Virginia’s Waiver Management System for its Redesigned Waivers for Persons with Developmental Disabilities

HCBS Conference

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Agenda

• Project Objectives

• Pre-RFP and Vendor Selection Process

• Project Scope

• Highlights of System Implementation

• Lessons Learned
PROJECT OBJECTIVES
Virginia’s Path to DD Waivers Redesign

- Settlement Agreement with US Department of Justice
- Budgetary Concerns
- Reimbursement Rates Concerns
- HCBS Settings Regulations
- Training Centers Closures
Waiver Amendments Approved by CMS

- **Building Independence Waiver**
  For adults (18+) able to live independently in the community.

- **Family & Individual Supports Waiver**
  For individuals living with their families, friends, or in their own homes.

- **Community Living Waiver**
  24/7 services and supports for individuals with complex medical and/or behavioral support needs through licensed services.
Streamlined, Needs-Based Access

**Previous Process**

- Individual with ID
- CSB
- Eligibility
- Waiting List (based on urgency)
- Day Support Waiver
- ID Waiver
- DD Waiver

**Current Process**

- Individual with ID or DD
- CSB
- Eligibility
- Waiting List (based on priority of need)
- Single, Consolidated Waiting List (based on chronology)
- Building Independence OR Family & Individual Support OR Community Living Waiver

Previous Process:
- Individual with ID
- CSB
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- Waiting List (based on urgency)
- Day Support Waiver
- ID Waiver
- DD Waiver

Current Process:
- Individual with ID or DD
- CSB
- Eligibility
- Waiting List (based on priority of need)
- Building Independence OR Family & Individual Support OR Community Living Waiver
PRE-RFP AND VENDOR SELECTION
CMS Funding Approval

RFI  IAPD  RFP  CMS Approval
Searching for a Vendor

- Experienced
- Committed
- Within Budget
Project Phases

Discovery

Release III

RFI & Planning
IAPD; RFP
Vendor Chosen

Release II

Sprint Planning
Development
Testing

Go-Live
Release I

Release I

Release II

Release III
PROJECT SCOPE
Waiver Management System (WaMS)

- A data management system to manage waivers
- Interfaces with the Virginia Medicaid Management Information System (VAMMIS)
- Improves data about individual costs for state budgeting
### Requirements

<table>
<thead>
<tr>
<th>Functional Area</th>
<th>High-level Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility Determination &amp; Waiver</td>
<td>Provide the system capabilities to support the operational responsibilities of capturing and maintaining accurate, current and historical information on individuals eligible to receive a waiver. This system must be able to support, document, and track all pertinent information.</td>
</tr>
<tr>
<td>Program Management</td>
<td></td>
</tr>
<tr>
<td>Service Planning</td>
<td>System must support a flexible model of individualized support planning, allowing varying levels of control and documentation for service planning and authorization depending on business processes.</td>
</tr>
<tr>
<td>Service Authorization &amp; Set Up</td>
<td>Support the ability to record, authorize, and track delivered services to individuals by providers and allow internal users to track multiple funding sources, categories and individual budgets.</td>
</tr>
<tr>
<td>Provider Management Functionality</td>
<td>The system should capture a comprehensive array of information about providers that provide services to individuals and support the enrollment process of qualifying individuals in agency-defined waiver programs, and allow the ability to view authorizations for submitted services.</td>
</tr>
<tr>
<td>Administrative Tools</td>
<td>Provide an administrative module allowing authorized users to configure screens, arrange fields, manage security permissions, and allow the creation of workflow rules within the application.</td>
</tr>
<tr>
<td>Reporting</td>
<td>System must support the capability to easily retrieve and print either standardized or ad-hoc reports from data recorded in the system and include formatting flexibility.</td>
</tr>
<tr>
<td>Case Management &amp; Assessments</td>
<td>System must support case management for the full lifecycle of individuals supports from initial inquiry for services to case closure, including information and referral; enrollment; assessment and reassessment; service planning and service authorization; case closure; and reporting.</td>
</tr>
<tr>
<td>System Integration &amp; Data Exchange *</td>
<td>Include an integration layer, allowing the ability to interface with multiple entities for the exchange of information (i.e. VAMMIS), per the MITA standards, while adhering to the appropriate data exchange requirements such as HIPAA and NIEM.</td>
</tr>
</tbody>
</table>
HIGHLIGHTS OF SYSTEM IMPLEMENTATION
Integrated Supports

