Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY19 Progress Report
June 2019

Identification Information:
Project Name: HCBS Waiver and Habilitation Services Training and Technical Assistance
Contract Number: MED-15-013
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Scope of Work and Progress:

<u>**TECHNICAL ASSISTANCE**</u>
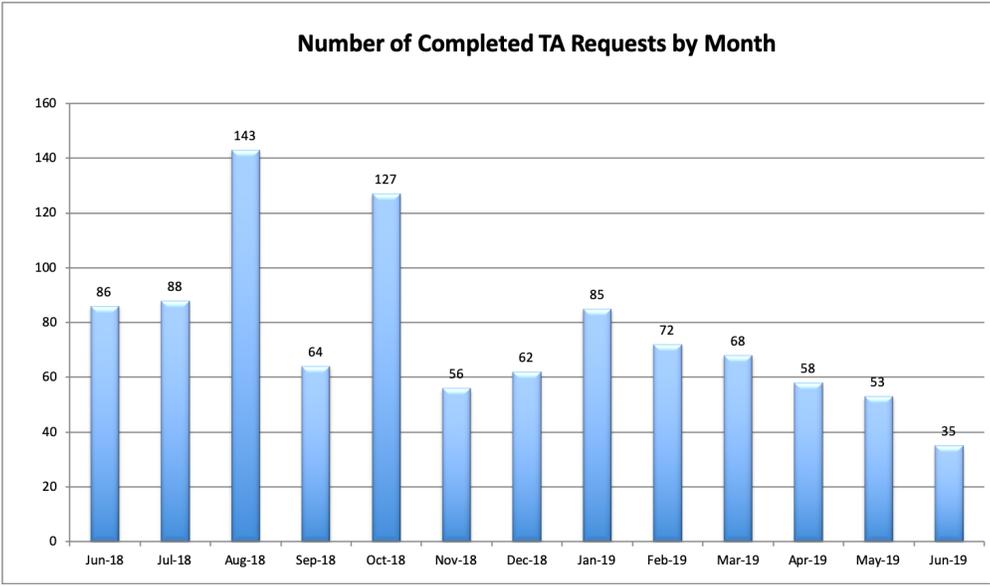
1. GENERAL

Throughout the month of June 2019, members of IACP's Technical Assistance team engaged in the following activities pursuant to the contract:

- Facilitated weekly TA staff meetings to discuss upcoming and potential training sessions as well as research TA questions, statewide TA issues, and program progress.
- Members of the TA team participated in the following activities for the benefit of HCBS providers:
  - Met with Martha Boese, Practice Transformation Consultant, from Amerigroup. She would like to partner with IACP to offer trainings including disease management, emergency department utilization, member engagement and motivational interviewing.
  - Met with multiple providers in Des Moines to discuss Habilitation services and challenges regarding authorization timelines and tier assignments changing prior to a face to face reassessment being completed.
  - Had multiple conversations with Iowa Total Care regarding credentialing and contracting.
  - Worked with IME and MCOs to ensure a smooth transition and exit of United Healthcare.
  - Discussed strategies for enhanced provider and case management coordination and communication with MCOs.
  - Met with Bob Lincoln and Jim Aberg regarding the development of a professional learning community for the I-Start program to enhance HCBS services statewide.
  - Communicated with providers regarding EVV and the national plan and the state plan.
  - Met with staff from the UCEDD at the University of Indiana to discuss the system they have developed for tracking employment outcomes.

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

In June 2019, 35 technical assistance inquiries were processed. The monthly technical assistance numbers are noted in Figure 1.

Figure 1. The Number of Completed TA Requests by Month

Number of Completed TA Requests by Month

In total, 92% of June 2019 TA questions came from IACP members.

Table 1. June 2019 Question Categories

Category	Number of TA Requests
Background Checks	1
Billing - General	3
Documentation	4
Eligibility Requirements (Member)	1
Managed Care - General	4
Member Assessments	1
Policies and Procedures	3
Provider Enrollment	2
Quality Assurance	1
Rule Changes	1
Training Requirements	8
Transportation	6
Total	**35**

3. TA TRAINING

Centralized/Web Training
Web based training offered:

- June 20, 2019 - The final in the Document Success series was presented via webinar.
  - Intended Audience: Direct Support Professionals
  - Description: This training will educate DSPs on how to write strong documentation notes. It will walk through the core elements of documentation, as well as cover how to use the already established goals and objectives to enhance the contents of the note.
  - Attendance: The live event was attended by 291 participants and the recording had been viewed 38 times as of the writing of this report.

  The series recordings and handouts are available on the public portion of the IACP website here: https://www.iowaproviders.org/document-success

- June 18, 2019 IACP Technical Assistance provided the platform and technical support for the Employment First Community of Practice webinar that presented information on Increasing Expectations & Outcomes for Job Seekers with Low Vision or Who are Blind.   Webinar was conducted by Page Eastin, IVRS, Keri Osterhaus. This event was recorded and attended by 14 participants.

Upcoming Centralized/Web Training

- Autism Spectrum Disorders: An Introduction - July 25 @ 10:00 am Webinar
  - Presented by Susan Smith, I-TABS
  - Intended Audience: All HCBS providers.
  - Description: Based on current prevalence rates of autism in children, it is likely that most will eventually have close contact with an individual who either has mild autism traits or actually meets diagnostic criteria for Autism Spectrum Disorder.   This session will provide an overview of what autism is as it applies to individuals with varying levels of IQ as well as include several supports that have been found to be effective for people with these types of skills and needs.

