

CDE August Public Webinar

August 20, 2019



Transforming lives

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

Solutions Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Assisting with EVV Home Care Agency pilot and planning• Preparation for contract negotiations• Impact analysis of CMS changes for EVV requirements	<ul style="list-style-type: none">• Contract negotiations• Financial review of selected vendor• Requirements validation and Fit-Gap Analysis• Design sessions

Electronic Visit Verification Update

DSHS received the CMS Informational Bulletin, *Additional EVV Guidance*, dated August 8, 2019 which answers questions regarding the EVV live in provider exemption and clarifies the community geolocation collection requirements.

The CDE team is working with others across DSHS to understand the impacts of the new CMS guidance. We have also reached out to potential vendors for CDE services to see what their current capabilities are, what they may be adding or changing based on the revised guidance, and the cost of these options.

Electronic Visit Verification

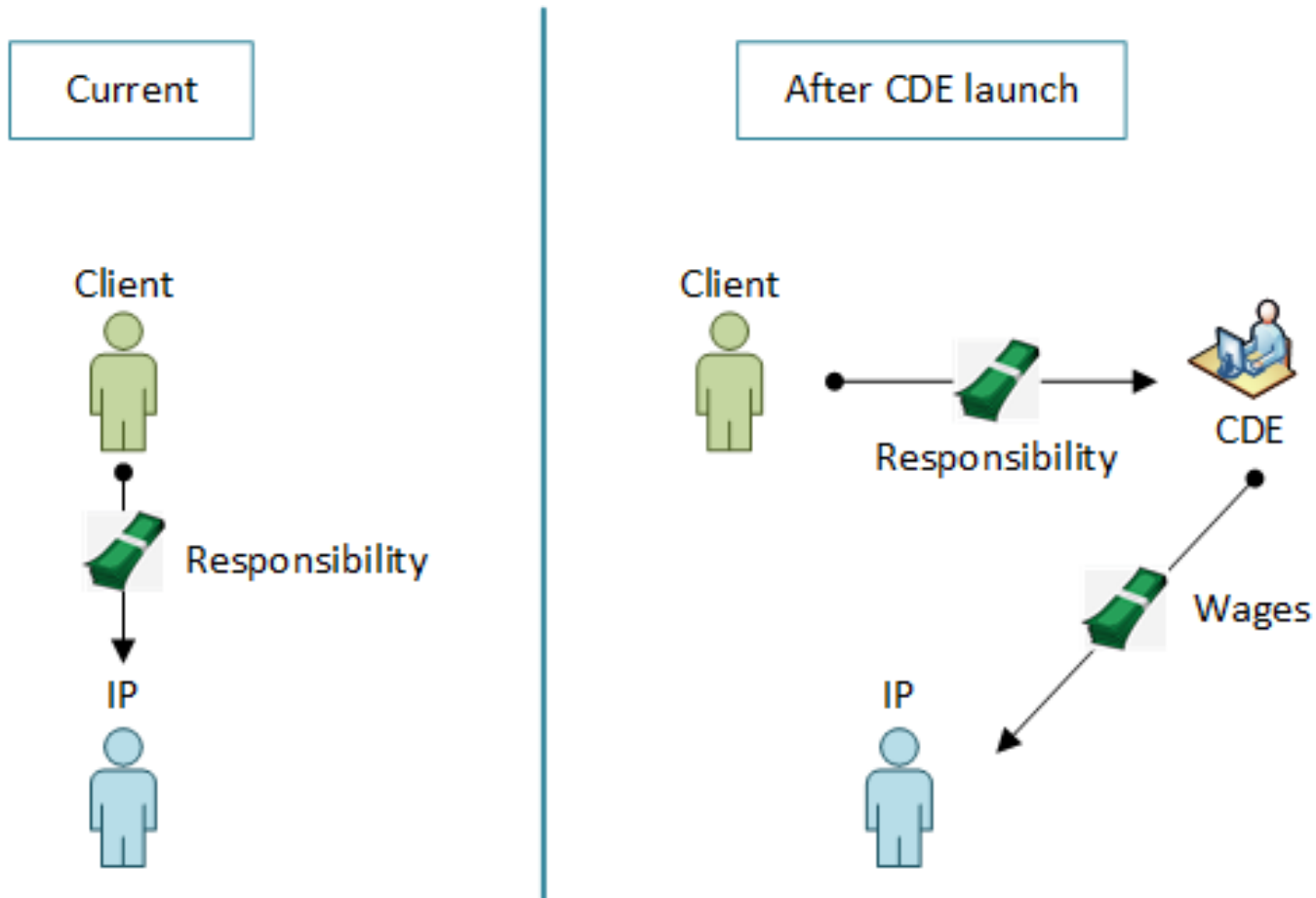
Once DSHS has a better understanding of the impacts these changes pose, the options presented by potential vendors, and associated costs, DSHS executive leadership will make a decision on what time entry methods home care providers, who live with a client they provide services to, will be required to use.

DSHS must make sure it can comply with all legal and regulatory requirements before committing to a time entry option.

CDE Readiness Team

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Posted Talking Points #12 – Dismissing an IP• Posted Talking Points #13 – Client Responsibility	<ul style="list-style-type: none">• SEIU conference in September• Continue developing the Staff Training Plan• Finalize an informational brochure• Continue developing and updating transition plans• Finalize the client and IP readiness strategy• Ongoing communication and outreach activities

Client Responsibility – AL TSA only



Questions from the July Webinars

Q: Will process differences between DDA and ALTSA (i.e. payment of the IP) be identified and reviewed to prevent confusion?

A: Payment of IPs will be the same across administrations based on the CBA in place at the time. Programmatic differences will be identified and addressed by the CDE(s).

Q: How will clocking in and out work when there is a shared benefit between two clients residing in the same home? What if they both benefit from the task?

A: This will be similar to how it done currently. An IP can only be paid to work with one client at a time, and therefore can only clock in for one client at a time. The IP will need to work with the clients to determine which time period the IP is working and clocking in for which client.

Q: Will the new vendor be handling L&I claims?

A: Yes, as the employer, the vendor will respond to all L&I claims.

Q: How will the CDE(s) offer office services for IPs in urban areas?

A: Both vendors are committed to having staff available throughout the state to provide assistance by phone, face-to-face, and online options. The face-to-face option may include offices or could be provided via mobile staff.

Q: If the EVV system is found to be too burdensome for an existing caregiver, will the Department have new placement options readily available (given two week notice for termination)?

A: Just as it works today, case managers will work with clients to determine what care options they are eligible for including in-home (IPs or home care agencies) or residential settings and work with the client to authorize the provider of choice.

Q: If a client requires 2 IPs to do a task, is this a problem in reporting?

A: The process will be the same as it is today. If a client requires two IPs and they are both authorized to provide care there will be no issues with reporting hours at the same time.

Q: EVV will show when an IP clocks in and out but is there going to be a way to make sure they are actually doing the care for the client?

A: The process will be the same as it is today. If there is a concern a client is not receiving services as authorized, the employer (either the home care agency or the CDE) should be notified for follow up.

Next webinars:

9/17/19 @ 2:30pm

10/22/19 @ 10:30am

11/19/19 @ 2:30pm

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

CDE@dshs.wa.gov

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