

**Iowa Department of Human Services
Iowa Medicaid Enterprise
HCBS Provider Training and Technical Assistance
SFY19 Progress Report
December 2018**

Identification Information:

Project Name: HCBS Waiver and Habilitation Services Training and Technical Assistance

Contract Number: MED-15-013

Organization: Iowa Association of Community Providers

Project Director: Shelly Chandler

Address: 7025 Hickman Road, Suite 5, Urbandale, Iowa 50322

Telephone Number: (515) 270-9495

E-mail Address: schandler@iowaproviders.org

Completed by: **Shelly Chandler**
Chief Executive Officer
Iowa Association of Community Providers
7025 Hickman Road, Suite 5
Urbandale, Iowa 50322
(515) 270-9495 (Ext. 203)
schandler@iowaproviders.org

Additional Staff Working on Project:

Gayla Harken, Outreach Director

Lisa Schwanke, TA Consultant

Brita Nelson, Communications Director

Ben Woodworth, Director of Training

April Metzger, TA Consultant

Amy Desenberg-Wines, TA Consultant

Jessica Kreho, TA Consultant

Karen Walters Crammond, TA Consultant

Phone: (515) 270-9495

Scope of Work and Progress:

TECHNICAL ASSISTANCE

1. GENERAL

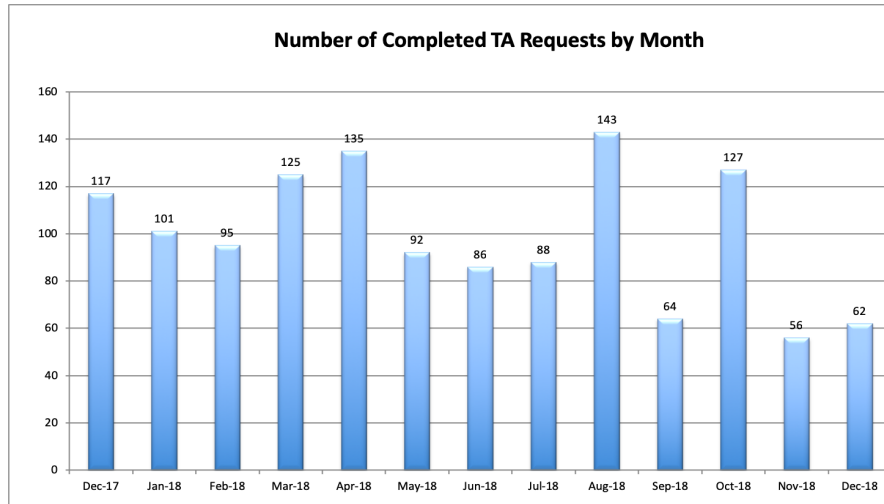
Throughout the month of December 2018, members of IACP's Technical Assistance team engaged in the following activities pursuant to the contract:

- Facilitated weekly TA staff meetings to discuss and strategize training sessions and 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:
 - Attended the MHDS Redesign, Joint Outcomes, and Training committee meeting to further the development of standardizing quality outcome measures collected by MCOs and the State.
 - Frequently contacted MCO staff to clarify and resolve issues HCBS providers were having. The most common areas of discussion continue to be correct payment, authorizations, person-centered planning process, addressing changes in right restriction review requirements, and responding to feedback from UHC focused audits.
 - Made frequent contact with IME staff to research answers to questions that HCBS providers had.
 - Finalized locations for the Spring 2019 statewide training.
 - Facilitated IHHs response to IME report regarding future directions as it relates to the LTSS/HCBS/Hab Members.
 - Attended annual Money Follows the Person meeting and provided an update on Direct Course and Technical Assistance program.
 - Met with UHC/Optum Utilization Review Director to discuss and clarify daily Home Based Habilitation authorization process, which was recently changed.
 - Worked with IACP staff to update database for Technical Assistance questions.
 - Met with Area C3 trainers to develop potential training calendar for the 2019 calendar year.

2. HCBS WAIVER AND HABILITATION TECHNICAL ASSISTANCE

In December 2018, 62 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



In total, 98% of December 2018 TA questions came from IACP members.

Table 1. December 2018 Question Categories

Category	Number of TA Requests
Billing - Authorization	4
Billing - General	7
Cost Reporting	2
Documentation	2
Eligibility Requirements (Member)	7
Goal Writing/Service Planning	2
HCBS Employment Services	7
HCBS Settings	3
HIPAA/Confidentiality	2
Managed Care	4
Member Rights	3
Other	4
Policies and Procedures	2
Provider Enrollment	1
Quality Assurance - General	2
Rule Changes	1
Service Scope - General	2
Service Scope - ID/SCL	1
Training Requirements	3
Transportation	3
Total	62

3. EMPLOYMENT SERVICES

IACP contracts with the ICIE as part of the Technical Assistance to enhance training and facilitate opportunities around employment services. The activities are reported below.

