



D·B·H·D·D

Georgia Department
of Behavioral Health
& Developmental
Disabilities

- BE D·B·H·D·D**
- BE COMPASSIONATE**
- BE PREPARED**
- BE RESPECTFUL**
- BE PROFESSIONAL**
- BE CARING**
- BE EXCEPTIONAL**
- BE INSPIRED**
- BE ENGAGED**
- BE ACCOUNTABLE**
- BE INFORMED**
- BE FLEXIBLE**
- BE HOPEFUL**
- BE CONNECTED**
- BE D·B·H·D·D**

DBHDD IDD Provider Agenda

<u>Topic</u>	<u>Time</u>	<u>Presenter</u>
Opening Welcome	9:00 am- 9:30 am	Ron Wakefield, Division Director, DBHDD
NOW/COMP Amendments	9:30 am- 9:45 am	Ashleigh Caseman, Deputy Director, Office of Medicaid Coordination and Health System Innovation
Corrective Action Plan (CAP)	9:45 am- 10:15 am	Terri Kight, Director, Office of Investigations
IDD Bed Board	10:15 am – 10:30 am	LaTonya Williams, Waiver Operations Analyst, Office of Waiver Services
Office of Health and Wellness Updates- RN Oversight, OHW Training, State Funded Supportive Employment HRST Support Team Assignments	10:30 am-11:00 am	Shannon Smith, Director of the OHW Karen Cawthon, OHW Project Mgr Christine Gudgin Supported Employment Manager
Crisis and Service Continuum Updates	11:00 am- 11:30 am	Beth Shaw, Director of the Office of Crisis and Transition Services
All Audience Provider Q/A written	11:30 am- 12:30 pm	All DBHDD staff – responding to questions from audience

Opening Welcome & Updates
Ron Wakefield, Division Director IDD,
DBHDD



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Leadership Team Updates

Jennifer Dunn
Deputy Assistant
Commissioner

May, 2024



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Deputy Assistant Commissioner, Field Operations North



Allen Morgan
Allen.Morgan@dbhdd.ga.gov

Deputy Assistant Commissioner, Field Operations South



Jennifer Dunn

Jennifer.Dunn1@dbhdd.ga.gov

Regional Field Operations

Regional Coordinators

- Region 3 – Dr. Jeffery Thompson
- Region 6 – Valona Baldwin
- Regions 1, 2, 4 and 5 - Pending

NOW/COMP Waiver Amendments- Update

Ashleigh Caseman

Deputy Director,
Office of Medicaid Coordination
& Health System Innovation

May, 2024



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IDD Rate Study- NOW and COMP Waivers-Updates

The public comment for draft recommendation period ended January 20, 2023

Burns and Associates analyzed public comment for DBHDD's consideration

Final rate tables approved by DBHDD & presented to stakeholders

Appropriation and/or direction from Governor

New models and rates operationalized by DBHDD pending CMS approval

Waiver Amendments to CMS

DCH Board (initial adoption, public comment, final adoption)

IDD Rate Study- NOW and COMP Waivers-Updates Cont.

DCH Public Notice:

- ✓ Approved March 14th 2024 for Initial Adoption
- ✓ Public Testimony Ends April 15th, 2024
- ✓ Final Adoption- May 9th, 2024
- Submission to CMS post DCH Board Meeting and signed FY25 budget

PUBLIC NOTICE

Pursuant to 42 C.F.R. § 447.205, the Georgia Department of Community Health is required to give public notice of any significant proposed change in its methods and standards for setting payment rates for services.

COMPREHENSIVE SUPPORTS WAIVER PROGRAM (COMP) AMENDMENT

Pending approval by the Centers for Medicare and Medicaid Services (CMS) and Department of Community Health (DCH) Board approval, DCH proposes to amend the COMP program to enact the 2022-2023 Department of Behavioral Health and Developmental Disabilities (DBHDD) rate study effective July 1, 2024.

In calendar years 2022 and 2023 DCH, in collaboration with DBHDD and the DBHDD provider network, underwent a comprehensive rate study process to establish a current cost-based, reimbursement rate across all services. The rate study met the requirements of Senate Bill 610 enacted during the 2022 session requiring a rate study be completed every four years for Home and Community Based Waiver programs. DCH proposes to amend the COMP program to adjust rates as indicated by the rate study.

