

The Georgia
Collaborative ASO



Intellectual & Developmental Disabilities Open Enrollment Forum

November 15, 2016

Agenda



- Welcome and Introductions
- Provider Operations
- Overview of Now and Comp Wavier
- Overview of Behavioral Supports
- Recruitment and Application to Become a Provider of IDD Services
- Pre-Qualifiers for Potential Providers
- RISKS
- Certificates
- Q & A

Introductions

- Department of Behavioral Health and Developmental Disabilities
 - Camille Richins, Director of Provider Enrollment
 - Catherine Ivy, DD Community Services
- Georgia Collaborative ASO
 - Mona Allen, Director of Quality Management
 - Jessica Willhite, Provider Relations Manager/Trainer
 - Jenny DeLoach, Provider Relations Manager/Trainer





Overview of NOW and COMP Waiver Services



New Options Waiver Program Comprehensive Supports Waiver Program

- Collaboratively administered by the Georgia Department of Community Health (Medicaid) and the Georgia Department of Behavioral Health and Developmental Disabilities
- GA DBHDD serves as the Operating Agency for the two waiver programs
- Provides 22 distinct services with self-directed options

Community Access Services: What does this Mean?

- Designed to assist with activities outside the home
- Can be delivered 1 - 1 or in small groups
- Requires a license: No



Community Living Support Services: What does this Mean?

- Delivered in the person's home
- Can involve personal care, nursing care, or teaching daily living skills
- Requires a license: Yes – Private Home Care

Community Residential Services: What does this Mean?

- Only provided through the COMP Program
- Provides support in a residential setting
- Settings can include Community Living Arrangements or Host Homes (1-2 individuals) managed by a residential provider
- Requires a license: Yes – Community Living Arrangement
No – Host Home

Prevocational Services: What does this Mean?

- Prepares someone for work in an “integrated setting”
- Involves teaching those skills necessary for work
- Requires a license: No



Supported Employment: What does this Mean?

- Supports individuals in finding and/or creating a job that matches individual needs
- Provides on site coaching on the job site
- Can be provided 1 – 1 or in small groups
- Requires a license: No

How do I apply for a license?

<http://dch.georgia.gov/healthcare-facility-regulation>

The screenshot shows a web browser window displaying the Georgia Department of Community Health website. The address bar shows the URL <https://dch.georgia.gov/hfr-laws-regulations>. The page header includes the Georgia Department of Community Health logo and a search bar. A navigation menu is visible with categories: About Us, Divisions & Offices, Programs, Providers, Publications, Budget & Performance, and Meetings & Notices. The 'Divisions & Offices' section is expanded, showing sub-categories like Health Information Technology, Healthcare Facility Regulation, Facility Licensure, GaMap2Care@-Find Facility, HFR Forms & Applications, HFR Laws & Regulations, and HFR News. The main content area displays the title 'HFR Laws & Regulations' and a breadcrumb trail: Home » Divisions & Offices » Healthcare Facility Regulation » HFR Laws & Regulations. Below the title, there is a paragraph explaining that the official rules for various programs are on record with the Georgia Secretary of State's Office at <http://rules.sos.state.ga.us/>. A list of links follows, including: Adult Day Centers, Chapter 111-8-1 (Posted 01/29/15); Ambulatory Surgical Centers, Chapter 111-8-4 (Posted 03/13/13); Anatomical Gifts, Chapter 111-8-5 (Posted 03/13/13); Assisted Living Communities (25 or more residents), Chapter 111-8-63 (Updated 10/29/13); Birthing Centers; Blood Labeling, Chapter 111-8-9 (Posted 03/13/13); and Community Living Arrangements.

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PRIVATE HOME CARE PROVIDER LICENSURE PACKET ...

... Private Home Care Provider services to two or more clients, and prior to the expiration date of the provisional **license**, you must **request** an initial on ...



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HFR Forms & Applications



Click one of the links below for access to forms and applications.

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[Plan Review and Construction](#)

