

CDE May Public Webinar

May 21, 2019

What is the CDE?

The Consumer Directed Employer (CDE) project will transfer the employer support responsibilities of Individual Providers (IPs) from DSHS and AAA case management staff to a contracted vendor.

Vision

Simplify processes and increase efficiency

- Case management staff will have more time to work with clients to support activities that maintain their health and well-being
- Clients will receive more focus from case managers
- IPs will work with a single entity for payroll, tax reporting, credentialing and other concerns

CDE Project Update

New Project Director

- *Marilee Fosbre is retiring on June 21, 2019*



- *Karen Fitzharris will begin as the Project Director on June 1, 2019.*

Solutions Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Analyzed SOW, contract, and project documents for potential impact of two vendors (if needed)• Answering vendor questions• Preparing for vendor negotiations• Helping EVV project team with overlapping issues• Planning for contract monitoring under revised contract structure	<ul style="list-style-type: none">• Review vendor proposals• Select CDE vendor(s)• Begin planning for startup with new vendor(s)• Contract negotiations

Moving the Procurement Forward

- DSHS canceled the CDE RFP in February due to cost of submitted proposals and misunderstanding of requirements
- Since then, CDE team talked with LOI respondents to get a better understanding of the cost drivers and clarify requirements
- Sent a revised Statement of Work (SOW) based on vendor discussions to the two RFP bidders in April
- Vendors will submit revised pricing for providing CDE services to half of the State as well as whole State
- DSHS will review pricing responses to determine if feasibility and next steps

CDE Readiness Team

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Kick-off meeting for DDA Case Management workgroup• Prepared for DDA Summit (June 13th)• Prep work for AAA/HCS Case Management workgroups• Started work on staff training strategy	<ul style="list-style-type: none">• Continue developing and updating transition plans• On-going communication and outreach activities• Finalize the client and IP readiness strategy

Strategic Development Group Communication subgroup

- Effective and timely communication
- Develop culturally competent messaging and outreach for IP, staff, and client communications
- Will help create messaging that is easily recognizable and pertinent to the intended audience
- Identify new and existing network opportunities for communication and outreach methodology

Transition plan

Business
Need

Gaps to be
Resolved

End
Product(s)

Leads

Tasks

Start &
End date

Transition plan – Planned Action Notices

Business Need

- End client denial of choice of IP and IP training and certification PANs including all IP “Stop Work Notices”

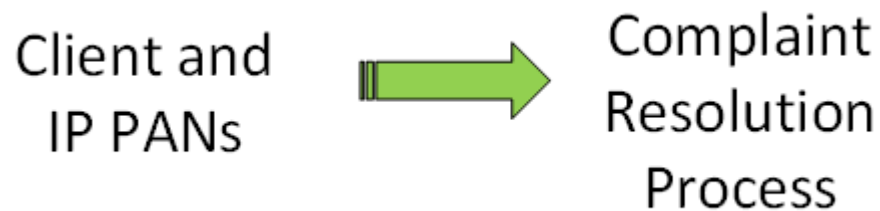
Gaps to be Resolved

- IPs and clients will no longer receive PANs for denial of provider of choice
- PANs for IP training certification and “Stop Work Notices” must be removed from resources

End Product(s)

- Case Manager resources have no IP training certification PAN and IP “Stop Work Notices”
- Case Managers will not send PANs for denial of choice of IP
- Notifications become the responsibility of the CDE

Transition plan – Planned Action Notice



Specifics about the process will be available later

Electronic Visit Verification

If you would like to provide suggestions to the Centers for Medicare and Medicaid Services (CMS) or have questions about federal EVV requirements, you may contact CMS directly through the [EVV mailbox](mailto:EVV@cms.hhs.gov) at:

EVV@cms.hhs.gov

Questions from the April Webinars

Q: What is a "subject matter expert"?

A: A subject matter expert (SME) is an employee who has been doing a specific job for a period of time and is familiar with the subject in a way that other employees may not be. SMEs at Headquarters are the business owners of the readiness transition plans.

Q: What does the phrase ‘leveraging case management’ mean?

A: DSHS’ vision for the CDE project is that case managers will be able to focus more on client health and safety. Leveraging case management is the term being used by the readiness team as the administrations explore the process of moving case manager focus away from IP administrative needs.

Q: When it states that the RFP was cancelled 'because of costs', does that mean that the cost proposals submitted were higher than expected?

A: Yes.

Q: What is the difference between the RFP and Statement of work (SOW) process?

A: The Request for Proposal (RFP) is included in a structured procurement process that the State uses in competitive procurements to gather information about how vendors will meet a specific list of requirements. It requires bidders to give a response that may then be incorporated into the subsequent contract. A Statement of Work (SOW) is a more abbreviated process where the State specifies the work it requires of the vendor and outcomes they must achieve. The SOW is incorporated into the contract but there is no response from the vendor where they detail how they will meet the requirements.

Q: Are the current governor's, house, and senate budgets funding the CDE process adequately?

A: DSHS is fully funded to continue CDE project management and organizational readiness initiatives through state fiscal year 2020 (July 1, 2019 – June 30, 2020). The final 2019-21 biennial legislative budget passed in April did not include funding for the implementation scheduled to occur in state fiscal year 2021, but the legislature has asked DSHS to provide a supplemental budget request for the 2020 session when better cost estimates will be available.

Q: How would a person pursue becoming an IP if they do not have a client?

A: The Home Care Referral Registry (HCRR) is available for individuals who are interested in becoming IPs. The HCRR staff can assist with the qualification process.

Q: Is it possible to request that CMS implement the Electronic Visit Verification (EVV) system for IPs who do not live with the client for whom they provide care for a year before implementing EVV for live-in providers?

A: CMS has not published any exceptions to the EVV requirements for live-in providers. CMS has indicated it is considering the policy's impact on live-in providers. Questions about implementation of the EVV requirements can be sent to CMS at the following address: EVV@cms.hhs.gov.

Q: Where can we see copies of the transition plans?

A: Transition plans are part of the internal readiness activities in the Organizational Change Management (OCM) process and detail out the work needed to achieve the business process changes. They are not posted currently.

Q: What type of CDE to IP communications are required?

A: The CDE is required to provide timely and upon-request communications to IPs in areas such as hiring status, background check processing, training completion, and on other requirements for IPs to remain compliant with state and federal workforce regulations. Additionally, the CDE is expected to provide customer service support to IPs in areas of payroll, work week limits, overtime, systems training, and on business policies and procedures.

Next webinars:

6/18/19 @ 10:00am

7/23/19 @ 10:00am

8/20/19 @ 11:00am

Please send any suggestions you have to improve the Webinars to:

CDE@dshs.wa.gov

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