Rate Increases:

Service Name	Current Rate	Amended Rate	Service Unit	Changes to Service Limits
Support Coordination	\$187.43	\$209.97	Month	Express as 12 months per year rather than in dollar terms (no impact on service levels)
Intensive Support Coordination	\$493.73	\$515.67	Month	Express as 12 months per year rather than in dollar terms (no impact on service levels)
Financial Support Services	No rate changes			Express as 12 months per year rather than in dollar terms (no impact on service levels)
Community Living Support-Basic, 1:1	\$7.49	\$9.98	15 Min.	Increase from \$54,942.30 per year to \$83,520.00
Community Living Support-Basic, 1:2	\$4.11	\$5.49	15 Min.	
Community Living Support-Basic, 1:3	\$2.99	\$3.99	15 Min.	
Community Living Support-				

<https://dch.georgia.gov/meetings-notices/public-notices>

Questions/Feedback



NOW/COMP Waiver Amendments- System Updates

Ron Singleton

DD Budget Manager



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May, 2024

Rate Increase Implementation

Implementing the increases will require system updates by both the Department of Community Health (DCH) and the Georgia Collaborative ASO (Carelon Behavioral Health). Guidance and support for all rate increase information will be provided by DBHDD staff.



DCH System Update – GAMMIS Web Portal

Every approved Medicaid provider number for the NOW and COMP has an associated Fee Schedule (Rate Table) within the Medicaid system. The Fee Schedule (Rate Table) contains the billable procedure codes, applicable modifiers, associated rates, the category of service (rate type) and an effective and end date.

Provider Rates - Procedure Pricing								
Proc Code <input type="text"/> [Search]								
Procedure	Modifier 1	Modifier 2	Modifier 3	Modifier 4	Rate	Rate Type	Effective Date	End Date
T2022					\$209.97	681 - COS 681	07/01/2024	12/31/2299
T2022					\$187.43	681 - COS 681	07/01/2022	06/30/2024

Fee Schedule (Rate Table) - Support Coordination – T2022

IDD Connects System Update (ISP) – Carelon

Carelon will make IDD Connects updates in two areas of the system which includes the ISP Service Summary.

The screenshot shows the 'Service Summary' interface. At the top, there are icons for Refresh, Download, and Print. Below these are four input fields: Status (set to 'In-Progress'), Assessment Level (set to '4'), Modified Date (set to '09/27/2022'), and Date Completed (empty with a calendar icon). A table below displays service details with columns for Detailed Service Description, Recommendation From/Date, and Amount. The first row shows 'CRA - Category 1 - 3 Person' with an amount of '344.00'. A pagination bar at the bottom of the table shows '1' of 10 items. At the bottom of the interface, there are buttons for 'Remove Service' and 'Add New Service', and a dropdown for 'Minimum FTF Visit Frequency' set to 'Monthly'.

Detailed Service Description	Recommendation From/Date	Amount
CRA - Category 1 - 3 Person		344.00

Note: Service rates are not visible to viewers. However, the rates are updated within the system and includes an increase the annual maximums (dollars) for selected services as noted in Appendix 'A' part III the NOW & COMP policy manuals.

IDD Connects System Update (PA) – Carelon

Carelon will make IDD Connects updates to the Prior Authorization (PA).

For past Appendix K/Rate Increase updates, the new rate was applied to the existing PA services with no change updates to the service line dates.

