

**Centers for Medicare & Medicaid Services (CMS) Review  
Provider & Family Suggestion Session**



**STATE OF ALASKA**  
**SENIOR & DISABILITIES SERVICES**  
**ALASKA COMMISSION ON AGING**  
**GOVERNOR'S COUNCIL ON**  
**DISABILITIES AND SPECIAL EDUCATION**

# Purpose of the Session



**An opportunity for provider, family and other stakeholder input, suggestions and ideas for solutions as SDS develops a Corrective Action Plan (CAP)**

# Plan for the Session



- **Review priority items for improvement as identified by CMS**
- **Review SDS response to date**
- **Brainstorm ideas for improvement**

# Purpose of the Session



**Priority items for improvement as identified by CMS – the focus of our work together today**

- **A comprehensive quality assurance plan**
- **A program to monitor the health and welfare of waiver participants**
- **Implementation of a system for oversight of providers by the State**
- **Implementation of a system which will assure avoidance of conflict of interest**



## SDS RESPONSE

Negotiation  
with CMS –  
Clarification  
and  
Concession

- Moratorium on PCA services lifted effective August 12<sup>th</sup> 2009
- Applicants for waiver services who were found financially and functionally eligible prior to June 26<sup>th</sup> may be enrolled for services
- Recipients “aging out” of CCMC or APD waivers may transition to more appropriate waiver



## SDS RESPONSE

Staffing for  
reassessment  
backlog

- Implemented new assessment scheduling system
- Solicited Attorney General's opinion regarding regulations
  - Not necessary for RNs to complete assessments, only to certify level of care (LOC).
- Seven non-perm assessor positions posted to Workplace Alaska
  - Health Program Manager II
  - Four in Anchorage, one each in Homer, Fairbanks and Kenai



## SDS RESPONSE

### Mortality Review

- SDS staff researching processes used by other states
- Policy and procedures in process of development



# SDS RESPONSE

## PCA Services

- Program changes to promote access and equity:
  - De-link from waiver programs
  - Eligibility changes to comply with Medicaid State Plan
    - ✦ *Was:* Need for assistance with two Activities of Daily Living (ADL), one of which was “extensive assistance.”
    - ✦ *Now:* Need for assistance with either one ADL (limited assistance) or one Instrumental Activity of Daily Living (IADL).
  - Modified assessment process to determine need
  - Elimination of “time for task” planning





## SDS RESPONSE

What else  
SDS has done

- Implemented E-CAT assessment tool statewide
- Developing new DS3 tracking capacity
- Identifying additional efficiencies in assessment process
- Staffing and management changes, efficiencies
- Negotiated ability to transition CCMC waiver children to Adults with Physical Disabilities waiver



## YOUR TURN

### Priority Items for Improvement

- **The focus of our work together today**
  - **A comprehensive quality assurance plan**
  - **A program to monitor the health and welfare of waiver participants**
  - **Implementation of a system for oversight of providers by the State**
  - **Implementation of a system which will assure avoidance of conflict of interest**



## YOUR TURN

### Provider and Family Suggestions

- **A comprehensive quality assurance plan**
  - Structure and processes for ensuring quality services
  - Discovery of problems
  - Remediation of identified problems
  - Qualified providers



## YOUR TURN

### Provider and Family Suggestions

- **Monitoring the health and welfare of waiver participants**
  - Timely waiver reassessments
  - Periodic review of service plan
  - In-person contact
  - Role of the Care Coordinator



## YOUR TURN

### Provider and Family Suggestions

- **Provider oversight**
  - Enrollment processes
  - Services provided in accordance with POC
  - Performance standards and oversight for service providers
  - Remedial action



## YOUR TURN

### Provider and Family Suggestions

- Preventing conflicts of interest
  - Person-centered planning
  - Service Plan development safeguards
  - Assuring freedom of choice



YOUR  
TURN

Provider  
and Family  
Suggestions

*OTHER  
IDEAS WE  
SHOULD  
CONSIDER?*

# To Contribute Additional Ideas:



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