Recent Changes

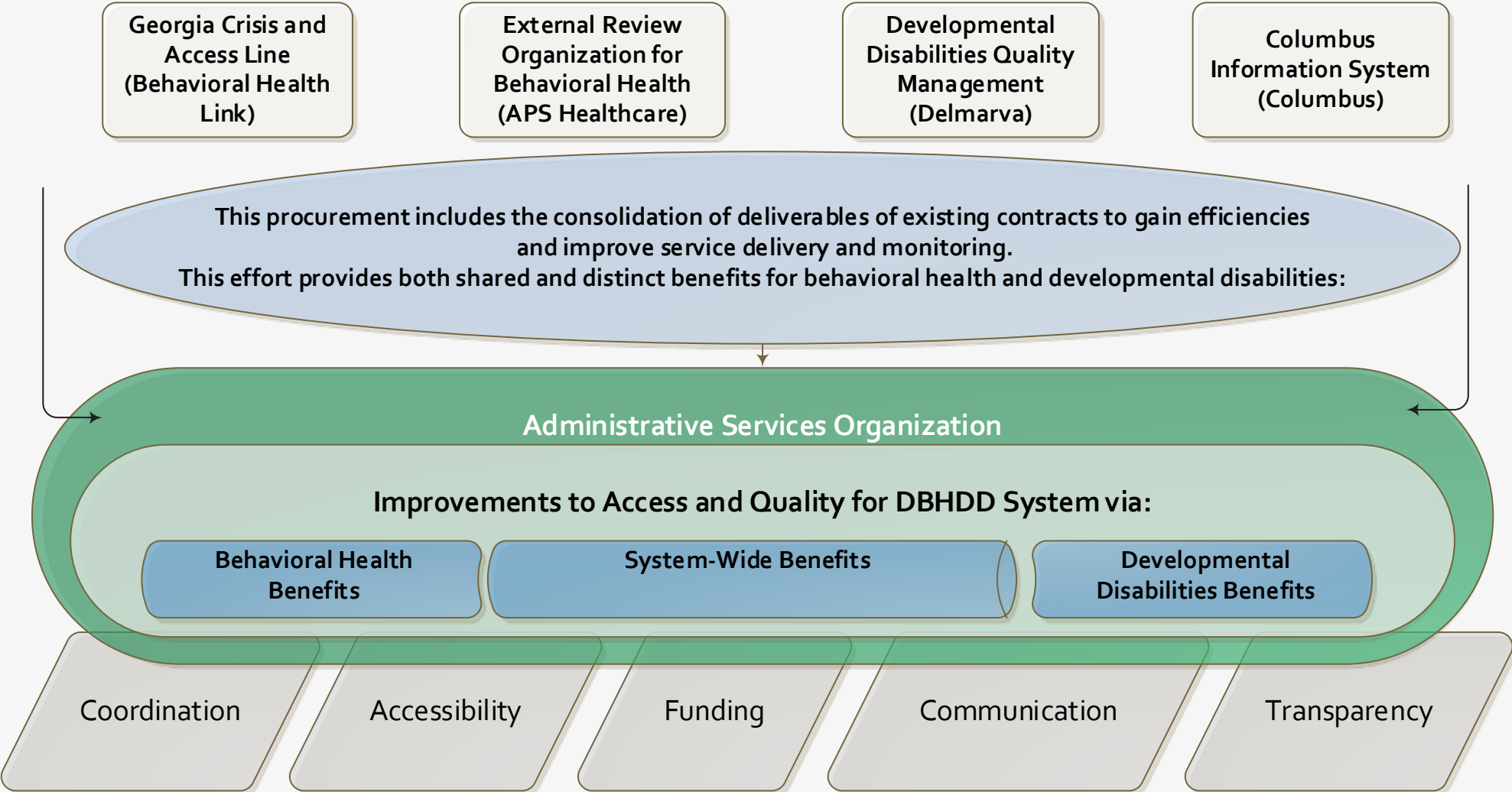
- Waiver Amendments approved 12/11/14
- Changes to the service network:
 - Adds two services
 - Allows three services to be provided as stand-alone, discrete options:
 - Nursing services – RN and LPN -new policy available 10/1/15 at www.mmis.georgia.gov
 - Behavioral Supports Consultation Services – policy edits available 7/1/15 at www.mmis.georgia.gov
 - Behavioral Supports Services – new policy available 7/1/15 at www.mmis.georgia.gov



The Georgia Collaborative ASO



The Georgia Collaborative ASO



The Georgia Collaborative ASO



- The right service
- In the right amount
- For the right individuals
- At the right time

Goals of the Collaborative

“Providing Easy Access to High Quality Care That Leads to a Life of Recovery and Independence”

- Support recovery, resiliency and independence in community based service system
- Leverage technology through an integrated, customizable platform allowing all core functions to “communicate” (The CONNECTS platform)
- Coordination of previously disparate systems
- Improve state wide and provider specific outcomes and provider performance



High Level Overview of Letter of Intent (LOI) and Application

Policy 02-701:

<https://gadbhdd.policystat.com/policy/1198761/latest/>



Process for joining DBHDD Provider Network

DBHDD recruits providers who have the required clinical knowledge, financial stability and successful experiences in serving individuals with intellectual/developmental disabilities as outlined in policy [02-701](#). The review process is accomplished through the use of a prequalification process and an application process. The Georgia Collaborative, on behalf of DBHDD, is responsible for these reviews.