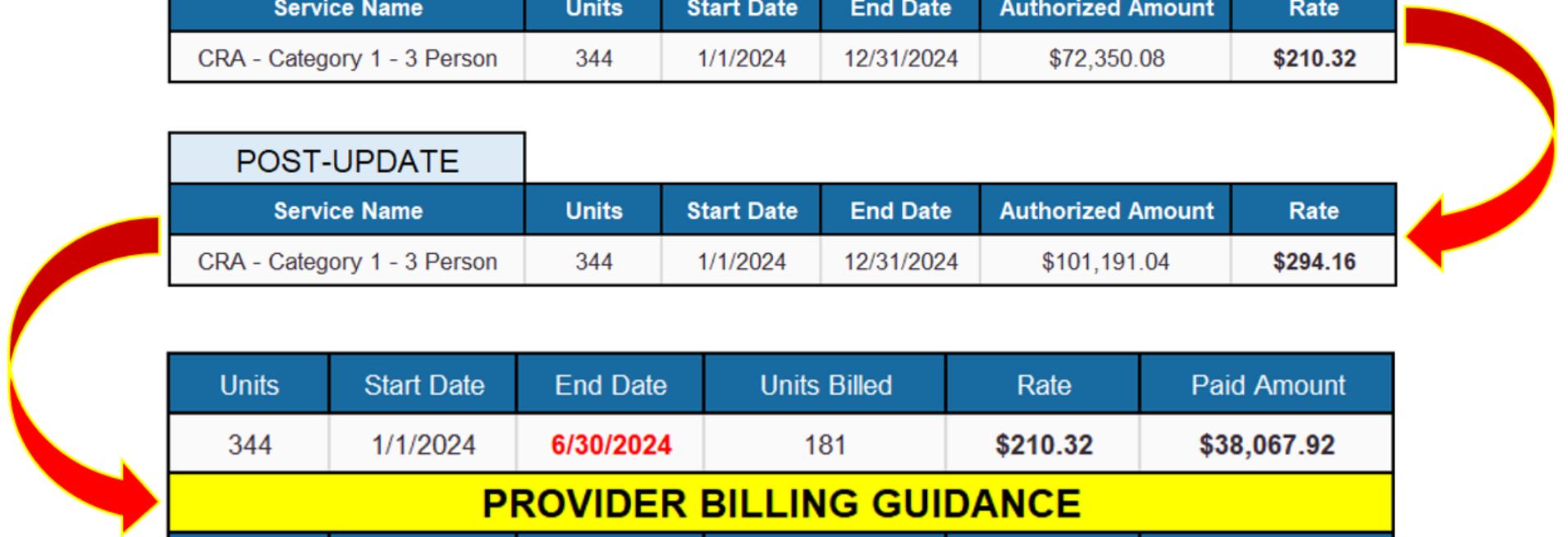
PRE-UPDATE					
Service Name	Units	Start Date	End Date	Authorized Amount	Rate
CRA - Category 1 - 3 Person	344	1/1/2024	12/31/2024	\$72,350.08	\$210.32

POST-UPDATE					
Service Name	Units	Start Date	End Date	Authorized Amount	Rate
CRA - Category 1 - 3 Person	344	1/1/2024	12/31/2024	\$101,191.04	\$294.16

Units	Start Date	End Date	Units Billed	Rate	Paid Amount
344	1/1/2024	6/30/2024	181	\$210.32	\$38,067.92

PROVIDER BILLING GUIDANCE

Units	Start Date	End Date	Billable Units	Rate	Payable Amount
344	7/1/2024	12/31/2024	163	\$294.16	\$47,948.08



IDD Connects System Update (PA) – Carelon

For the upcoming implementation, Carelon will split the existing PA service line. The original service line will remain in place and will have an end date, one day prior, to the rate increase effective date. The new line will start on the rate increase effective date.

PRE-UPDATE						
Service Name	Units	Start Date	End Date	Authorized Amount	Rate	Line Number
CRA - Category 1 - 3 Person	344	1/1/2024	12/31/2024	\$72,350.08	\$210.32	1

POST-UPDATE						
Service Name	Units	Start Date	End Date	Authorized Amount	Rate	Line Number
CRA - Category 1 - 3 Person	181	1/1/2024	6/30/2024	\$38,067.92	\$210.32	1
CRA - Category 1 - 3 Person	163	7/1/2024	12/31/2024	\$47,948.08	\$294.16	2

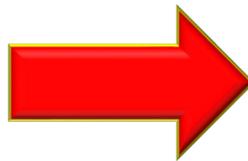


Note: The service line updates will be visible in the GAMMIS web portal including the rates. Carelon will use claims and/or unique percent based on a date range to determine the number of units to remain on the original line. The balance of the authorized units will be placed on the new line.