Members of the TA team:

- Connected with providers regarding requests and questions, including correspondence with TA team and/or outreach to partners and others.
- Compiled survey results and completed focused outreach to follow-up with 35 14c certificate holders statewide regarding the implementation of WIOA. Provided information and resources to support subminimum wage earners.
- Attended MFP Fall Gathering and presented information to providers on system change efforts and integrated employment.
- Participated in the What's New Webinar and shared information on upcoming opportunities for employment service providers.
- Reviewed Session 1: Working with Schools Webinar survey results and comments. Began the development of the second in a series of webinars related to strengthening partner collaboration and linkages in serving youth and young adults with disabilities. Met with the Transition Specialist to begin development of the presentation.
- Offered more intensive TA to a provider in southern Iowa on the transformation of services and engagement of parents and families.
- Continued the development and identification of transition resources to share with providers.
- Conducted outreach with IPS Pilot models and did an on-site visit with Northwest Iowa IPS Pilot staff to gather information about implementation and identify state system considerations, questions, and challenges.

4. TA TRAINING

Centralized/Web Training Provided

- A webinar titled, "What's New" was offered to update HCBS and Habilitation providers about informational letters and the clarification of processes when working with MCOs, IME updates, etc. Registration for this event was 156, and it was recorded and made accessible on the public IACP Technical Assistance web page. It was also formatted for IME to make available.

Upcoming Centralized/Web Training

- Adult Mental Health First Aid will be presented on January 11th in Des Moines. Advertising for this began through the public side of the IACP website, non-member email lists, and social media.
- The second Youth to Adult HCBS Transitions is being planned to discuss working with schools, parents, and children's services providers to prepare for entry into adult services. This is scheduled for January 24th, 2019. Amy Desenberg-Wines (ICIE) and Kirsten Lane (IA Dept. of Ed.) will be presenting. Advertising for this began through the public side of the IACP website, non-member email lists, and social media.
- An updated Medicaid Waste, Fraud and Abuse Prevention webinar is planned for February 5th. This will be offered live, recorded for access for both the public side

of IACP website, and included on the DirectCourse learning management system for assignment by agency administrators for the program.

- An advanced Train the Trainer Series C3 De-escalation training is scheduled for April 8th, 9th, and 10th, 2019. This training will focus on creating a pool of trainers who are able to train trainers as an effort toward sustainability in our state. Additional introductory training is being planned at other locations in the state.
- Spring Statewide TA training will be held April 29th (Independence), April 30th (Iowa City), May 1st (Des Moines), and May 2nd (Storm Lake). Save the Date information for these trainings is publicly available.

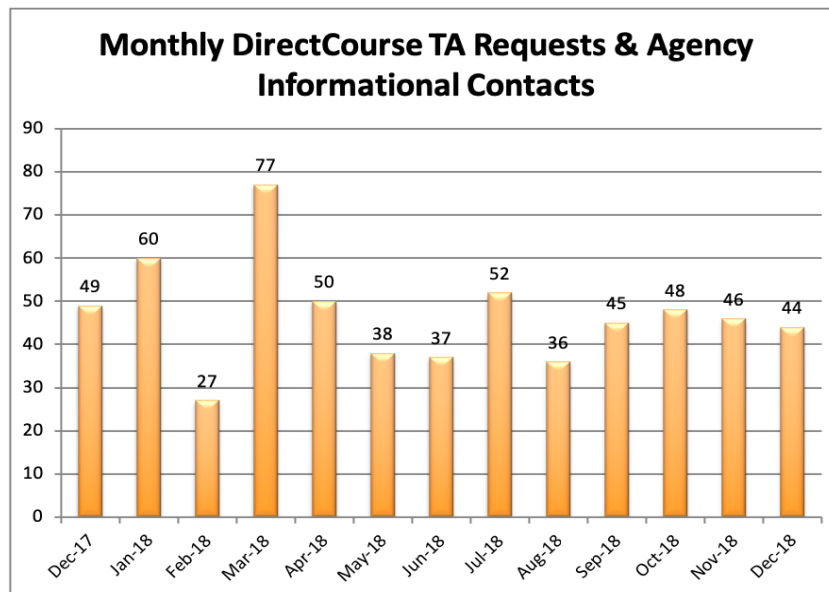
5. ON-LINE LEARNING MANAGEMENT: DIRECTCOURSE

Through December 2018, 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 19,500 active learners.

In December 2018, there were 44 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



Since Iowa began using DirectCourse, learners have completed **1,139,951** lessons as of December 31st, 2018. The December 2018 training completion totaled **16,209** lessons. Figure 3 summarizes the total number of training units completed each month.

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

Is there supposed to be another chart entered here?