



FMS Member Forum

February 28, 2013

Welcome!

- Today's call will allow time for questions & comments via phone or online
- Please remember to take our survey at the end of the forum!

Today's Agenda

- Major Threats to Participant Direction:
 - Expansion of Managed Care
 - Design & Implementation of Community First Choice
 - Fraud
 - Low Enrollment

- Discussion following each section

NRCPDS Team Introductions



Suzanne Crisp,
Director of
Program Design &
Implementation

Mollie Murphy,
FMS Lead

Isaac Selkow,
Research Analyst

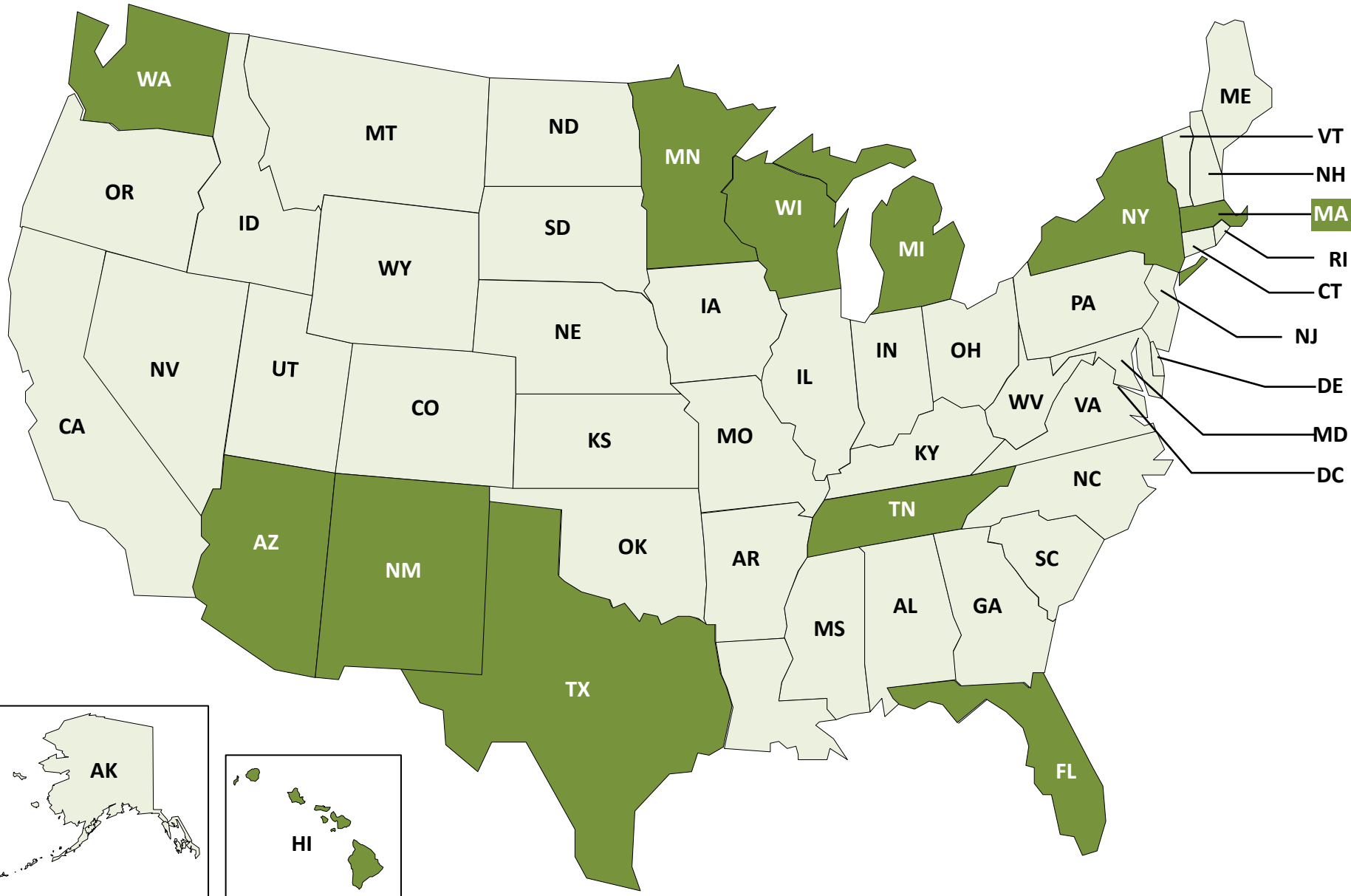
Sierra Horn,
Staff Assistant



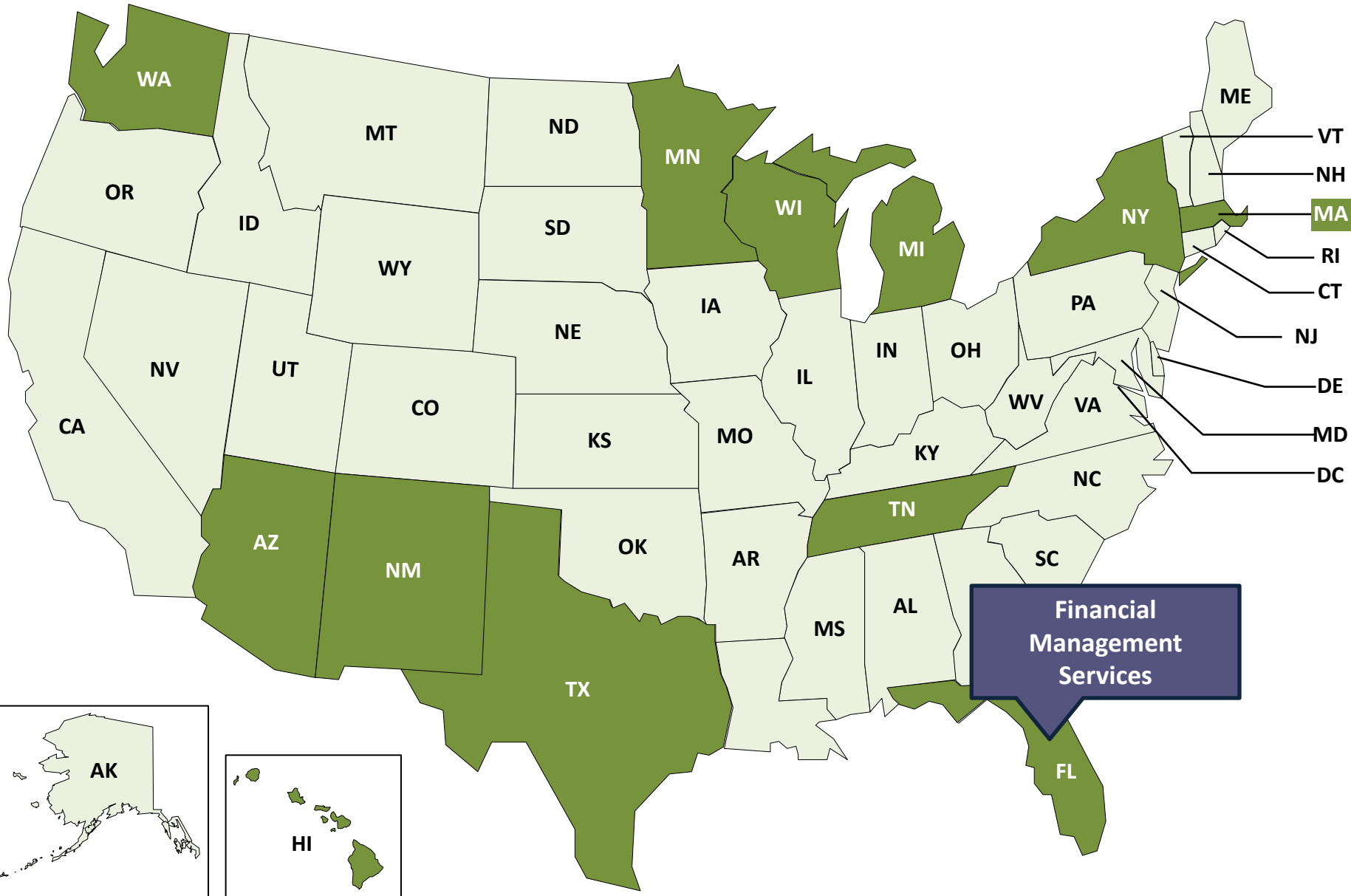
Expansion of Managed Care

Suzanne Crisp

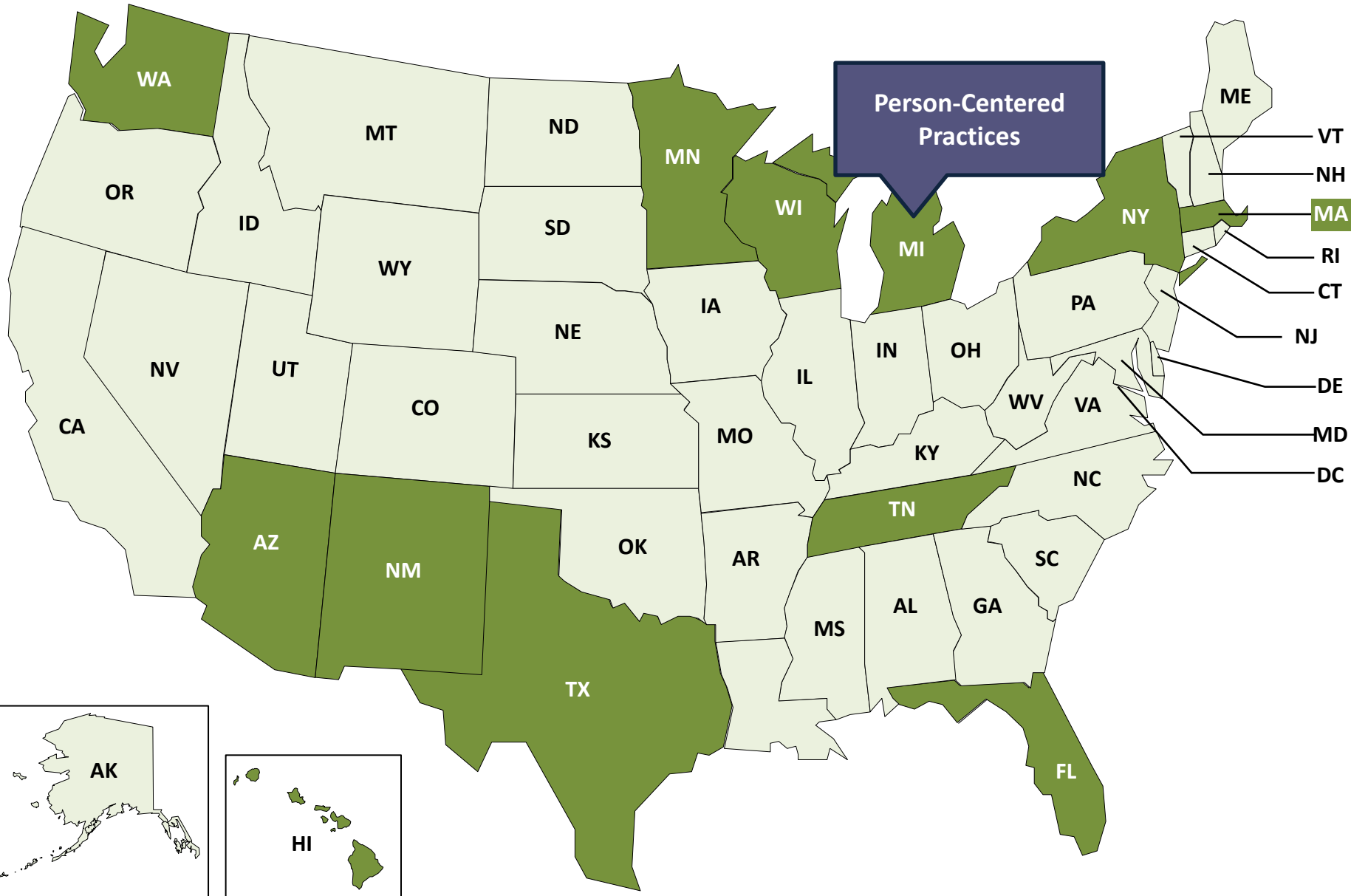
Participant-Directed Contract Language Study



