NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

STRATEGIC VISION & OPERATIONAL EFFICIENCIES (SVOE)
Year 2 Quarter 2 Initiative Updates

January 2023

Executive Summary

1. **SVOE:** Through Quarter 2 Year 2 of the SVOE contract, all four workstreams remain on-track with each initiative either entering or completing various phases of implementation.

2. **Shorter-term Initiative Progress:** (1) Critical Time Intervention (CTI) remains focused on refining operations, data collection and analysis, and preparing contracts with the CMHCs for FY24. (2) Over 200 patients have been treated under the IMD Waiver demonstration through Q2; the team successfully completed Q1 reporting requirements and have submitted the extension application and amendment to CMS.

3. **Longer-term Initiative Progress:** (3) The Developmental Disabilities (DD) Waiver Redesign initiative continues to focus on stakeholder engagement while shifting into execution of key milestones this fiscal year; rate development, billing system changes, and participant assessment testing are examples of the various efforts underway and scheduled for completion by the end of Year 2. (4) The MES Modernization initiative is working towards the System Integrator procurement and will continue advanced planning and requirements development for additional modules such as Provider Management.

Initiative Update – Overview (CTI)

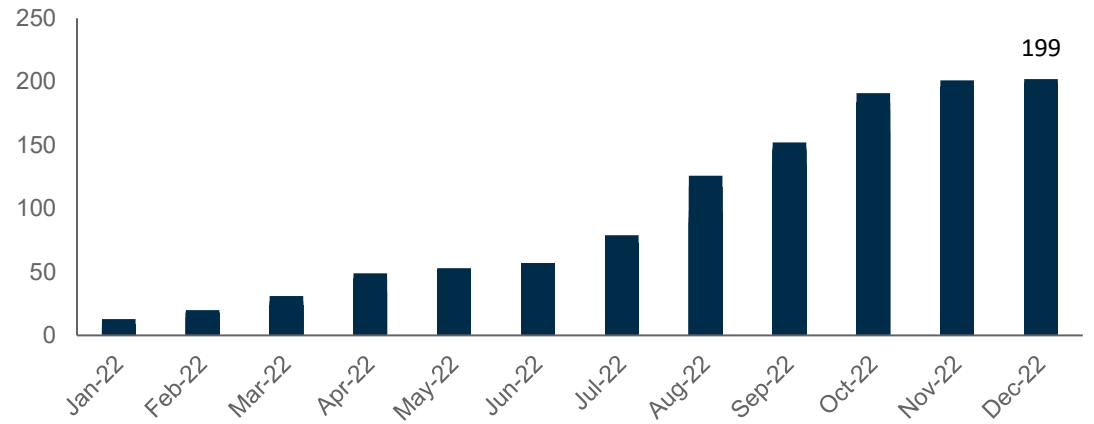
Status	Indicator
A strong focus on operations enabled a steady growth in clients and made possible the first CTI program graduates, with more to come.	

Highlights

1. Nearly 200 active clients as of the end of December 2022 (Q2), with referrals coming from all DRFs and NHH. CTI also experienced its first program graduates in Q2.
2. Continued collection and refinement of process and Phoenix data, building foundation for outcomes analysis.
3. Collected and analyzed CMHC cost data to understand performance of the CTI "practice" rate and any needed adjustments in FY24 and beyond.
4. Begun FY24-25 CTI re-contracting process with CMHCs.

Current Priorities	
Capacity	Collaborate with CMHCs and DRFs to identify and solve for implementation challenges (i.e., workforce, fidelity, data, etc.).
Operations	Continue data collection / analysis critical to measure outcomes, justify expansion and promote long-term financial sustainability.
Contracts	Conduct financial, rate, and scope reviews; usher contracts through internal steps for G&C approval in Q4.