2016 and 2017 Enrollment Forums/Open Enrollment

<u>IDD Provider Forum</u>	<u>IDD Open Enrollment</u>
November 15, 2016	December 1 – 31, 2016
March 15, 2017	April 1-30, 2017

- Moving forward Developmental Disabilities (DD) Services will be referred to as Intellectual and Developmental Disabilities (IDD) Services.
- The Georgia Collaborative will host 3 IDD forums each fiscal year, followed by an open enrollment period.
- Attendance of the enrollment forum is required for **NEW** providers. A certificate of attendance will be emailed to providers following forum, which must be submitted with LOI to enrollment services for processing.

Process Timeline Based on Process Flow

Milestones	Turn around time (Days)	Notes	Deficiencies
Letter of Intent Notification of Receipt	5-7 business days once assigned	Email sent to provider for receipt of LOI	N/A
ASO Internal review of LOI	30 business days		1 opportunity to correct; must respond within 5 business days.
ASO Internal Review of Corrections Submitted	15 business days		
If LOI Approved, Application Submission by Provider	Within 30 days	Provider has 30 calendar days to submit the application	
ASO Review of Application**	30 business days		
Regional Field Office Scheduling of Site Visit	30 Calendar Days	Regional Field Office has 30 days to schedule site visit	
Provider submits DCH Application	Approximately 4 – 6 weeks	From online submission to DCH. DCH application will terminate after 45 days	
ASO Orientation Training	30 Calendar Days	GA Collaborative via Webinar	
DBHDD issues Letter of Agreement (LOA)			

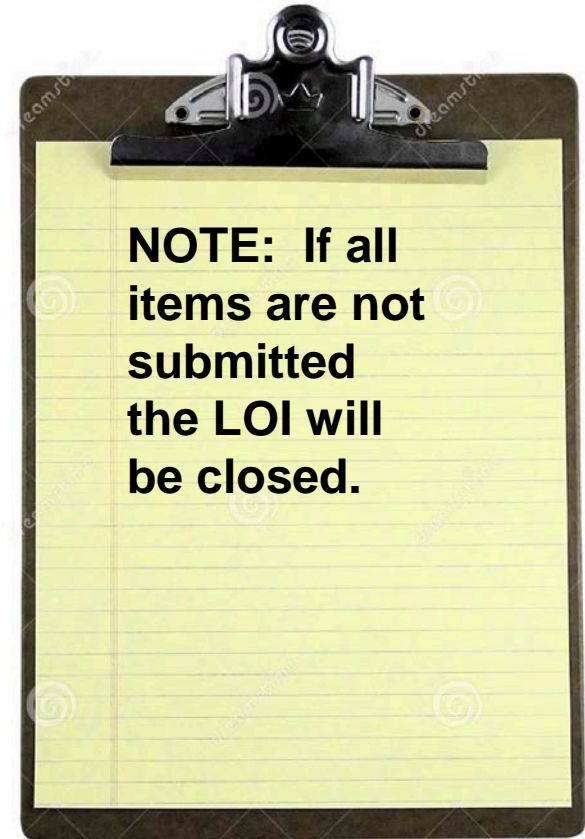


Letter of Intent (LOI)



Letter of Intent

- All items on the checklist must be submitted
- All fields must be completed
- Handwritten Documents will be rejected
- Contract must contain contents outlined in Recruitment Policy 02-701
- Right to request additional information



LOI Submission

Letter of Intent and supporting documents must be mailed to

**GA Collaborative Enrollment
240 Corporate Blvd, Suite 100
Norfolk, VA 23502**



Pre – Qualification Elements Examples

Agency	Individual
LOI	LOI
Resume of Director or DDP	Individual Resume
Resume RN, applicable to CRA or nursing services*	Current Applicable License or Certification
Signed attestations – Director, DDP, and RN (if applicable)	Transcripts or evidence of continuing education (Behavior Support Consultation Services Only)
Copy of current Georgia Secretary of State registration	If not professionally licensed, waiver services should be provided for one – year through self direction.
Evidence that applicant has provided community based DD service for a minimum of 1 year.	
2 years of Tax returns or audited financials	
Three professional references	
Copy of current applicable license(RN, PHC, CLA, therapist)	
Projected Staffing Schedule	
IRS exempt Status, if applicable	

Agency and Director Pre-qualifiers & Requirements

	Option 1	Option 2
Director Degree	Bachelor degree – related field	Associate degree – related field
Director Experience	<ul style="list-style-type: none"> • Five yrs. of service delivery experience to persons with IDD • At least two of yrs. in an IDD community services supervisory capacity 	<ul style="list-style-type: none"> • Six yrs. of service delivery experience to persons with IDD • At least two of these yrs. in an IDD community services supervisory capacity
DDP/RN Requirements	<ul style="list-style-type: none"> • Yes – See Section I of Community Service Standards for IDD Providers: http://dbhdd.org/files/Provider-Manual-DD.pdf • Same individual may serve as agency director, nurse, and/or DDP • Required to employ or contract licensed RN • Professional contract if serving as the Nurse or DDP • Attestations <p>* Nursing and residential services</p>	
Agency	<ul style="list-style-type: none"> • Secretary of State registration • Valid County /City Business License for Site • Explanation for any “Yes” responses on Professional General Liability form • Current applicable HFR licenses or permits 	

