

DELAWARE'S CHILDREN WITH MEDICAL COMPLEXITY ADVISORY COMMITTEE

October 12, 2021

9:00 -11:00

Meeting Notes

Welcome and Roll Call	<ul style="list-style-type: none"> DMMA Director and CMCAC Chair, Stephen Groff welcomes everyone. Attendees announce their name and affiliation via the chat box.
Update on DMMA Initiatives	<ul style="list-style-type: none"> The American Rescue Plan Act has a provision in it that allows states to collect an additional 10% in federal revenue on approved Home & Community Based Services (HCBS) spending for the period of April 1, 2021 through March 31, 2022. <ul style="list-style-type: none"> States with an approved spending plan will have until March 2024 to spend the extra funding. DMMA will continue to hold stakeholder sessions and the information is posted on the website. Quarterly Update to CMS on the HCBS funding under the American Rescue Plan Act is due on October 18, 2021; and DMMA has identified some specific spending initiatives that we want to roll out: <ul style="list-style-type: none"> Sign-on bonuses and retention payments for Direct-Support Professionals who serve: <ul style="list-style-type: none"> Individuals with intellectual disabilities Individuals with physical disabilities in the Plus program who are also service by the Division of Services for Aging and Adults with Physical Disabilities. The definition of Direct-Support Professionals excludes Private Duty nurses. DMMA is proposing the allocation of funding to conduct a benchmark market/wage type study for the entire HCBS workforce, similar to that required under the McNesby Act. <ul style="list-style-type: none"> Will give the General Assembly a full picture of new funding needed to support the entire HCBS delivery system.
DME and Supplies Workgroup Quarterly Report	<ul style="list-style-type: none"> The DME & Supplies Workgroup met biweekly during the 3rd quarter. Both MCOs provided a formal presentation on the DME & Supplies prior authorization process. Through the efforts of workgroup members and with the help of MCO Operations, we were able to recruit a number of DME & Supplies providers to participate in the workgroup. The workgroup continues to identify issues and challenges related to DME & Supplies. DMMA's Policy Unit initiated a meeting with DMMA's Program Integrity Unit to address issues related to DME requests and third-party liability (TPL), as well as the coordination of benefits. The workgroup recommended a MCO Care Coordination training specific to DME & Supplies requests; and provided input on suggested content for the training.

	<ul style="list-style-type: none"> • The workgroup discussed the pros & cons and made comparisons of a standardized template for DME & Supplies prior authorization process vs. a frequently asked questions (FAQ) document on the prior authorization process for DME & Supplies. <ul style="list-style-type: none"> ○ The workgroup agreed that a FAQ sheet on the DME & Supplies prior authorization process would work better. • Upcoming activities <ul style="list-style-type: none"> ○ Both MCOs support the requests for the development of educational materials related to DME & Supplies request for their Care Coordinators. <ul style="list-style-type: none"> ▪ They have taken note of the recommended content ▪ They are working on a timeline of when they believe this could be finished. ○ DMMA Policy Unit has a follow-up meeting with DMMA Program Integrity Unit and information about the meeting will be shared with the workgroup at the next meeting. ○ Continue to discuss the needs of the families regarding DME & Supplies requests. • Upcoming DME & Supply Workgroup meeting are on 10/26/21; and 11/9/21.
<p style="text-align: center;">Skilled Home Health Nursing Workgroup Quarterly Report</p>	<ul style="list-style-type: none"> • The workgroup received updates on the Private Duty Nursing Workforce Capacity Study, as well as the Family Satisfaction Survey. • The workgroup finalized the Welcome and What to Expect letters; the letters will be made available on the CMC website as a part of additional resources for families. • The workgroup had several discussions the DMMA PDN Policy manual. • The workgroup endorsed the NASHP Care Coordinator Standards of Practice for Children with Special Healthcare Needs. • The workgroup continues to meet monthly. • Upcoming activities <ul style="list-style-type: none"> ○ Once the Family Satisfaction Survey and the Private Duty Nursing Workforce Capacity Study are complete, the workgroup will review the findings and make recommendations to the Advisory Committee. • Upcoming SHHN workgroup meetings are on 11/2/21 and 12/7/21.
<p style="text-align: center;">Care Coordination Practice Standards</p>	<ul style="list-style-type: none"> • The National Academy for State Health Policy (NASHP) Care Coordination Standards: <ul style="list-style-type: none"> ○ Key indicators for effective care coordination: <ul style="list-style-type: none"> ▪ Screening; Identification and Assessment ▪ Shared plans of care ▪ Established process for team-based communication ▪ Emphasis on empowerment and skills development of children/families ▪ Ensuring the availability of a competent and caring care coordination workforce ▪ Ensuring that care transitions are supported • The NASHP Care Coordination Standards presented to the CMCAC for endorsement. <ul style="list-style-type: none"> ○ The Standard was shared prior to the meeting for members to review. ○ Ann Phillips to review the Standard and give her input within a week of this meeting ○ Kimberly Xavier will seek Advisory Committee members' endorsement via email once she receives Ann's feedback.
<p style="text-align: center;">PDN Workforce Capacity Study Update</p>	<ul style="list-style-type: none"> • The University of Delaware conducted the Private Duty Nursing Workforce Capacity Study: <ul style="list-style-type: none"> ○ Purpose of study was to examine the capacity of the home health nursing workforce to serve children with medical complexity. ○ Data collection started in late spring 2021 and closed the end of June 2021.