Performance Snapshot (Active Clients by Month)



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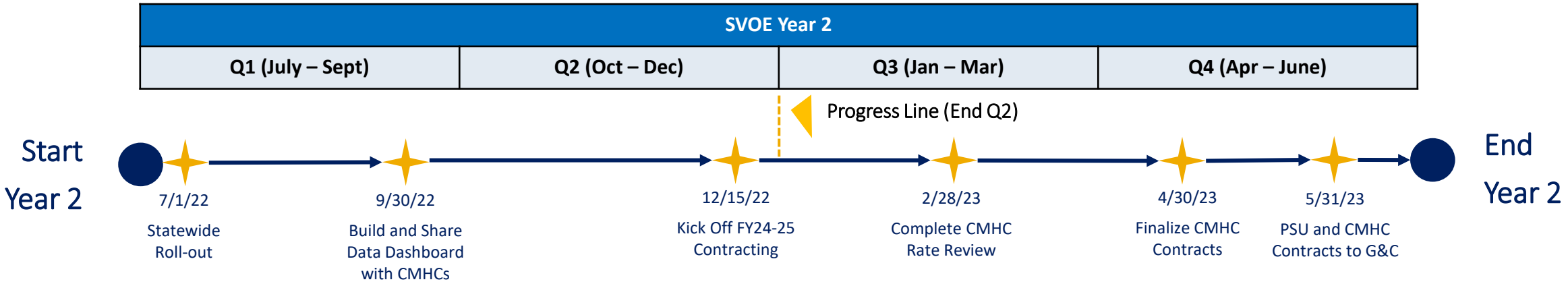
Initiative Update – Timeline (CTI)



Q2 Progress

- ✓ *Drafted FY24-25 CMHC scope of contracts*
- ✓ *Clients served = 200*
- ✓ *Receiving initial outcome data for CTI clients and graduates*

Year-End Goals

- ❑ *Maintain focus on operations and data collection*
- ❑ *Work with CMHCs to ensure steady referral flow; fidelity in delivery of CTI; and workforce capacity*
- ❑ *Complete FY24-25 contracting process*

Key
✦ = Major Milestone

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Initiative Update – Overview (IMD)

Status	Indicator
Demonstration implementation complete; compliance activities and demonstration extension / amendment process now underway	

Highlights

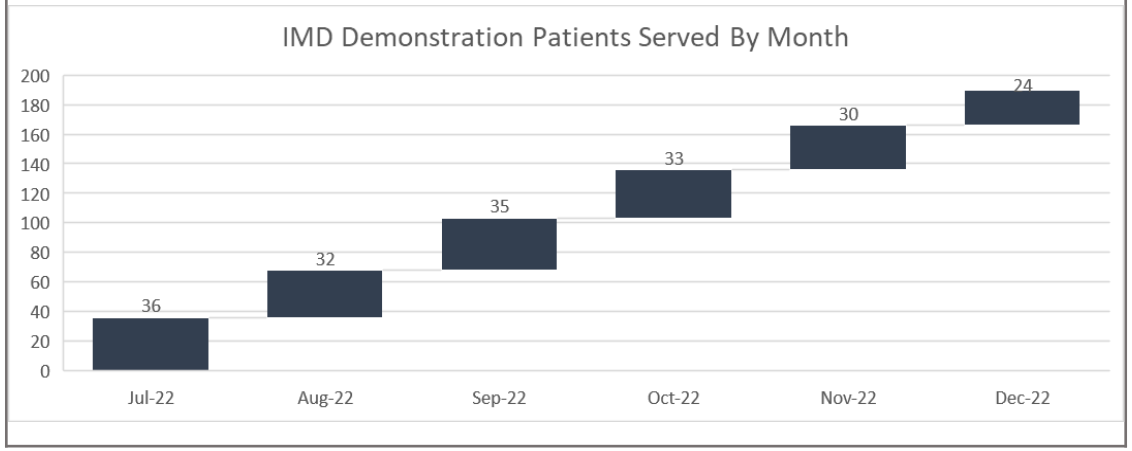
1. 200+ IMD demonstration patients received treatment at New Hampshire Hospital or Hampstead Hospital from July 1, 2022 – January 10, 2023.

2. Submitted applications to CMS for both demonstration extension request and amendment #3, respective federal public comment periods now complete.

3. Successfully completed first quarterly reporting cycle under the demonstration with second quarter in process.

Current Priorities	
Amendment	Negotiate Terms of Amendment #3 to the demonstration to include dentures coverage in nursing homes.
Extension	Secure Terms for Extension of five additional years (demonstration authority set to expire 6/30/23).
Implementation	Closely monitor demonstration implementation phase and continue building DHHS compliance infrastructure.