PA Transmission – IDD Connect to GAMMIS

Carelon will transmit (send) the updated prior authorizations to Medicaid (GAMMIS) for processing.

The Medicaid system currently accepts a limited number of prior authorizations each day for processing (2,000). Over 13,000 prior authorizations currently exists. Prior authorization processing occurs Monday-Friday.



Guidance and Troubleshooting for Billing & Claims

If you have any questions regarding the billing process or experience billing difficulties with NOW and/or COMP services, please be sure to reach out to your Gainwell Representative for assistance. Information and guidance for contact information can be found at:

<https://www.mmis.georgia.gov>



Gainwell Technologies is the fiscal agent for Georgia Medicaid and PeachCare for Kids®.

Thank You!

Ronald.Singleton@dbhdd.ga.gov

Contact Number: 404-293-7594



Corrective Action Plans

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Georgia Department of Behavioral Health & Developmental Disabilities

DD Provider Meeting

May 2024



Office of Investigations

Investigation Process

Investigation



Report of Findings



Challenge Review
(as requested)



Corrective Action Plan
(as required)

Office of Investigations

Corrective Action Plans

Corrective Action Plan
submitted and
acknowledged – with
Target Date
(Anticipated
Completion Date)



Review of evidence of
correction
(records, interviews,
etc.)



CLOSE

Office of Investigations

How can I make this process easier?!

Writing the CAP response

Conduct a Root Cause Analysis to determine why an issue occurred – Is this a systemic issue?

Review your policies as part of the QI process

Consider internal audits to determine your own compliance status

Office of Investigations

How can I make this process easier?!

Implement the CAP

Communicate the CAP within the agency with all affected staff

Set implementation timelines that are realistic

Test your implementation – is it working?

Office of Investigations

How can I make this process easier?!

Working with the CAP Analyst

Respond to the CAP Analyst when they call or email – they are trying to help you

Meet the timeframes set in the policy

Refer to policy 13-101, Corrective Action Plan Management

Office of Investigations

How can I make this process easier?!

Demonstrate Compliance

Send demonstrations of compliance with the CAP when you have it

Review documentation before you submit it to assess your own compliance

Name files being sent. Is everything included?
Only submit what was requested.

Outcomes

Individual

- Improved quality of life by increased health and safety
- Improved services and quality of care

Provider

- Report with identified opportunities for improvement
- Technical Assistance
- Corrective actions developed and implemented by provider

System

- System/network improvement through collaboration regarding policy changes, provider education, training opportunities, etc.

Resources

- Relias trainings
- DBHDD policy
- Provider manual
- Medicaid provider manuals
- HFRD Rules/Regulations

Root Cause Analysis:

<https://asq.org/quality-resources/root-cause-analysis>

<https://www.cms.gov/medicare/provider-enrollment-and-certification/qapi/downloads/guidanceforrca.pdf>

Contact Information

For Challenge Reviews / Appeals:
DBHDD.Investigations@dbhdd.ga.gov

For CAP information: CAP.Request@dbhdd.ga.gov

Director: Terri.Kight@dbhdd.ga.gov

Manager: Allison.Cottew@dbhdd.ga.gov

Team Lead: Tyra.Bass2@dbhdd.ga.gov

IDD Residential Bed Board

Latonya Williams

Waiver Operations Analyst

Division of IDD

May, 2024



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IDD Residential Bed Board – For Residential Providers

The IDD Residential Bed Board is a very user-friendly application allowing (CRA) Providers to maintain their current capacity status along with vacancy availability to support referral activities. This system was designed to maintain basic Site-specific information about the capacity and vacancy of the Provider network across the state.