Participant-Directed Contract Language Study



Participant-Directed Contract Language Study



Preliminary Findings

- Many MCOs do not understand the importance of FMS
- Language ranges from no mention of PD to detailed performance measures and FMS language
- Most Health Plans allow MCOs to independently contract with FMS providers
- Many specify FMS qualifications
- Newer contracts are including more about PD and FMS

An Ideal Contract

- Conveys state expectations regarding participant direction
- Requires person-centered practices
- Identifies responsible staff within the MCO & describe roles/duties
- Establishes the service coordinator ratios
- Define the FMS' roles and responsibilities
- Specify provider qualifications

Promising Practices for Participant-Directed Contracting Language *(continued)*

- Conducts a Readiness Review
- Details the individual budget methodology
- Specifies the training requirements for members and workers
- Outlines the transition policy from PD services back to traditional services
- Applies specific PD performance indicators

Discussion

- Are you seeing any of these issues in your work?
- What other threats are you seeing related to managed care?
- What should the Center be doing with respect to managed care?
- What could the FMS Members be doing with respect to managed care?



Design and Implementation of Community First Choice

Suzanne Crisp

Community First Choice Option

- Services are limited to those meeting nursing home level of care
- Services are limited to assistance to accomplishing ADLs, IADLs or health-related tasks
- Defines agency-provider – entities contract for or provide through their own employee or act as the employer of record
- Other models – submit for review by CMS

Community First Choice Option

- Allows the option to apply to assisted living, group homes and foster homes
- In a provider –owned setting, a person should (1) have a choice in where they want to live, and (2) have a say in how services are delivered
- If 300% of SSI is used, individual must receive one waiver service

Discussion

- Are you seeing any of these issues in your work?
- What other threats are you seeing related to Community First Choice (CFC)?
- What should the Center be doing with respect to CFC?
- What could the FMS Members be doing with respect to CFC?



Fraud

Isaac Selkow

Fraud and Participant Direction

- What is fraud?
 - Intentional fraud?
 - Unintentional fraud?
- How prevalent is fraud and abuse in participant-directed programs?
 - Cash & Counseling: No more than Medicaid programs
- Managed Care and fraud: Misaligned incentives
- States and fraud: Is it really fraud?

OIG Report

- *Personal Care Services: Trends, Vulnerabilities, and Recommendations for Improvement (OIG-12-12-01)*
 - “Investigators have noted that self-directed Medicaid service models...especially those that allow beneficiaries significant control over the selection and payment of PCS attendants, are particularly vulnerable to these fraud schemes”
- What methods are most effective for detecting and preventing fraud in participant-directed programs?

Discussion

- Are you seeing any of these issues in your work?
- What other issues around fraud are you encountering?
- What else would you like to see the NRCPDS doing to address fraud?
- What could the FMS industry and our membership be doing to address fraud?



Low Enrollment

Mollie Murphy

Case Manager as Gatekeeper

- In many programs, Case Managers provide information to participants about their program options
 - One program option can be participant direction
- Empirically, when Case Managers don't understand participant direction, their participants don't choose it
- If participant direction seems “harder”, their participants don't choose it

Case Manager Education

- Center is developing an “Enrollment Guide for Case Managers”
 - Currently aimed at a MC Care Manager audience
 - Could be used for other audiences
 - Focuses on a simple explanation of participant direction
- Purpose is to give Case Managers a framework for understanding how participant direction might be right for some of their participants

Discussion

- Are you seeing any of these issues in your work?
- What other threats are you seeing related to low enrollment and the case manager as gatekeeper?
- What should the Center be doing with respect to this issue?
- What could the FMS Members be doing with respect to this issue?



Advancing choice and control for people living with disabilities

www.participantdirection.org