Integrated Supports Across the Life Course

PERSONAL STRENGTHS & ASSETS
Life experiences, personal knowledge, personality traits, belongings, social skills, education and training

TECHNOLOGY
iPad/smart phone "apps", remote monitoring, cognitive accessibility, adaptive equipment

RELATIONSHIPS
Family, friends, neighbors, co-workers, community members, church members

COMMUNITY BASED
School, public transportation, businesses, churches, parks & recreation

ELIGIBILITY SPECIFIC
Developmental disability services, special education, Medicaid, food stamps, Section 8 housing, Vocational Rehabilitation

Strategies for Supporting Real Lives

Discovery & Navigation:
Knowledge & Skills
- Information on disability
- Knowledge about best practices and values
- Skills to navigate and access services
- Ability to advocate for services and policy change

Connecting & Networking:
Mental Health & Self-efficacy
- Parent-to-Parent Support
- Self-Advocacy Organizations
- Family Organizations
- Sib-shops
- Support Groups
- Professional Counseling
- Non-disability community support

Day-to-Day Services:
Instrumental Supports
- Self/Family-Directed services
- Transportation
- Respite/Childcare
- Adaptive equipment
- Home modifications
- Financial assistance
- Cash Subsidies
- Short/Long term planning
- Caregiver supports & training

Michelle "Shell" Reynolds, PhD | UMKC-Institute for Human Development | reynolds.mc@umkc.edu
Plan Integrated Supports

Visualize a typical week with a mix of supports

The supports calendar helps the person and the planning team visualize all of the supports that are needed.

Request FREE Access

LOGIN

Username
Password
Login
Forgot Password?

INTEGRATED SUPPORTS PLANNING:
Select from six types of support to help identify opportunities and surface needs.

The intuitive drag-and-drop interface is ideal for real-time collaboration to put together a supports plan that...

Please select a block of time to the left.

Time can be selected in one hour blocks or by selecting smaller time blocks. Expand time across multiple days.

Download PDF

Watch a Demo

Learn how to explore this design
System Foundation

A system that has:

- Security infrastructure
- Notification and workflow infrastructure
- Person profile
  - Ability to track the history of a person through multiple waivers
- Organization and Staff profile
  - Flexible setting of OUs and sub-OU hierarchy
  - Staff roles
- Linked concepts needed for waivers and programs
  - Person, waitlist, slots, assessments, plans of care, SAs
Intuitive UI and Navigation

“Top Level Navigation” tabs allow the user to navigate from area to area. They include icons to help the user quickly identify an area of interest. Active tabs are highlighted in a lighter shade with bold texts.

“Global” Header

The “Workplace Header” displays a title of the “Current Page/Screen”.

The “Global Menu” can be activated by hovering over the text with the cursor.

“Left Side Navigation” includes a client summary and “Drop Down”. Client related modules are organized in sections. Subsections can be viewed by expanding the accordion. A section highlighted in clue indicates the “active” or “selected” section. “Active” sub-sections are highlighted in Gray to provide added context. *Note: Depending on your role & permission, some links displayed on the left side navigation will not be displayed.
Slot Management - Examples
Waitlist Management - Examples