Financial Requirements

The following documents must be in the name of the agency and not the individual owner:

- Most recent 2 years of tax returns or audited financials
- Most recent 6 months of bank statements
- \$50,000 credit line per Community Residential Alternative (CRA) site*

***Agency Applicants Only**

Staffing Requirements

- Schedule must reflect times of day staff will work
- For CRA services schedule should reflect number of direct support staff to cover 24/7 needs
- All sites serving 3 or more individuals will schedule more than one staff to work during critical times (this may include mornings, afternoons, and weekends)

Additional coverage allows the provider to support individual choice and other best practices!

Response to Pre qualifiers and Letter of Intent

- Within 5 business days you will receive correspondence from enrollment with notification that your LOI was received.
- Within 30 business days of receipt of LOI and pre-qualifiers, the GA Collaborative will send correspondence to notify of any deficiencies of information.
- If the LOI is complete, then an Invitation to complete an application will be sent to the provider and will include:
 - Instructions on completing the Agency/Individual Application for New Providers
 - Instructions on completing the online application for a Medicaid ID number through DCH.

Rejection v. Deficiencies LOI

Rejected/Closed	Deficient
Handwritten	License or other documents near expiration
Blank Spaces in body	Incomplete/Insufficient Documentation
Documentation not attached/Missing Documentation	

- Applicants have 5 business days from the date of the initial outreach notifying them of deficiencies to submit the corrections. The information can be sent via US Postal Service certified return receipt of mail, FedEx, UPS Delivery or email GA_Enrollment@beaconhealthoptions.com
- Applicants have **one opportunity to submit corrections!**



Application Submission



Submission of Application

- Provider will complete the Georgia Collaborative ASO/DBHDD application within 30 days of notification of approval of LOI.
- Within 5 business days you will receive correspondence from enrollment, that your application was received.
- Within 30 business days of receipt of application, the GA Collaborative will send correspondence to notify of any deficient information. The provider has 5 days to make corrections.
- If application is complete, Regional Field Office staff will schedule site visit within 30 days of notification.
 - Provider invited to complete and submit DCH application online
- Individual providers will need to complete background checks during this phase. (Refer to DBHDD Policy 04-104).
- GA Collaborative will forward recommendations to DBHDD.

Response to Correction of Incomplete Application

- Once corrections are received and reviewed, the GA Collaborative will inform the applicant via email of recommendation to DBHDD.
- For all agency's /individuals that have not submitted required elements of application, they will be informed they must wait until next enrollment cycle to re-submit Letter of Intent.
- Any incomplete applications as well as those not received during correction period will result in closure of application and notification will be submitted to DCH that application is incomplete.
- If DCH denies the application, DCH will inform provider of next steps. Please note that per DCH policy, the provider must wait 1 year before submitting another application.

Submission of Application (cont.)

Completed applications can be sent via mail or email:

GA Collaborative Enrollment

240 Corporate Blvd, Suite 100

Norfolk, VA 23502

or

GA_Enrollment@beaconhealthoptions.com



Next Steps

Upon Approval by DCH

- Provider must register and attend a provider orientation session within 30 days.
- Orientation sessions will be held on a monthly basis. Details will be available at www.gacollaborative.com.
- Once the provider orientation is completed, a Letter of Agreement (LOA) will be issued by DBHDD.
- The LOA will be sent to the provider for signature via email.
- Provider must return the signed original LOA via mail to the Department within ten days.
- DBHDD notifies the Collaborative to add the provider to the Network.

Things to Remember

- Services may not be provided without a fully Executed LOA.
- All services must receive Prior Authorization (PA) from the DBHDD Regional Field Office designee.
- Notification of periodic Provider Meetings will be announced to providers who are expected to attend per LOA.
- Agencies should refer to DBHDD Policy 04-104 Criminal Record Check for Contracted Providers, before staff can work with any individuals.