Regional Training
The Fall Statewide Technical Assistance training will be finalized upon receipt of the FY20 contract.

4. ON-LINE LEARNING MANAGEMENT: DIRECTCOURSE

System Transition
Communication regarding the end of IACP's DirectCourse contract began in earnest after notification by Director Randol in March 2019. Annual Medicaid Provider Trainings in May announced Amergroup's offer of DirectCourse curriculum to contracted providers. Since that time, IACP has been working to address provider questions around transition of the system. Little detail is known at this time.   IACP has continued to attempt to reach all affected organizations through various means including member meetings, nonmember emails, and posting on the public portion of the IACP webpage.
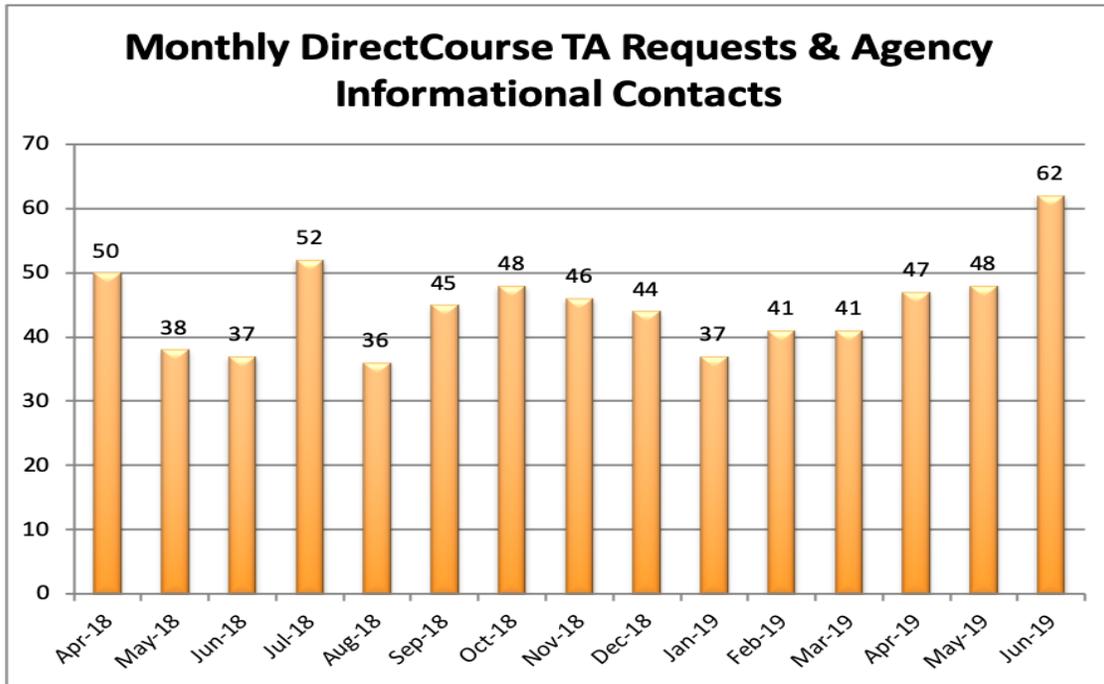
Considerations for System Transition
- **Sunsetting of Technical Assistance Lessons** - IACP global-module content will be sunset from the system starting July 15.
- **Employment Training** - IVRS certificates will no longer be issued by IACP, as this was part of the state's infrastructure and proof of HCBS employment training through the DirectCourse program. A document containing the lessons required to obtain the certificate of completion can be found here. The HCBS Employment Matrix references this training certificate, as well as IACP, and will require update as of June 30, 2019 to reflect changes. In addition, IACP is working with IVRS to develop a listing of parallel lessons offered by Relias training for submission to IVRS staff for approval and feedback.
- **LMS data** - Providers transitioning from use of DirectCourse can run reports for learners in the system to access all training history data. IACP has also shared contacts at Elsevier should providers wish to request the data in one large file.

June 2019 System Use

Through June 2019, 104 agencies were either using the DirectCourse system or had committed to system use through submission of Intent to Participate and User Agreement documents. Of the agencies using the system, 12 % are non-IACP members. Organizations utilizing the system have enrolled 18,250 active learners. While some organizations have transferred system use to other LMSs, access has been maintained to allow for their system and data transitions.

In June 2019 there were 62 requests for DirectCourse TA assistance. The total monthly contacts are summarized in Figure 2.

Figure 2. The Monthly DirectCourse TA Requests and Agency Informational Contacts

Monthly DirectCourse TA Requests & Agency Informational Contacts

Month	Value
Apr-18	50
May-18	38
Jun-18	37
Jul-18	52
Aug-18	36
Sep-18	45
Oct-18	48
Nov-18	46
Dec-18	44
Jan-19	37
Feb-19	41
Mar-19	41
Apr-19	47
May-19	48
Jun-19	62

Since Iowa began using DirectCourse through June 30, 2019, learners have completed 1,237,284 lessons. June 2019 training completion totaled 18,795 lessons. Figure 3 summarizes the total number of training units completed each month.

Figure 3. The Number of DirectCourse Training Lessons Completed by Month

DirectCourse SFY19: Total Lessons Completed by Month

Month	Lessons
Jun-18	15,324
Jul-18	14,482
Aug-18	17,899
Sep-18	16,861
Oct-18	21,447
Nov-18	17,932
Dec-18	16,209
Jan-19	13,611
Feb-19	14,477
Mar-19	17,572
Apr-19	18,564
May-19	17,054
Jun-19	18,795