The Impact of Bed Tracking & Planning

The IDD Residential Bed Board provides useful information for tracking utilization in real time and planning for needed capacity, as well as a referral source for individuals and families by Support Coordination and DBHDD staff. They can use the information to engage Providers and locate available beds based on:

Demographics (region, county, city)

Accessibility

Gender

Medical Complexity

Behavioral Challenges

Example of an IDD Residential Site Bed Listing

Latonya Williams
latonya.e.williams@dbhdd.ga.gov
Checked out

CRISIS CARE
Crisis operations management

Announcements

FACILITY REFERRALS
Facility Referrals

Dashboard

REPORTS
Reports

Behavioral Health Link
2024.02.15/2024.03.28

DBHDD - GCAL - MCRS

Edit Facility

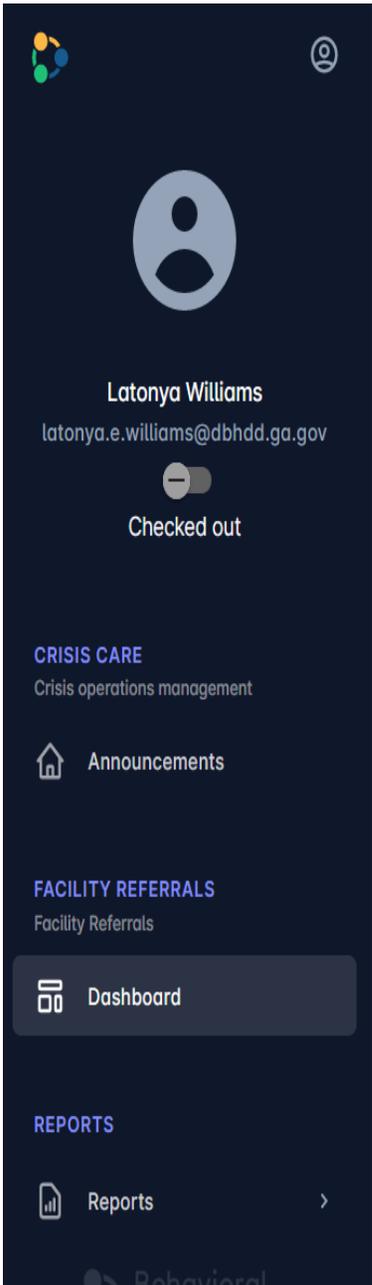
Room Inventory **Bed Inventory** Referrals Wait List Update Facility Bed Inventory Red Parfs

Batch Updates

Select	Name	Status	Utilization Status	Recipient Name	Case Code	Admission Date Time	Details
<input type="checkbox"/>	Bed: 1	Active	Currently Occupied				
<input type="checkbox"/>	Bed: 2	Active	Currently Open				
<input type="checkbox"/>	Bed: 3	Active	Currently Open				
<input type="checkbox"/>	Bed: 4	Active	Currently Open				

Items per page: 10 1 - 4 of 4

Example of Bed Inventory detail



Latonya Williams
latonya.e.williams@dbhdd.ga.gov

Checked out

CRISIS CARE
Crisis operations management

Announcements

FACILITY REFERRALS
Facility Referrals

Dashboard

REPORTS
Reports

Bed: 1 Active Currently Occupied

Name*

Bed: 1

Status*

Active

Bed Utilization Status *

Currently Occupied

Gender(s)*

Unknown/Not Reported

Age Groups*

Adult

Accept Substance Use / Withdrawal Management

Accept Intellectual Disabilities

Accept Voluntary Admissions

Accept Mental Health

Accept Involuntary Admissions

Is Temporary Observation Bed*

IDD Residential Bed Board – Provider Responsibility

- 1 Provider Agencies should update the current bed availability in this system **within 48 hours** of any changes. Providers enter information on bed availability monthly or as changes occur into the “Behavioral Health Link” portal under the “Dashboard” on the left side of the menu.
- 2 Providers select 1 -3 staff members within their organization to be responsible for entering information on bed availability. All user passwords **will lapse** if the system is not accessed monthly.
- 3 Providers work with DBHDD Bed Board manager to increase system utilization and management of agency sites (additions, inactive sites, correct capacity)

IDD Residential Bed Board – For More Information

1

Latonya Williams is the Division of DD contact for the IDD Residential Bed Board will respond directly to any requests submitted to this mailbox. Please contact the IDD Residential Bed Board directly via e-mail address: **ddresidential.boardrequests@dbhdd.ga.gov**.

2

The IDD Residential Bed Board can be found within the Behavioral Health Link website here: **<https://app.behavioralhealthlink.com>**. The website is supported by Two-Factor Authentication upon log in.