Additional Services and/or Sites

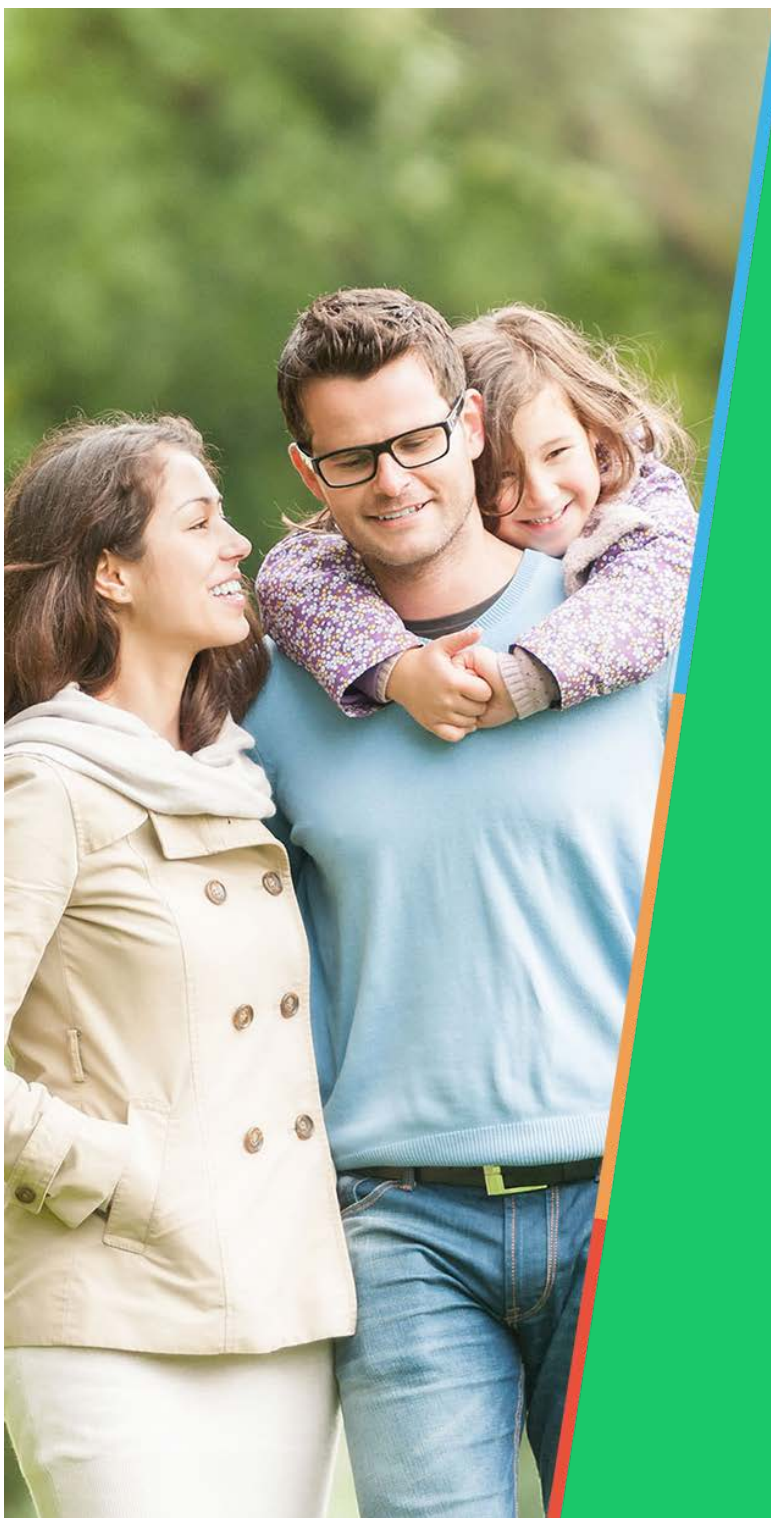
Provider's can request additional services and sites after:

Agency has provided a minimum of twelve (12) months of services from the date of approval

AND

Achieved a successful compliance review with the Community Standards Quality Review Unit or obtained Accreditation

****Please note that when a provider has not used their provider number for 12 months, the number will be suspended and then the provider number will be terminated four months after the suspension. This is automatically done by DCH.**



