

# Welcome to the Agency for Health Care Administration (AHCA) Training Presentation for Potential Long-term Care Providers.

The presentation will begin momentarily.

**Please dial in to hear audio:**

**1-888-670-3525**

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**Home & Community-Based Characteristics:  
Home-Like Environment & Community  
Integration  
for Medicaid Recipients in Assisted Living  
Facilities & Adult Family Care Homes**

**October 10, 2013**



# Today's Presentation

Follow the link below to the SMMC Website and select the "News and Events" tab under the header image.

**Note: You can use the red button to sign up for SMMC Program updates via e-mail.**



<http://ahca.myflorida.com/smmc>

# Today's Presentation, cont.

Select "Event and Training Materials" to download today's presentation.

The screenshot shows the AHCA website header with the logo and tagline "Better Health Care for All Floridians". The navigation menu includes "Home", "About Us", "Dashboard", "Public Records", "Procurements", "Publications", "Find a Facility", "Contact Us", and a "REPORT FRAUD" button. Below the navigation is a "Florida Medicaid" banner with a photo of a woman and a child. A secondary navigation bar includes "Home", "News and Events", "Long-term Care", "Managed Medical Assistance", and "Federal Authorities". The "News and Events" section contains a "SIGN UP For Program Updates" button and a list of links: "Calendar of Events and Training", "Event and Training Materials" (circled in red), "Frequently Asked Questions", "Previous Events Archive", and "Guidance Statements". A "Comments and Questions?" box provides contact information for the Statewide Medicaid Managed Care program.

# Today's Presentation, cont.

Florida Medicaid

Home News and Events Long-term Care Managed Medical Assistance Federal Authorities

**News and Events**

Choose an **arrow below** for information and upcoming events related to the Statewide Medicaid Managed Care program.

- ↕ [Calendar of Events and Training](#) ↕
- ↕ [Event and Training Materials](#) ↕

Most Recent Webinar

Welcome to the Agency for Health Care Administration (AHCA) Training Presentation for the Recipient Information Data Upload.

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[SMMC Webinar: Plan of Care](#) from [Florida Agency for Health Care Administration](#)

June

[Webinar Presentation: Participant Direction Options - June 6, 2013](#) [1.80MB PDF]  
6/5/2013

**Comments and Questions?**

Members of the public can email comments and suggestions about the Statewide Medicaid Managed Care program to [FLMedicaidManagedCare@ahca.myflorida.com](mailto:FLMedicaidManagedCare@ahca.myflorida.com) or mail them to:

Statewide Medicaid Managed Care program  
Office of the Deputy Secretary for Medicaid  
Agency for Health Care Administration  
2727 Mahan Drive, MS #8  
Tallahassee, Florida 32308

**SIGN UP**  
For Program Updates

Choose the file(s) you would like to save.

**Note: You may also view files from past events and AHCA guidance statements or submit questions to be answered in future presentations.**



# Today's Presenters

- Eunice Medina
  - Department of Elder Affairs

# Centers for Medicare and Medicaid Services Proposed Rule

- Requires providers that serve Medicaid recipients in the community maintain home and community-based characteristics, which includes person-centered services and a home-like environment
- Proposed rule [CMS-2249-P2] published in Federal Register 5/3/2012
- Online at <http://federalregister.gov/a/2012-10385> and on [FDsys.gov](http://FDsys.gov)

# Programs Affected

- All Medicaid waiver programs providing services in Assisted Living Facilities (ALFs) and Adult Family Care Homes (AFCHs) are expected to provide a home-like environment and community integration to the fullest extent possible:
  - Nursing Home Diversion Waiver
  - Assisted Living Waiver
  - Channeling Waiver (Facility-based Respite)
  - Aged/Disabled Adult Waiver (Facility-based Respite)
  - Statewide Medicaid Managed Care Long-Term Care Waiver
  - Any other Medicaid waiver program that offers services in ALFs or AFCHs.



# Medicaid Home and Community-Based Services Waivers

- Provide funding for services for Medicaid eligible people with qualifying disabilities who want to live at home or in the community
- Purpose: Allow state Medicaid programs to cover services traditionally viewed as “long-term care” and provide them in a community setting to individuals instead of nursing home or institutions

# Medicaid Home and Community-Based Services Waivers Eligibility

- Recipients must:
  - Meet institutional level of care
  - Meet Medicaid Institutional Care Program (ICP) income and asset limits
  - Satisfy any additional impairment criteria
  - Accept waiver services in lieu of institutional placement

# Defining Characteristics of a Home-Like Environment

- Each resident must be assured privacy in sleeping and personal living areas:
  - Entrance doors must have locks, with appropriate staff having keys to the doors
  - Freedom to furnish and/or decorate sleeping or personal living areas
  - Choice of private or semi-private rooms
  - Choice of roommate for semi-private rooms
  - Access to telephone service as well as length of use
  - Freedom to engage in private communications at any time