3

Training for the IDD Residential Bed Board can be found here: “**IDD Facility User Training**” **<https://youtu.be/XLNmKPKE6rU?si=Ds3WHaTXCwm35-Mg>**

OHW Updates

Shannon Smith, RN, MS

Director, Office of Health and Wellness

Karen Cawthon, Project Manager

Office of Health & Wellness, Division of Disabilities

May, 2024



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RN Oversight

Office of Health & Wellness Provider Announcements



HRST Provider Healthcare Plans > Enhancements

The screenshot displays the HRST (Health Risk Screening Tool) interface for Georgia DBHDD. The top navigation bar includes links for Dashboard, Messages, New, Persons Served, Providers, Users, Nursing (highlighted), Reports, and Help. A red circular badge with the word 'NEW' is positioned in the upper right corner. Below the navigation bar, a breadcrumb trail reads 'NURSING > + PROVIDER HEALTHCARE PLANS > VIEW/EDIT'. The main content area features a large blue header for '+ Provider Healthcare Plan' with a checkmark icon. Below this, the name 'MICKEY MOUSE' is displayed next to a person icon. At the bottom of the visible section, the title 'Respiratory Management Provider Healthcare Plan' is shown. Two buttons, 'Expand All' and 'PDF', are located below the name.

HRST HEALTH RISK SCREENING TOOL

Georgia DBHDD

Dashboard Messages New Persons Served Providers Users Nursing Reports Help

NURSING > + PROVIDER HEALTHCARE PLANS > VIEW/EDIT

+ Provider Healthcare Plan

MICKEY MOUSE

Expand All PDF

Respiratory Management Provider Healthcare Plan

Navigating to HRST Training Courses



Log out

Top 3 most requested courses are at the top of the Available Course Table:

- Rater Training
- Advanced Rater Training
- Clinical Reviewer Training - RN Course

HRST HEALTH RISK SCREENING TOOL Georgia DBHDD

Log out

Log in as Example User intellectAbility

Dashboard Messages New Persons Served Providers Users Nursing Reports Help

USERS > USER DETAILS FOR EXAMPLE USER

User Details for Example User

Details Notifications Trainings Roles

Available Courses

Click the green plus sign (+) to see the course description

Showing 1 to 10 of 10 entries

Name	Length	Related Role
+ Rater Training	05:13:26	Request
+ Advanced Rater Training	03:38:35	Request
+ Clinical Reviewer Training	03:53:01	Clinical Reviewer Request
+ An Orientation to the HRST for Case Managers (Support Coordination/Intensive Support Coordination).	00:59:23	Request
+ Nursing Assessments for Providers	00:23:06	Request
+ Online Rater Training	02:10:03	Rater Request
+ The HRST Rater and the Clinical Review	00:14:02	Request
+ The State Nursing Assessment	00:12:25	Request
+ The State Nursing Assessment for Support Coordinators	00:07:30	Request
+ Using the HRST Considerations to Reduce Risk	00:28:27	Request

Previous 1 Next

HRST User Account Deactivation

The new parameters are as follows: *Inactivity Period = 90 days*

Warning Period (Email notification prompting login) = 60 days.

Warning Frequency = You will be notified via email every 10 days reminding you to log in before your account is fully deactivated.

This logic will automatically disable your HRST account if you have been inactive or have not logged in within the set amount of time (90 days). Once you successfully log in, you will no longer receive any emails.

To reactivate your account, please contact gasupport@replacingrisk.com

Dangerous Mealtime Practices Train The Trainer

Focused on how people swallow and what happens when someone has challenges with swallowing safely

**Presented By: Cyndi Berenguer,
OHW ICST Registered Dietitian/Nutritionist**

To request 2024 In Person Train-the Trainer Course presented by DBHDD ICST Registered Dietician/Nutritionist please email Karen Cawthon: karen.cawthon@dbhdd.ga.gov

NEW Enteral Nutrition Training Course

This course is about supporting individuals with enteral tube feeding and nutrition.

