Support coordinator quarterly meeting

October 16, 2024

Utah Department of
Health & Human Services
Services for People with Disabilities

Housekeeping

This meeting is being recorded.

Please mute your microphone.

Recording and slides will be available this Friday at: dspd.utah.gov/support-coordinators/

Questions? Type into chat.

Agenda

October 16, 2024

Announcements

DSPD updates

Legislative updates

Office of Service Review updates

Finance team updates

USTEPS updates

Person-centered planning training

Partner updates (HSRI)

Q/A

Announcements

Health Management Associates (HMA) is conducting our rate study to look at the rates we pay for DSPD services.

HMA is currently finalizing the rate study survey.

This survey has been developed with input from providers and support coordinators.

DSPD updates

DSPD updates

We are working on some improvements that support coordinators have brought to our attention.

- Customizable quick phrases in USTEPS to simplify log notes.
- Cost-neutral options to reduce administrative burden for support coordinators and the Request for Services Committee (RFS)

DSPD updates

Responding to ISOs

Do respond with information that:

- Fits on the ISO form
- Directly answers questions asked

Don't respond with:

- Pictures
- Flyers
- PDFs

DSPD updates

Community-based housing program training is available on our website at dspd.utah.gov/providers/trainings/

Who should take this? SCEs with clients on the community-based housing allowance program (CBHAP)

Legislative updates

Legislative updates

●

- DHHS engages with the governor's office to discuss potential priorities for consideration in the governor's budget recommendations.
- The governor will likely release those recommendations in December.
- The governor is balancing many important funding requests, and we will support the governor's recommendations.

Office of Service Review updates

Office of Service Review updates

Welcome Jessica Hooper! Jessica is the new director of the Office of Service Review.

OSR review tools can be found at dhhs.utah.gov/cqi/
- The standard for review of billing has increased to comply with Medicaid. Item 37 on the review tool goes into detail about OSR expectations during annual reviews.

Contract updates

Contract/rule/manual updates

DSPD is reviewing Request for Information (RFI) responses for the SCE contract.

This contract will be renewed July 1, 2025.

A draft of the contract will be ready for another RFI in January.

Contract/rule/manual updates

DSPD is communicating with providers who have not submitted required insurance information for their contracts.

Providers who do not submit that information will have their contracts terminated.

People served by these providers will need to choose a new provider. DSPD will contact you if one of your clients is served by an affected provider.

Contract/rule/manual updates

DSPD is developing a Medicaid manual specific to SCEs.

This manual will offer further guidance on key topics in your contract.

Is there additional information related to your contract obligations that you consider essential, but do not have?

Send ideas to deanweedon@utah.gov.

USTEPS

USTEPs updates

Late submissions of timesheets to FMS providers creates duplicate pending payments in CAPS.

However, CAPS will not accept duplicate pending payments.

To address this, we worked with CAPS to allow providers to submit up to 4 batches of timesheet records per pay period in each month that have overlapping date ranges.

USTEPs updates

Batches are designated by the "Unit Type" and the "CAPS Unit Type."

Using RP1-Q as the example, the first batch of rolled up timesheet records is distinguished by the "Q" unit type.

Then, if the FMS submits another batch, the "Q" unit type is joined by "1" as the CAPS unit type. Thus creating RP1-Q1. This process repeats for setting up RP1-Q2 and RP1-Q3.

Setting it up: Step 1

Select the payment.

Setting it up: Step 2

Click on the red circle icon on the payment's left-hand side.

Setting it up: Step 3

Review the timesheet records and determine if this case is appropriate to setup the "Q1", etc., option. Designate the "CAPS Unit Type" by clicking on the "Change the Kind for SAS" pull-down list and select the appropriate value.

Setting it up: Step 3

After the new "CAPS Unit Type" is designated, it appears in the summary payment's record. The provider can now reprocess the pending payment in UPI, which sends it through the validations. If it passes the validation check, UPI allows the pending payment to advance in the workflow to the support coordinator for their review.