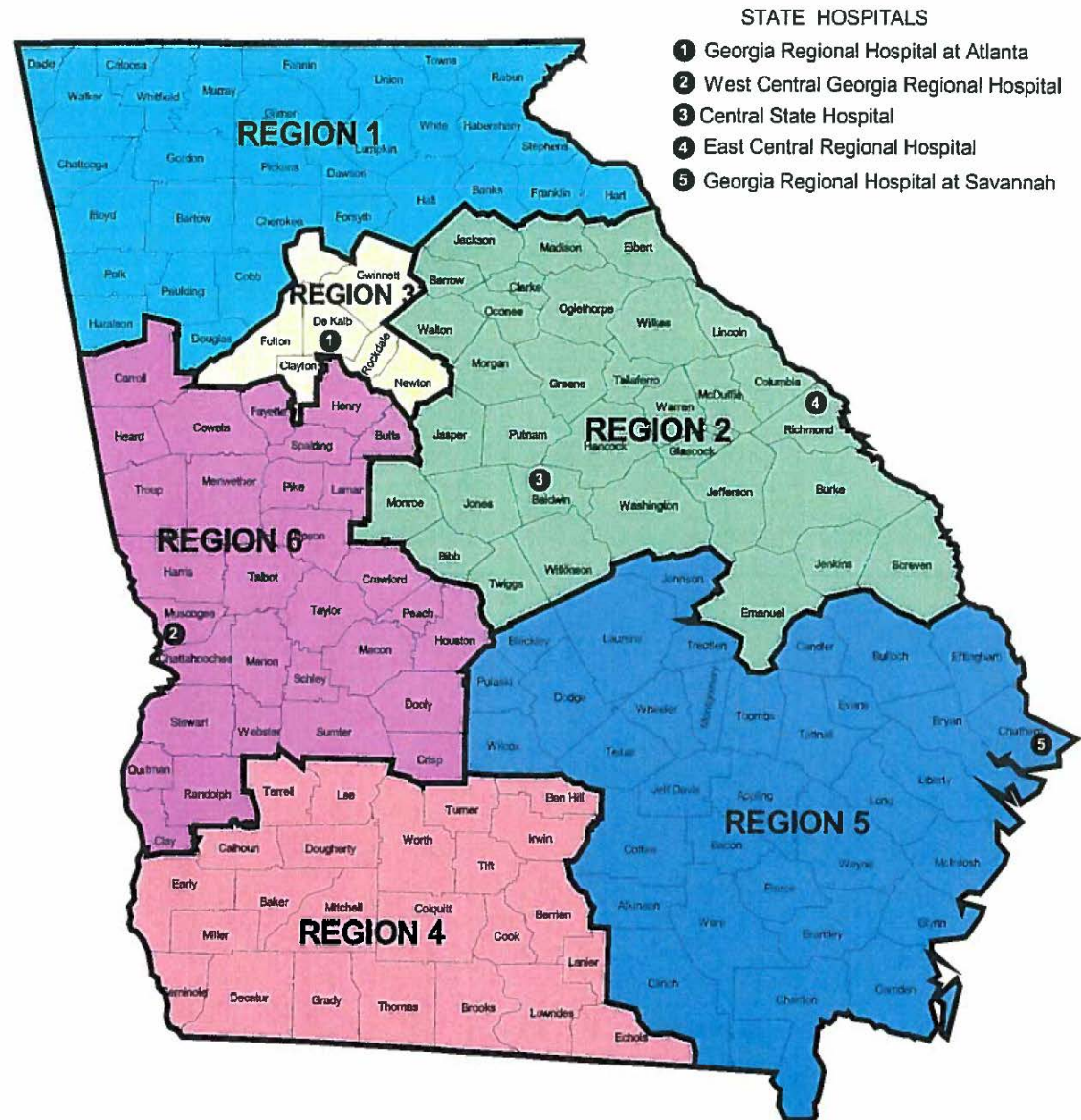
DBHDD Regional Field Offices



DBHDD Regional Field Offices Map

- Regional Field Office 1
- Regional Field Office 2
- Regional Field Office 3
- Regional Field Office 4
- Regional Field Office 5
- Regional Field Office 6

Georgia Department of Behavioral Health & Developmental Disabilities
 REGIONAL MAP with STATE HOSPITAL LOCATIONS
 EFFECTIVE 1/1/2014



Field Offices

Field Office 1

RSA – Allen Morgan
1230 Bald Ridge Marina
Road, Suite 800
Cumming, GA 30041
Phone – (678) 947-2818

Field Office 2

RSA – Karla Brown
3405 Mike Padgett
Highway, Bld 3
Augusta, GA 30906
Phone – (706) 792-7733

Field Office 3

RSA – Debra Cook
3073 Panthersville
Road, Building 10,
Decatur, GA 30034
Phone – (404) 244-5050

Field Office 4

RSA – **Michael Bee**
400 S. Pinetree Boulevard
Thomasville, GA 31792
Phone – (229) 225-5099

Field Office 5

RSA – **Katherine McKenzie**
1915 Eisenhower Drive, Bld 2
Savannah, GA 31406
Phone – (912) 303-1670

Field Office 6

RSA – **Valona Baldwin**
3000 Schatulga Road
Columbus, GA 31907
Phone – (706) 565-7835





Know Your Resources



Where can I get forms? www.georgiacollaborative.com

The screenshot shows a web browser window with the address bar displaying www.georgiacollaborative.com. The website header includes the logo for The Georgia Collaborative ASO, a navigation menu with links for Home, About, Reporting, Fraud/Abuse, Careers, and Contact, and a box for the Georgia Crisis & Access Line (1-800-715-4225). Below the header is a banner image of a forest with autumn foliage. The main content area features the heading "Georgia Collaborative ASO" and a welcome message: "Welcome to the Georgia Collaborative Administrative Services Organization (ASO) website. Working with the Georgia Department of Behavioral Health and Developmental Disabilities' (DBHDD) network of more than 600 providers, the Georgia Collaborative ASO facilitates the delivery of whole-health, person-centered and culturally sensitive supports and services to individuals and their families throughout the state." To the right of the text is the organization's logo. At the bottom of the main content area, there are two blue buttons: "For Individuals & Families" and "For Providers". The "For Providers" button is circled in red. The Windows taskbar at the bottom shows various application icons and the system clock indicating 12:55 PM on 7/13/2015.