	<ul style="list-style-type: none"> ○ The research team collected survey and interview data from 4 stakeholder groups: <ul style="list-style-type: none"> ▪ Agency providers ▪ Private duty nurses ▪ Family caregivers ▪ Nurses who are not employed in the PDN workforce ○ The PDN Workforce Capacity study is complete and is in the analysis stage. <ul style="list-style-type: none"> ▪ Study findings will be presented as a series of reports. ▪ There will 5 reports, one for each stakeholder group; and one report specific to COVID-19 and Telehealth. ▪ The reports are currently in review: <ul style="list-style-type: none"> ❖ 3 reports presented to DMMA for review ❖ The other 2 reports are under internal review with U of D
Family Satisfaction Survey Update	<ul style="list-style-type: none"> ● Vital Research has completed the Family Satisfaction survey and the findings are under review with DMMA. ● Once DMMA is has reviewed the report it will be shared with the CMCAC and posted on the CMC website. ● Vital research presented an overview of the Family Satisfaction Survey administration to the Advisory Committee.
Open Forum – CMCAC Members	<ul style="list-style-type: none"> ● Concerns were raised about coverage and quality of care issues around PDN services that families are facing. <ul style="list-style-type: none"> ○ Steve Groff addressed the concern by stating that the Advisory Committee continues to work on systemic issues that affect CMC families. <ul style="list-style-type: none"> ▪ The Need to look at the homecare workforce and ensure that people are operating at the top of their scope. ▪ The Need to fill gaps in homecare coverage with other levels of care such as Home Health Aids, etc. ▪ Critical review of what each individual child and family’s case to determine what it is they need to wrap supports around them. ● Comment made regarding on how DMMA has a direct line of communication with families and the need to review the policies to see what effective and what is not working, such as a developing a policy specific to CMC with rare medical conditions.
Public Comment	<ul style="list-style-type: none"> ● Comment from a DME and Supplies provider stating that his company is swamped from struggling families in Delaware who needs supplies.

Future Meeting Dates:

January 11, 2022 9:00 AM – 11:00 AM	April 12, 2022 9:00 AM – 11:00 AM	July 12, 2022 9:00 AM – 11:00 AM	October 11, 2022 9:00 AM – 11:00 AM
--	--------------------------------------	-------------------------------------	--

📍 All CMCAC meetings are currently held via Zoom due to the COVID-19 PHE.