# Defining Characteristics of a Home-Like Environment, continued

- Freedom to control daily schedule and activities (physical and mental conditions permitting)
- Visitation options of the resident's choosing
- Access to food and preparation areas in the facility at any time (physical and mental conditions permitting)
- Personal sleeping schedule
- Participation in facility and community activities of the resident's choice
- Ensuring that residents are allowed to participate in unscheduled activities of their choosing

# Community Integration

- Access to the greater community is facilitated by the ALF or AFCH based on the resident's abilities, needs and preferences
- The ALF or AFCH setting must offer meaningful community participation opportunities for their residents at times, frequencies and with persons of their choosing
  - **Example:** The resident wishes to visit the senior center to participate in social activities
  - **Barrier:** The resident does not have access to transportation
  - **Intervention:** The case manager works with the ALF or AFCH to ensure that transportation, such as Dial-a-Ride, is available to transport the resident to and from the senior center and to ensure that the resident is dressed and ready to depart

# Person-Centered Care Planning

- The basis of a successful home and community-based setting is the creation of a individualized and inclusive person-centered plan of care that addresses services, supports, and goals based on the resident's preferences
- The person-centered plan of care is based on a comprehensive assessment that includes the resident and participation by any other individuals chosen by the resident
- The plan of care must support the resident's needs in the most integrated community setting possible
- The waiver recipient's plan of care must include personal preferences, choices, and goals to achieve personal outcomes

# Personal Goals

- Examples of personal goals a resident may choose:
  - Deciding where and with whom to live
  - Making decisions regarding supports and services
  - Choosing which activities are important
  - Maintaining relationships with family and friends
  - Deciding how to spend each day

# Promoting Home and Community-Based Characteristics

- The state will ensure the promotion of home and community-based settings and community integration through:
  - Individualized person-centered care planning
  - Goal planning activities
  - Promotion of a home-like environment in ALFs and AFCHs.



# Promoting a Home-Like Environment

## New State Processes

- To ensure that ALFs/AFCHs serving Medicaid recipients maintain a home-like environment and provide community integration, the state has implemented the following new processes:
  - DOEA has modified contracts with all Diversion Plans (Managed Care Organizations and Other Qualified Providers) requiring:
    - amended subcontracts with ALFs by early May 2013
    - MCO/OQP review for these characteristics during credentialing and re-credentialing of ALF providers
  - All ALFs participating in the Assisted Living, or other waivers utilizing ALFs, must have signed amended referral agreements and complied with the characteristics of a home-like environment and community integration by June 2013.
  - (on next slide)

# Promoting a Home-Like Environment (New State Processes Continued)

- All ALFs/AFCHs participating in Long-term Care Managed Care must meet these requirements before go-live (before the first date of enrollment in region).
- State staff are currently conducting on-site reviews of ALFs/AFCHs to ensure a home-like environment by Region.

# Recipient Enrollment Schedule

Region	Counties	Plan Readiness Deadline	Enrollment Effective Date	Estimated Eligible Population
7	Brevard, Orange, Osceola and Seminole	1-May-13	1-Aug-13	Region 1: <u>9,338</u>
8 & 9	Charlotte, Collier, DeSoto, Glades, Hendry, Lee and Sarasota, Indian River, Martin, Okeechobee, Palm Beach and St. Lucie	1-Jun-13	1-Sep-13	Region 8: 5,596; Region 9: 7,854: <u>Total = 13,450</u>
2 & 10	Escambia, Okaloosa, Santa Rosa and Walton, Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla and Washington, Broward	1-Aug-13	1-Nov-13	Region 2, 4,058; Region 10, 7,877; <u>Total = 11,935</u>
11	Miami-Dade and Monroe	1-Sep-13	1-Dec-13	Region 11: <u>17,257</u>
5 & 6	Pasco, Pinellas, Hardee, Highlands, Hillsborough, Manatee and Polk	1-Nov-13	1-Feb-14	Region 5, 9,963; Region 6, 9,575: <u>Total = 19,538</u>
3 & 4	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee Union, Baker, Clay, Duval, Flagler, Nassau, St. Johns and Volusia	1-Dec-13	1-Mar-14	Region 3: 6,911; Region 4: 9,087: <u>Total = 15,990</u>

# Credentialing and Re-Credentialing

- Managed Care Organizations are required to:
  - Verify during the credentialing and re-credentialing process that home-like environment and community integration exist in facilities they intend to contract with as well as in existing network ALFs/AFCHs

# Remediation

- If at any point a managed care organization discovers that an ALF/AFCH is not maintaining a home-like environment or supporting full community integration, they must:
  - Report that finding to the state contract manager immediately
  - Propose a remediation within three business days of discovery
- When the transition to the Long-Term Care Medicaid Managed Care waiver is completed, AHCA and DOEA will provide oversight of the monitoring process to ensure the MCOs will contract only with ALFs/AFCHs providing and supporting a home-like environment and community integration.