**Presented By: Cyndi Berenguer,
OHW ICST Registered Dietitian/Nutritionist &
Bobbie Davidson, OHW RN Consultant**

**To request 2024 Training Information please email Karen Cawthon:
karen.cawthon@dbhdd.ga.gov**

NOW/COMP Therapy Provider September Code Consolidation

- **Physical Therapy and Occupational Therapy Only**
- **Easier billing for evaluation & services**
- **Ability to provide additional services and/or bill for the service rendered**
- **Closing the loop with billable training when equipment is delivered**
- **Recruitment of Therapy Providers**
- **Only one code on PA will now be needed**

HRST About Me Page

Capabilities

Vision Status

Sighted

Hearing Status

Hearing

Able to Use Phone

Select

Verbal

Yes

Communication Preference

Communicates verbally (regardless of pro

Primary Language

Select

BMI Data

Date Measured

--

Weight

Height

ft. in.

BMI

Vitals

Date Measured

--

Pulse Rate

Blood Pressure
(Systolic)

Temperature

Respiratory Rate

Blood Pressure
(Diastolic)

Pulse Oximetry

Update Vitals

Nutrition Intake

Please note: if updating this section, please also make sure the ratings in areas A. Eating, P. Nutrition, and Q. Professional Healthcare Services are updated as well.

By Mouth Allowed

Select

By Tube

None

Yes

G-Tube

J-Tube

GJ-Tube

NG-Tube

TPN

Vaccination Tab



Vaccination Details ✕

Vaccine Name *

Associated Disease or Illness *

Manufacturer *

Series Completed

(Series consists of)

Not Administered

Date Administered *

Physician or Clinic

Location

How Often Required

Reactions

Comments

State Funded Supported Employment

Christine Gudgin, Supported Employment Manager

Karen Cawthon, OHW Project Manager

May, 2024



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HRST and State Funded Supported Employment

- The HRST requirement was dropped when funding for services was through Grant in Aid (GIA) and/or Employment Express
 - Individuals in service may or may not have been known to DBHDD and/or pre-eligible for NOW/COMP Waiver services.
- Currently individuals receiving State Funded Supported Employment are active on the planning list (pre-eligible for NOW/COMP Waiver)
 - HRST assessments allow the Division to track trends and secure funding for individuals to ensure continuity of care and services.
 - Individuals receiving State Funded Supported Employment are assigned to Supported Employment Agency to conduct the HRST.

The Value of the HRST and Supported Employment

- The HRST can be a valuable tool when developing competitive integrated employment opportunities for people.
 - The medication a person takes may make them lethargic in the morning, the person would benefit from working later in the day.
 - The person needs breathing treatments due to severe outdoor allergies and outdoor work environments should be avoided.
- Information garnered from the HRST can assist in developing accommodations on the work site.
 - Individual may need some assistance with toiletry and would need more frequent and longer breaks.
 - A person may have frequent falls and will need to work in an environment with little clutter, brightly lit, and plenty of room.



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Georgia Department of Behavioral Health & Developmental Disabilities

