes stuck in a buffering state on the signature page, this means the size of your signature image is too big.

Shrinking or decreasing the size of your signature image to less than 4MB can resolve this problem.



Avoid Getting Locked Out of HRST

Do you know that you need to use your IDD Connects (IDDC) user ID and password to access the HRST system?

Because the two applications share the same user access, when you change your IDDC password you need to log into HRST **immediately** with your new password, to avoid being locked out of HRST due to the wrong log-in credentials.

Logging into HRST immediately after updating your IDDC password not only keeps your log-in credentials in both systems up-to-date and synched, but it also ensures that your user access remains **ACTIVE** in HRST.

Following these steps will help you avoid being locked out and becoming deactivated due to inactivity in HRST.

For previous IDD Connects helpful tips published in the Learning Corner, [click here](#).

Deadline Extended July 31, 2024

The Division of Developmental Disabilities would like to request your assistance with the 2023 NCI-IDD State of the Workforce Survey (formerly called the Staff Stability Survey).



The National Core Indicators-Intellectual and Developmental Disabilities (NCI-IDD) State of the Workforce Survey for 2023 data began in March for eligible Providers who employed Direct Support Professionals during the 2023 calendar year. This survey gathers information about employees providing direct “hands on” services and supports, often referred to as Direct Support Professionals (DSPs). This survey gathers information on staffing levels, job stability, wages, compensation, and focuses on the DSP workforce employed between 1/1/2023 -12/31/2023.

Eligible provider agencies have received a unique link to complete this survey several times a week. The survey should be completed by the agency’s Human Resources or Payroll offices. **The survey deadline is July 31, 2024.**

Please submit any questions directly to Latonya Williams at latonya.e.williams@dbhdd.ga.gov for more information.

Division of Behavioral Health

Behavioral Health Paraprofessional Standard Training Requirement

IN CASE YOU
MISSED IT ...

In recent communications and training, DBHDD and the Georgia Collaborative ASO provided a clarification regarding the Standard Training Requirement for Paraprofessionals. We noted that it is not transferable between providers when a staff member changes employers.

DBHDD has received your feedback and concerns regarding this policy and understands that we have, in the past, accepted proof of training requirements from prior employers. We are working to reassess our policy and expectations and will provide a clarification in the Provider Manual for Community Behavioral Health Providers released September 1, 2024 (for an effective date of October 1, 2024).

In the interim, we have asked the Georgia Collaborative ASO Quality Review team to continue to accept proof of course completion even if it is from a prior employer. Records must be in the current personnel file and available for review.

Behavioral Health Staff Credentialing Worksheet Tool



Providers are encouraged to take advantage of the Georgia Collaborative ASO Staff Credentialing Worksheet tool found at the link below.

Why?

The Georgia Collaborative ASO reported that "**staff credentials not supported by documentation**" was the 3rd highest billing discrepancy reason for FY23 Behavioral Health Quality Reviews (BHQRs).

In FY24 (through May 2024) "**staff credentials not supported by documentation**" is the top BHQR billing discrepancy reason.

How can it help?

The Georgia Collaborative ASO has developed a Staff Credentialing Worksheet tool based on the DBHDD [Provider Manual for Community Behavioral Health Providers](#) training requirements. This tool gives providers the opportunity to utilize the worksheet for documentation of staff credentialing. Proper utilization of the tool can offer increased compliance, potentially contributing to higher BHQR billing score outcomes.

How is it used?

1. Click on the link below to open and save the Staff Credentialing Worksheet.
2. Forward the Staff Credentialing Worksheet to team members who manage this process.
3. Click on the "Instructions" tab of the worksheet for specific utilization information.
4. Click on the "All Staff" tab of the worksheet for Staff Credentialing requirements.
5. Click on the "Paraprofessional (PP)-Supervisee/Trainees (S/T)" tab of the worksheet for requirements related to those specific staff members.
6. Contact the Georgia Collaborative ASO for any questions at gaquality@carelon.com.

[BH Provider Staff Credentialing Worksheet](#)

Office of Provider Relations & ASO Coordination

Question for your Provider Relations Team?

The **Provider Issue Management System (PIMS)** is your online source to have your questions answered in a consistent, reliable and timely way! In addition to providing a timely response, the information we gather from PIMS will assist DBHDD in trending common concerns, developing FAQs, and informing policy reviews. You can access the PIMS site directly by using the link below.

[Provider Issue Management System](#)

PIMS is also accessible through the [DBHDD website](#) by selecting the "**Submit a Question to Provider Relations**" tile on the DBHDD homepage.

Director

Anna Bourque

Senior Provider Relations Managers

Carole Crowley
Sharon Pyles

For Provider Relations inquiries,
please contact us at



BE WELL



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