IMD Demonstration Patients Receiving Care at NHH and HH



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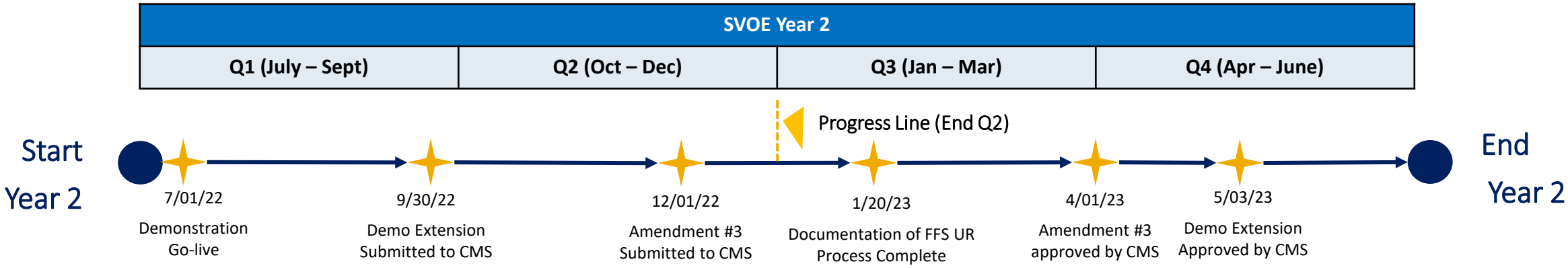
Initiative Update – Timeline (IMD)



Q2 Progress

- ✓ *Amendment #3 (dental) Submitted to CMS*
- ✓ *Implemented Basic IMD FFS Utilization Review (UR) Process, led by Medicaid Medical Services*
- ✓ *Draft Monitoring Protocols Submitted to CMS*
- ✓ *Draft SMI Evaluation Design Submitted to CMS*

Year-end Goals

- ❑ *Finalize FFS UR Process and Produce Written Materials (DHHS Policy and Procedure) Documenting Entire Process*
- ❑ *Enact IMD Administrative Rule Outlining Provider Requirements*
- ❑ *Secure CMS Approval of Monitoring Protocols & Evaluation Design*
- ❑ *Secure CMS Approval of Amendment #3 & Demonstration Extension*

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Initiative Update – Overview (DD Redesign)

Status Overview	
Stakeholder Engagement	The Bureau of Developmental Services (BDS) continues to meet weekly with Area Agencies to discuss system readiness and operational changes that will impact operations effective 7/1/23 related to federal compliance standards. BDS hosted 3 family forums in Littleton (11/14/22), Claremont (11/15), and Concord (12/7/22) to hear from families and answer questions about BDS systems work.
Quality and Capacity	BDS hosted 2 webinars (10/27/22 and 11/3/22) to educate providers about enrolling as Medicaid providers and provide claim submission training in support of the direct billing requirement. Conduent, Program Integrity, BDS and A&M continued outreach to all providers to support enrollment application submission; approximately 70% of providers have submitted an application.
Waiver Structure	BDS is working to consolidate feedback from the Waiver Work Group into a revised set of service definitions; will reconvene in January.

Status

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Initiative Update – Overview (DD Redesign)

Status Overview	
Reimbursement Rates	BDS and Meyers & Stauffer met with Area Agencies to develop a draft rate to fund intake and eligibility, service system oversight, and fiscal management services (self-directed supports) to support Area Agency stabilization for the 7/1/23 implementation. BDS met with Area Agencies and service providers to identify ability and interest in establishing additional in-state service capacity. BDS has begun seeking guidance from CMS on claiming the Area Agency administrative services rate for federal match.
Intensive Treatment Services	BDS continues meeting with Area Agencies and service providers to identify ability and interest in establishing additional in-state service capacity.
Policy	Draft work related to eligibility and the operations of Area Agencies continues (He-M 503 and He-M 505 respectively).