Beth Shaw
Director, Office of Transition & Crisis
Services

May 21, 22, 23 2024



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System Challenges

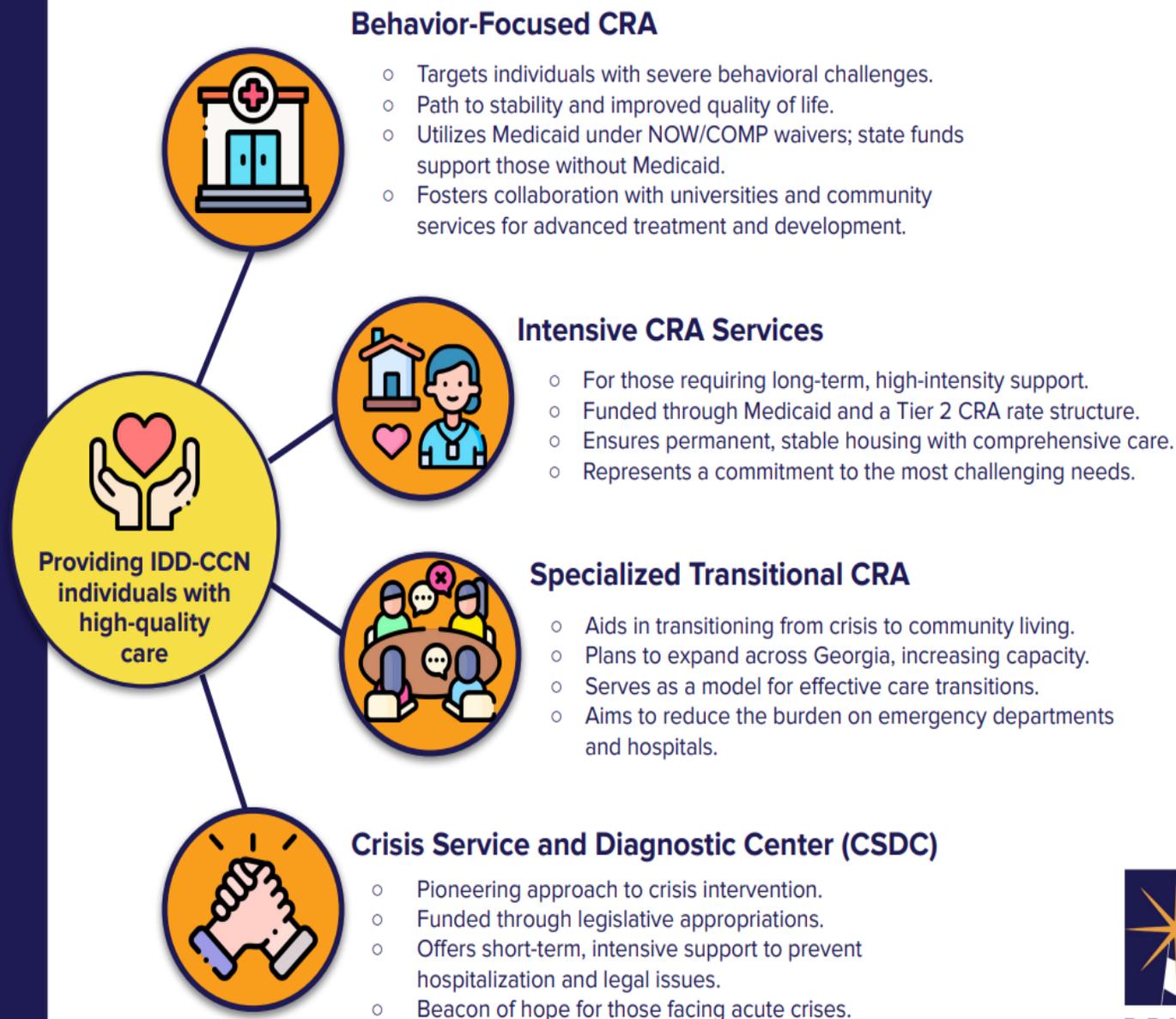
- Building stronger support systems for IDD
- Addressing complex care needs (CCN)
- Reduce the demand and strain on external community resources
- Development of customized model of CRA services

Development of New Service Lines

Investing in the Highest-End Needs of the IDD Service Continuum

DBHDD comprehensive strategy to support the Complex Care Need (CCN) individuals within the intellectual and developmental disabilities (IDD) service continuum.

These behavioral focused and specialized transitional settings are not intended as permanent residential placements but services that are offered to be the least restrictive environment to meet the person's needs.



Four category titles

ALL CRA SERVICE
LINES

Providers must be currently enrolled to deliver CRA and operate at least 2 CLA's. Homes are limited to maximum of 4 people per home. Direct support staff must have Registered Behavior Technician certification and/or have extensive training supporting individuals with CCN. Providers must have 24/7 access to RN and BCBA supports.

Specialized
Transitional
Community Residential
Alternative

Intended to provide short term placements for people being discharged from another setting, who have demonstrated significant aggression, self abuse, and/or dangerous destructive behavior.

Behavior Focused
Community Residential
Alternative

Intended to provide short term placement for people with challenging behaviors until they respond to treatment and can be transitioned to an alternate setting.

Intensive Community
Residential Alternative

Intended for people that are expected to be long term placement due to not being able to be supported in a less intensive setting.

General Session Q/A





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