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Persons ID</th>
<th>SNP</th>
<th>County</th>
<th>Eligible From Date</th>
<th>Eligible To Date</th>
<th>Waitlist Status</th>
<th>Priority</th>
<th>Services Requested</th>
<th>Assigned CSS</th>
<th>Update</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ross</td>
<td>TestPerson2</td>
<td>01/21/1985</td>
<td>Amelia</td>
<td>05/30/2016</td>
<td>N/A</td>
<td>N/A</td>
<td>Active</td>
<td>Priority 1</td>
<td>TestTechnology, Benefits Planning</td>
<td>02/21/2017</td>
<td>Remove</td>
<td>Update</td>
</tr>
<tr>
<td>Christopher</td>
<td>TestPerson1</td>
<td>01/01/2016</td>
<td>Madison</td>
<td>06/11/2016</td>
<td>N/A</td>
<td>N/A</td>
<td>Active</td>
<td>Priority 2</td>
<td>TestTechnology, Benefits Planning</td>
<td>02/26/2017</td>
<td>Remove</td>
<td>Update</td>
</tr>
<tr>
<td>William</td>
<td>TestPerson3</td>
<td>12/31/2015</td>
<td>Caroline</td>
<td>05/16/2016</td>
<td>N/A</td>
<td>N/A</td>
<td>Active</td>
<td>Priority 3</td>
<td>TestTechnology, Benefits Planning</td>
<td>01/01/2021</td>
<td>Remove</td>
<td>Update</td>
</tr>
<tr>
<td>Bell</td>
<td>TestPerson4</td>
<td>03/25/1995</td>
<td>Arlington</td>
<td>02/24/2017</td>
<td>N/A</td>
<td>N/A</td>
<td>Active</td>
<td>Priority 4</td>
<td>TestTechnology, Benefits Planning</td>
<td>02/24/2017</td>
<td>Remove</td>
<td>Update</td>
</tr>
</tbody>
</table>

Create New Wave

- Waver Created Date: 02/21/2017
- Assigned CSS: TestOrganization1
- Created By: TestUser1
- # of people in wave: 1
- Choose the way to select tasks: Randomly
- Waver Type: Building Independence
Individual Support Plan – Examples (1)
Individual Support Plan – Examples (2)
Customized Dashboard
Canned Reports

Person Information
- All individuals
- Individual living situation on waitlist (summary and detailed)
- Individual living situation on waiver (summary and detailed)
- Individuals not assigned to CSB

Slot Management
- CSB slot transfers
- DBHDS slot details
- MFP details for released slots
- MFP details tracking

Waitlist
- Length of time on waitlist by priority
- Statewide waitlist by age group & priority (summary)
- Waitlist by CSB (summary and detailed)
- Waitlist individuals with Medicaid

Waivers
- Individuals with services
- Statewide summary
- Active without services
- Individuals on hold status
- Individuals with projected status > 90 days
- Statewide waiver slots by age group summary

Service Auth.
- SA staff Productivity

SIS
- Level and Tier Details
Service Authorization Process

- Support Coordinator: Create SA
- Provider: Add Services to SA
- Support Coordinator: Review SA / Add Services if needed
- Provider: Revise SA
- DBHDS Staff: Approve, Reject, Deny, Pend SA
- VAMMIS (External System): Processes SA
# Data Migration

## Data Migration

<table>
<thead>
<tr>
<th>Category</th>
<th># Migrated</th>
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</thead>
<tbody>
<tr>
<td>Medicaid Individuals</td>
<td>27,312</td>
</tr>
<tr>
<td>Providers</td>
<td>5,738</td>
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<tr>
<td>CSBs</td>
<td>40</td>
</tr>
<tr>
<td>PCMs</td>
<td>45</td>
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<tr>
<td>DD Waiver Waitlist</td>
<td>2,433</td>
</tr>
<tr>
<td>DD Waiver Slots</td>
<td>1,205</td>
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<tr>
<td>IDOLS Waitlist</td>
<td>8,591</td>
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<tr>
<td>IDOLS Slots</td>
<td>10,864</td>
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<td>ISP</td>
<td>21,939</td>
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<td>Enrollment</td>
<td>23,824</td>
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<td>Service Authorizations</td>
<td>34,810</td>
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<tr>
<td>SIS Import</td>
<td>7,901</td>
</tr>
</tbody>
</table>
Lessons Learned

• Pre-RFP preparation is very important
• An aggressive timeline, while not ideal, is achievable
• Select a vendor with a proven solution, track record, and can-do attitude
• Put a good governance structure in place, and have clear decision makers
• Build a collaborative and cohesive team
• Expect changes and have a process to handle them flexible process
• Set priorities and focus on them