Status

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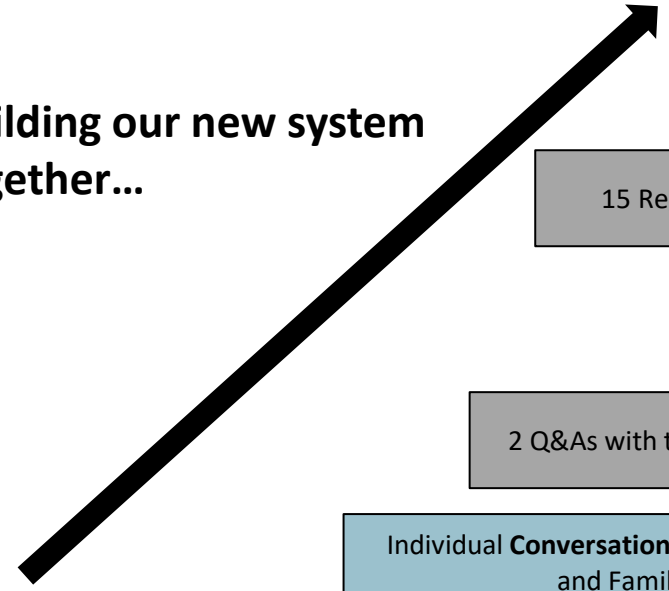
Stakeholder Engagement Summary

Our ongoing stakeholder engagement builds and reinforces the values that drive the DD Systems Change work. Our engagement includes…

Building our new system together…



Over 50 Stakeholder Workgroup Meetings (Waiver, Rates, Advisory Committee) Since October of 2021

4 Virtual **SIS Information Sessions** for Families and Service Coordinators

Over **200 hours** spent with stakeholders

15 Regional In-Person **Family Forums**

Frequently Updated Website Resources (Recordings, Minutes, FAQs, Factsheets, etc.)

Family-Led DSP Subcommittee

2 Issues of a Quarterly Newsletter (More to Come)

2 Q&As with the **Private Provider Network**

Quarterly **Area Agency** Meetings

Monthly **Quality Council** Report Outs

Individual **Conversations** with Individuals and Families

Monthly Working Sessions with a **Communications Subcommittee**

Monthly CSNI/ BDS Leadership Touchpoints

Weekly Area Agency DAADS Rate Development meetings (Nov)

4 Provider **Direct Bill** Webinars

Site visits in 3 Regions

Monthly CSNI Updates

Monthly Area Agency **Business Managers** Touchpoints

Quarterly Private Provider Network Updates

4 **Virtual Information Sessions**

At-Request Meetings & Presentations

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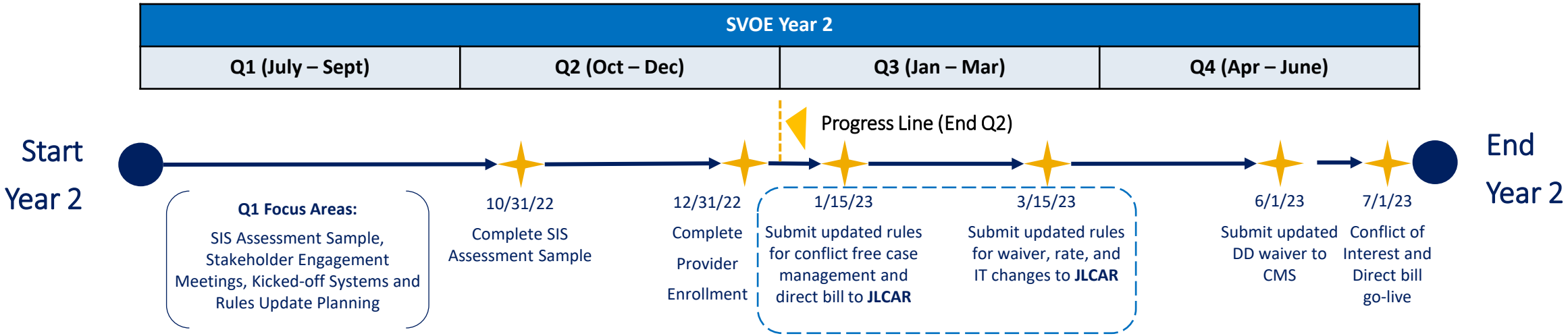
Initiative Update – Timeline (DD Redesign)