Georgia Collaborative ASO x

www.georgiacollaborative.com/providers/providers.html

Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#) Other bookmarks

The Georgia Collaborative ASO Home About Reporting Fraud/Abuse Careers Contact Georgia Crisis & Access Line 1-800-715-4225

functions of existing contracts, modify and add new contracts that will improve coordination, increase efficiency, and support high-quality care for individuals served by the department.

Bulletins

Copies of previously sent provider communications that may impact your practice, such as implementation updates, system downtime, etc... can be found in the [Bulletins](#)' section.

Provider Enrollment

Interested in becoming a provider for the Collaborative or need to update your information? Visit our [Provider Enrollment](#) page.

Provider Information

For our training calendar, important forms and many other useful tools to aid you in your practice, visit our [Provider Information](#) section.

Collaborative ASO Beacon

12:55 PM 7/13/2015



Welcome to the provider application page. Within, you'll find information related to:

- [Becoming a new provider](#)
- [Continued participation as an existing provider](#)
- [How to update your existing DBHDD contract](#)

Please note: The GA Collaborative ASO administers the enrollment process on DBHDD's behalf and all contracting decisions remain with the department. By following the links below, you will find the necessary documents to apply for enrollment consideration in the DBHDD provider network.

[Behavioral Health Services](#)

[Intellectual & Developmental Disabilities Services](#)

Georgia Collaborative ASO x

www.georgiacollaborative.com/providers/prv-IDD-Services.html

Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#) Other bookmarks

The Georgia Collaborative ASO Home About Reporting Fraud/Abuse Careers Contact Georgia Crisis & Access Line 1-800-715-4225

New providers wishing to enroll in DBHDD's network are required to attend a Provider Enrollment Forum prior to completing a Letter Of Intent and mailing it to:

GA Collaborative Enrollment
240 Corporate Blvd, Suite 100
Norfolk, VA 23502

Existing DBHDD contracted providers seeking to apply for contracting of new services or locations have a choice and may either mail their completed Application to the address above or email it to:

GA_Enrollment@beaconhealthoptions.com

[Provider Enrollment Forms](#)



Provider Enrollment

- [Agency Letter of Intent](#)
- [Agency Application for New Providers](#)
- [Agency Existing Application for Continued Participation](#)

- [Individual Provider Letter of Intent](#)
- [Individual Application for New Providers](#)



Reference Materials

- Department of Behavioral Health and Developmental Disabilities, Policy 02-701: Recruitment and Application to Become a Provider of Developmental Disabilities Services
 - <https://gadbhdd.policystat.com/policy/1198761/latest/>
- Department of Behavioral Health and Developmental Disabilities – Provider Information – Provider Toolkit
 - www.dbhdd.georgia.gov
 - <http://gadbhdd.policystat.com>
- Georgia Department of Community Health/Georgia Health Partnership – Georgia Web Portal
 - www.mmis.georgia.gov
- Healthcare Facility Regulation – Licensing Body
 - www.dch.georgia.gov



RISKS

Budget

Identify Fixed Costs:

- Rent / Mortgage
- Insurance
- Utilities
- Licenses / Permits
- Equipment / Furnishings
- Supplies
- Other ?

Budget

Identify Variable Costs

Across possible # of consumers served (Generally 1-4)

Staffing Expense – Detail:

- Show wages and fringes
- Training costs
- Insurance / Bonding
- Other ?

Budget

Identify Variable Costs

Across possible # of consumers served (Generally 1-4)

For-Profit:

- Taxes
- Owner's Draw
- Not-For-Profit
- Salaries / Taxes

Budget

Identify Variable Costs

Across possible # of consumers served

Other Expenses:

- Food and supplies
- Transportation
- Consumer spending
- Other ?