# Language for Subcontracts and Referral Agreements

- Waiver providers will insert the following language into each subcontract or referral agreement with ALFs/AFCHs:
  - Assisted living facilities will support the enrollee’s community inclusion and integration by working with the managed care organization’s case manager and enrollee to facilitate the enrollee’s personal goals and community activities.
  - Additionally, waiver enrollees residing in assisted living facilities must be offered services with the following options unless medical, physical, or cognitive impairments restrict or limit exercise of these options.

# Language for Subcontracts and Referral Agreements (Continued)

- Choice of:
  - Private or semi-private rooms;
  - Roommate for semi-private rooms;
  - Locking door to living unit;
  - Access to telephone and length of use;
  - Eating schedule; and
  - Participation in facility and community activities.
  
- Ability to have:
  - Unlimited visitation; and
  - Snacks as desired.
  
- Ability to:
  - Prepare snacks as desired; and
  - Maintain personal sleeping schedule.

# Monitoring Activities by the State

## Ongoing State Processes

- Care Plan Development and Goal Planning:
  - Monitoring of resident case files by Quality Assurance team members
  - Review of Community Integration Goal Planning Documentation
- Modification of Referral Agreements:
  - Annual desk review of referral agreements or MCO subcontracts for inclusion of home-like environment and community integration language
- Credentialing and Re-Credentialing:
  - Review of monthly provider network reports and MCO credentialing files
- On-site review of ALFs and AFCHs



# Resources

## LTC Plan Contact: Provider Networks

American ElderCare	Brenda Evans 561-496-4440 <a href="mailto:bevans@americaneldercare.com">bevans@americaneldercare.com</a>
Amerigroup	Victoria McMath 800-950-7679 ext 77429 <a href="mailto:Victoria.McMath@amerigroup.com">Victoria.McMath@amerigroup.com</a>
Coventry	Mariangeli Cataluna 305-222-3012 <a href="mailto:mxcataluna@cvt.com">mxcataluna@cvt.com</a>
Humana	Grace Rodriguez 888-234-6401 <a href="mailto:grodriguez@ilshealth.com">grodriguez@ilshealth.com</a>
Molina Healthcare	Lisa Schwendel Phone: 1-888-562-5442, ext. 223594 Email: <a href="mailto:lisa.schwendel@molinahealthcare.com">lisa.schwendel@molinahealthcare.com</a>
Sunshine State Health Plan	Susan McCurry, Manager, Provider Relations 866-769-1158, ext 41344 <a href="mailto:smccurry@centene.com">smccurry@centene.com</a>
United Healthcare	George Rodriguez 407-659-7029 Primary email: <a href="mailto:Fl_ltc_network@uhc.com">Fl_ltc_network@uhc.com</a> Secondary email: <a href="mailto:george_rodriguez@uhc.com">george_rodriguez@uhc.com</a>



# Resources

- Questions can be emailed to: [FLMedicaidManagedCare@ahca.myflorida.com](mailto:FLMedicaidManagedCare@ahca.myflorida.com)
- Updates about the Statewide Medicaid Managed Care program are posted at: [http://ahca.myflorida.com/Medicaid/statewide\\_mc](http://ahca.myflorida.com/Medicaid/statewide_mc)
  - Upcoming events and news can be found on the “News and Events” tab.
  - You may sign up for our mailing list by clicking the red “Sign Up for Program Updates” box on the right hand side of the page.

The screenshot shows the AHCA website interface. At the top, the AHCA logo is displayed with the tagline "Better Health Care for All Floridians". Below the logo is a navigation menu with items: Home, About Us, Dashboard, Public Records, Procurements, Publications, Find a Facility, Contact Us, and a red "REPORT FRAUD" button. The main content area features a header for "Florida Medicaid" with a photo of a woman and a child. Below this is a secondary navigation menu with tabs: Home, News and Events (circled in red), Federal Correspondence and Authorities, Long-term Care Managed Care, and Managed Medical Assistance. The main heading is "Statewide Medicaid Managed Care Program". To the right of the main text is a red "SIGN UP For Program Updates" button (circled in red). The main text area contains information about the program's creation in 2011 and a list of links: Program Overview and Summary, Frequently Asked Questions, and Original Bill Language.

# Additional Information



[Youtube.com/AHCAFlorida](https://www.youtube.com/AHCAFlorida)



[Facebook.com/AHCAFlorida](https://www.facebook.com/AHCAFlorida)



[Twitter.com/AHCA\\_FL](https://www.twitter.com/AHCA_FL)

# QUESTIONS?