Q3 Progress

- ✓ *He-M 503 updates*
- ✓ *He-M 505 updates*
- ✓ *Enrollment & Eligibility, DAADS, and FMS rate developed*
- ✓ *Provider enrollment*
- ✓ *Stakeholder Engagement and Planning for Direct Bill*

Q4 Goals

- ❑ *Finish planning for necessary system changes to support direct billing*
- ❑ *Finalize rule drafting*
- ❑ *Submit DAADS payment structure to CMS*
- ❑ *Operational process development*
- ❑ *Provider training to support 7/1 go-live*

Key
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Initiative Update – Overview (MES)

Status Overview

Electronic Visit Verification

1. **Recent Accomplishments:** CMS approved the Good Faith Exception on 12/1/22.
2. **Upcoming Focus:** Kick-off meetings begun on 1/10/2023 and scheduled to conclude on 1/20/2023.

Systems Integrator (SI)

1. **Recent Accomplishments:** Advanced Planning Document (APD) approved by CMS on 11/17/22. Requirements completed. RFP reviews continue with revisions being made as comments are received. Monthly progress report provided to CMS on 1/17/2023.
2. **Upcoming Focus:** Monitor the SI RFP review process. RFP scheduled to submit for CMS review on 2/27/23

Provider Management

1. **Recent Accomplishments:** APD currently under internal review. Requirements complete with SLAs under review.
2. **Upcoming Focus:** APD scheduled to submit to CMS on 1/25/23. Requirements and SLAs to be finalized.

Pharmacy Benefits Manager

1. **Recent Accomplishments:** Project commissioned in Smartsheet. Procurement schedule started.
2. **Upcoming Focus:** Contracts unit to monitor the contract extension of the existing Magellan contract. Begin APD development on future PBM system.

Program-Level

1. **Recent Accomplishments**: Finalizing 1) completing staffing projections; and 2) developing mechanism of tracking and aggregating budgets and expenditures across projects.
2. **Upcoming Focus:** Complete both efforts.

Status

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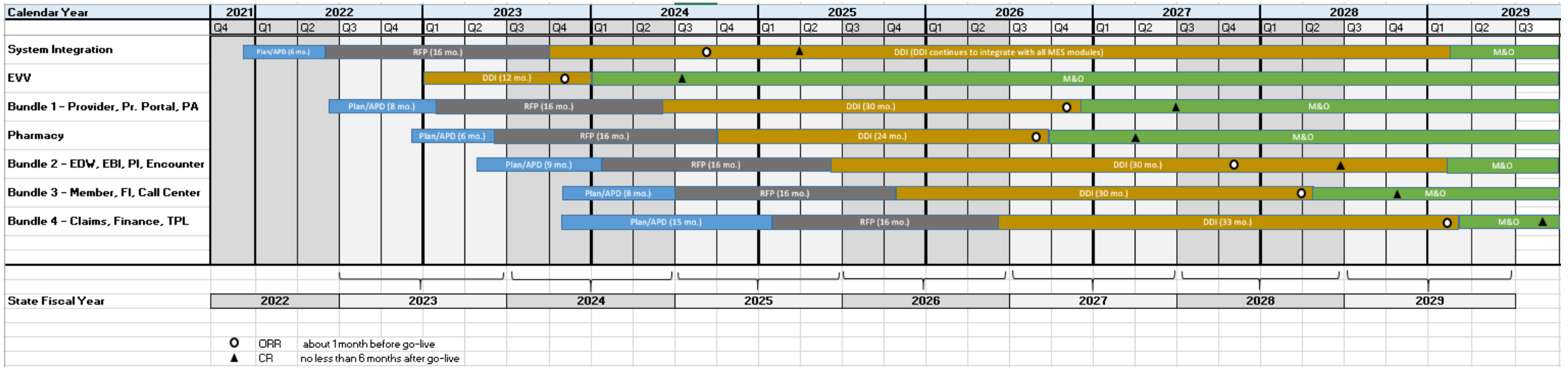
Initiative Update – Timeline (MES)



Program Management, Project Management, Change Management, and Continuous Quality Improvement

Key

Plan/APD: Planning phase and production of APDs	**DDI:** Development and Integration
RFP: RFP process to procure vendor for each module bundle	**M&O:** Maintenance and Operations

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