Budget

Identify Variable Costs

Across possible # of consumers served

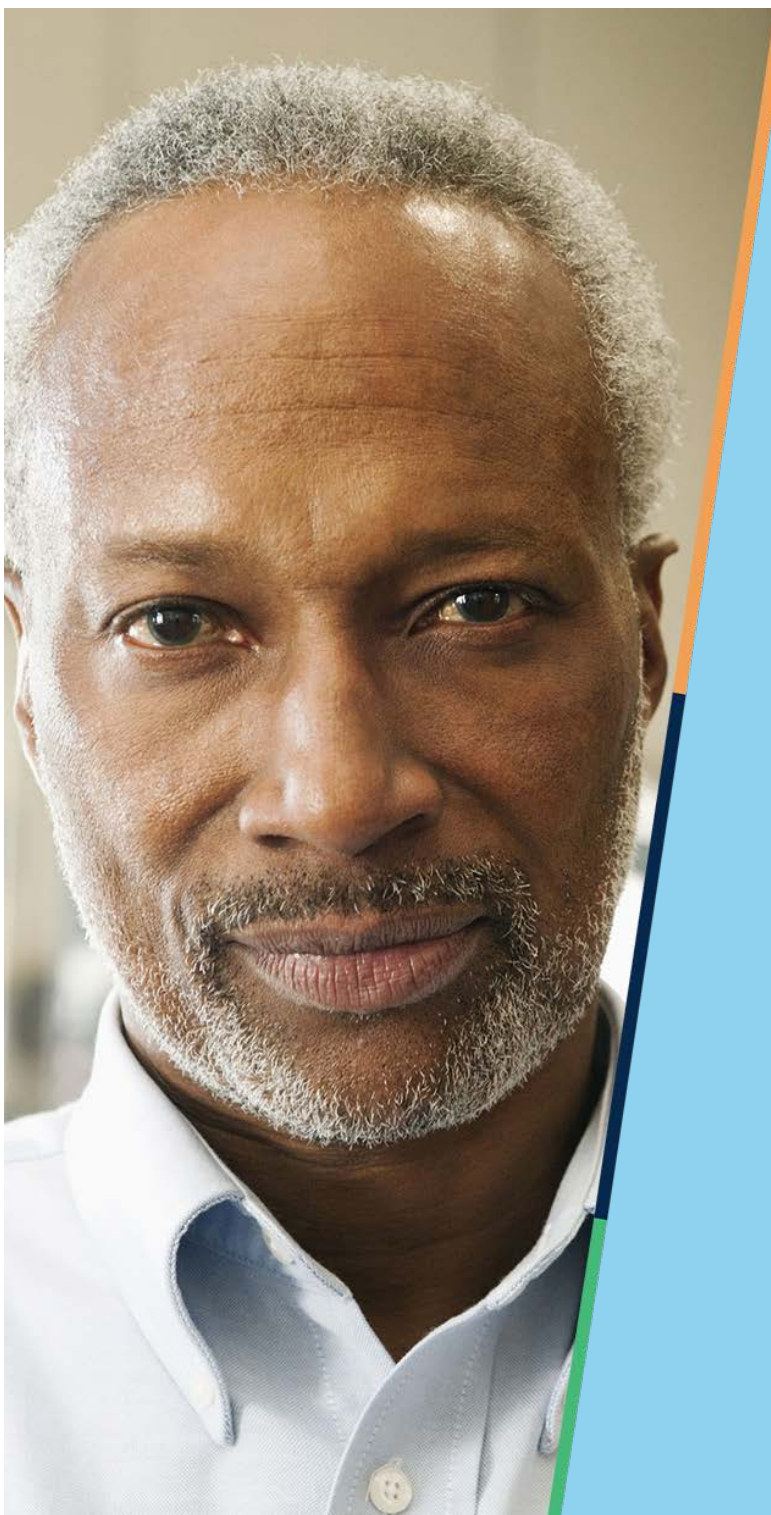
- Show **ALL** expected revenues
- Social Security
- Medicaid
- Wages, pensions, family support
- Other ?

Financial Considerations?

- Has this applicant demonstrated an awareness of the financial risks involved in becoming a Provider?
- Has this applicant demonstrated an understanding of the full costs involved in becoming a Provider?
- As an applicant do you have a budget which appears to be adequate to support the expected levels of care?

Have you assessed the risk?

- Has this applicant demonstrated that they have planned adequately for contingencies?
- Does the overall financial presentation reflect a reasonably robust fiscal outcome to suggest ongoing viability at the required service / care level ?
- Does the overall financial presentation suggest adequate management skill and experience?



Quality Assurance



Questions and Feedback



The Georgia
Collaborative ASO

Certificates

- The link to complete your evaluation will be emailed to you at the email you used to register for this forum.
- Required documentation to complete the LOI process.
- Will be auto-generated and delivered via email within 10 days of completion.
- If you have not received a certificate within 10 days of completion email GACollaborativePR@BeaconHealthOptions.com
- Evaluations completed after 12/28/16 will not result in a certificate of attendance as open enrollment is closed 12/31/16.



Thank you

For Georgia Collaborative ASO general inquiry or questions please email:

GACollaborativePR@beaconhealthoptions.com