USTEPS updates

Batch unit types for quarter hour services:

- Q
- Q1
- Q2
- Q3

Batch unit types for overtime services:

- O
- O4
- O5
- O6

USTEPS updates

- Late timesheets are automatically rolled into the summary pending payment record and put in "Error" status.
- This is done because the provider needs to determine:
  - Whether the rolled up timesheet consists of invalid data and should be deleted, or
  - The rolled up timesheet record consists of accurate data and should be allowed to advance.

USTEPS updates

When a support coordinator sees a pending payment tagged with a validation error:

- ○ Consult with the provider before deciding to deny a given pending payment.
- ○ Verify the course of action you want to follow is correct, even when duplicates exist.
- ○ If unsure about how to resolve an issue on your own, consult with a Support Services Coordinator or a member of the USTEPS team.

Person-centered planning

National Disability Employment Awareness Month (NDEAM)

October is the month to celebrate employment for all.

Job accommodations can be important tools in job success

Utah Center for Assistive Technology (UCAT) is a great resource for accommodations

askjan.org and askjanet are helpful tools to find accommodations

#NDEAM
dol.gov/odep
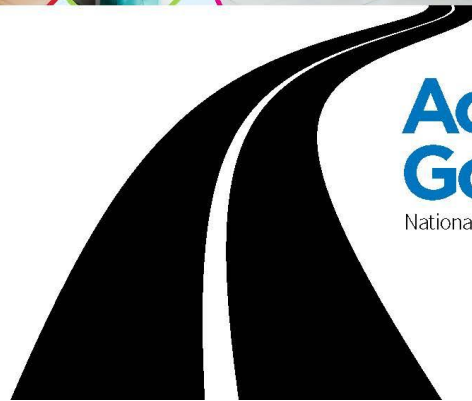
Access to Good Jobs for All
National Disability Employment Awareness Month

OFFICE OF DISABILITY EMPLOYMENT POLICY
UNITED STATES DEPARTMENT OF LABOR

Person-centered planning competencies

The 5 core competency domains are:

1. Strengths-based, culturally informed, whole person-focused
2. Cultivating connections inside the system and out
3. Rights, choice, and control
4. Partnership, teamwork, communication, and facilitation
5. Documentation, implementation, and monitoring

Cultivating connections inside the system and out

Facilitators should:
➜ Understand the systems and supports a person may choose.
➜ Understand basic issues related to different populations served.
➜ Promote the person's connection to the valued natural community activities and relationships that matter most.
➜ Actively involve supporters in collaborating, developing, and executing the person's plan.
➜ Support a meaningful life in the community as a human right.

Understand systems and supports a person may choose

- What systems and supports does the person access now?

- What systems and supports are you familiar with?

- What systems and supports do you need to learn more about?

Promote connection to community

- What are the person's valued community activities?

- What relationships matter most to the person?

- What activities and relationships are designed only for people with disabilities?

- How can you support building friendships and connections outside the paid service system?

Community integration: strategies and recommendations

Activity 1: Getting to know the person

Activity 2: Strengthening the person's self-determination

Activity 3: Helping the person to identify and strengthen natural supports

Activity 4: Developing a map of the person's community

Activity 5: Connecting to the community

- Guidance for support teams, advocates, and professionals.
- Provides suggestions and strategies to support the individuals with disabilities in community integration.

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Community integration overview

- Introduction and definitions

- Tips for facilitators

- Community integration activities 1-5
  - Potential roadblocks to community integration
  - Strategies, suggestions, and ideas to overcome those roadblocks to reach community integration

Integration activities

1. Getting to know the person
2. Strengthening the person's self-determination
3. Helping the person identify and strengthen natural supports
4. Developing a map of the person's community
5. Connecting to the community

Partner updates

Q/A
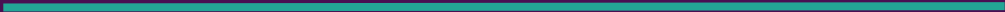
Next support coordinator quarterly:

11:30 a.m. to 1 p.m.

Wednesday, January 15, 2025

Next family and self advocate quarterly:

Wednesday, November 6, 2024

Day: 11:30 a.m. to 1 p.m.

Evening: 6:30 to 8 p.m.

Upcoming meetings