

CDE January Public Webinar

January 22, 2019

What is the CDE?

The Consumer Directed Employer (CDE) project will transfer the administrative functions and responsibilities of Individual Provider (IP) management from DSHS and AAA case management staff to the Consumer Directed Employer.

Vision

More Time and Efficiency

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

CDE Project Update

Recent Accomplishments

- Finished scoring guidelines for Request for Proposal (RFP) evaluations
- Staff Readiness Assessment completed
- Finalized requirements management tool
- Posted Talking Points #5 – The CDE and Home Care Agencies (HCAs)
- Finalized the contract with Financial Evaluation Apparent Successful Bidder (ASB)
- 31 Transition Plans have been drafted
- Started planning test scenarios for CDE

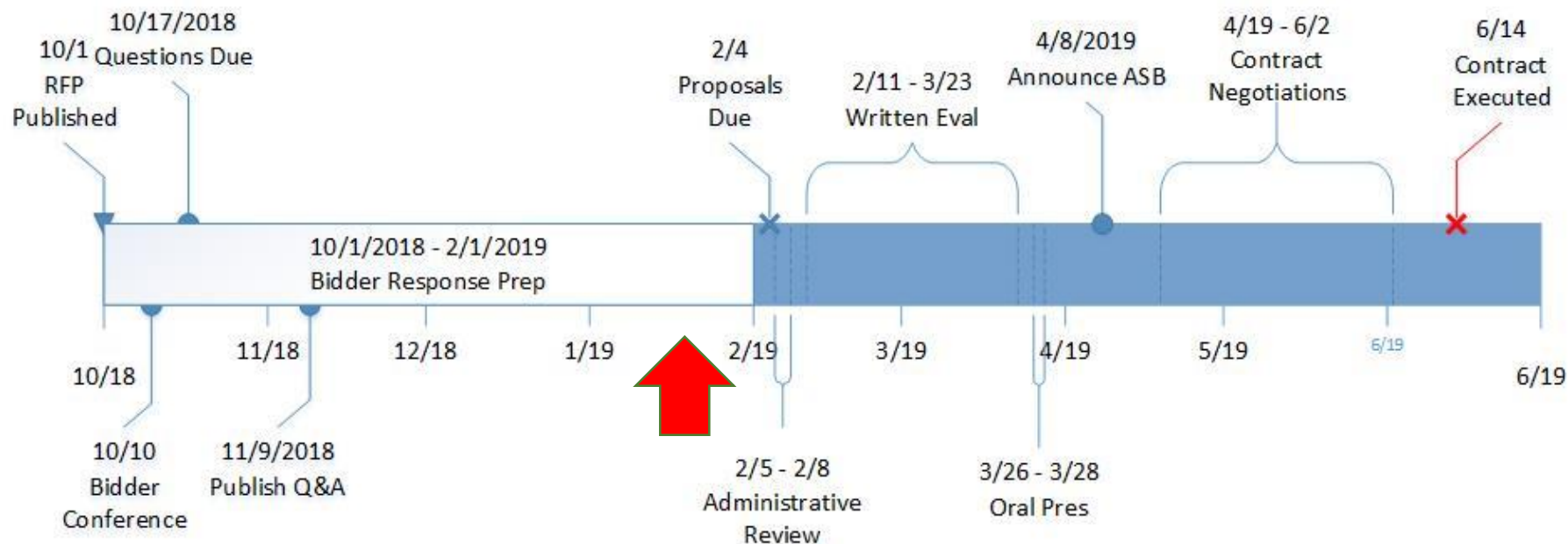
Upcoming Tasks

- Finish identifying test scenarios
- Review test scenarios with Subject Matter Experts (SMEs)
- Analyze and publish the results of the readiness assessment
- Continue developing transition plans
- Complete final preparations for RFP evaluations
- Begin bidder response evaluations
- Continue communication and outreach activities

Procurement Review – Key Dates

Issue RFP	10/1/18
Pre-Response Conference ✓	10/10/18 10:30AM PDT
Bidder Letter of Intent Due ✓	10/12/18 3:00 PM PDT
Publish Final Q & A ✓	11/9/18 5:00 PM PST
Bidder Responses Due	2/4/19 3:00 PM PST
Written Response Evaluation Period	2/5/19 – 3/23/19
Conduct Bidder Oral Presentations/Demonstrations	3/26/19 – 3/28/19
Announce Apparent Successful Bidder	4/8/19
Contract Negotiations	4/19/19 – 6/2/19
Contract Executed	6/14/19

Procurement Timeline



Revised CDE Procurement Schedule as of 12/11/18

REMINDER: Procurement Protocols

In order to ensure a fair and transparent procurement process, DSHS has adopted rules that govern how communications are to be handled.

During an active procurement, all communications from potential bidders or interested parties are to flow through the DSHS procurement coordinator.

If you receive a question or contact from a potential bidder on the CDE RFP, please direct them to:

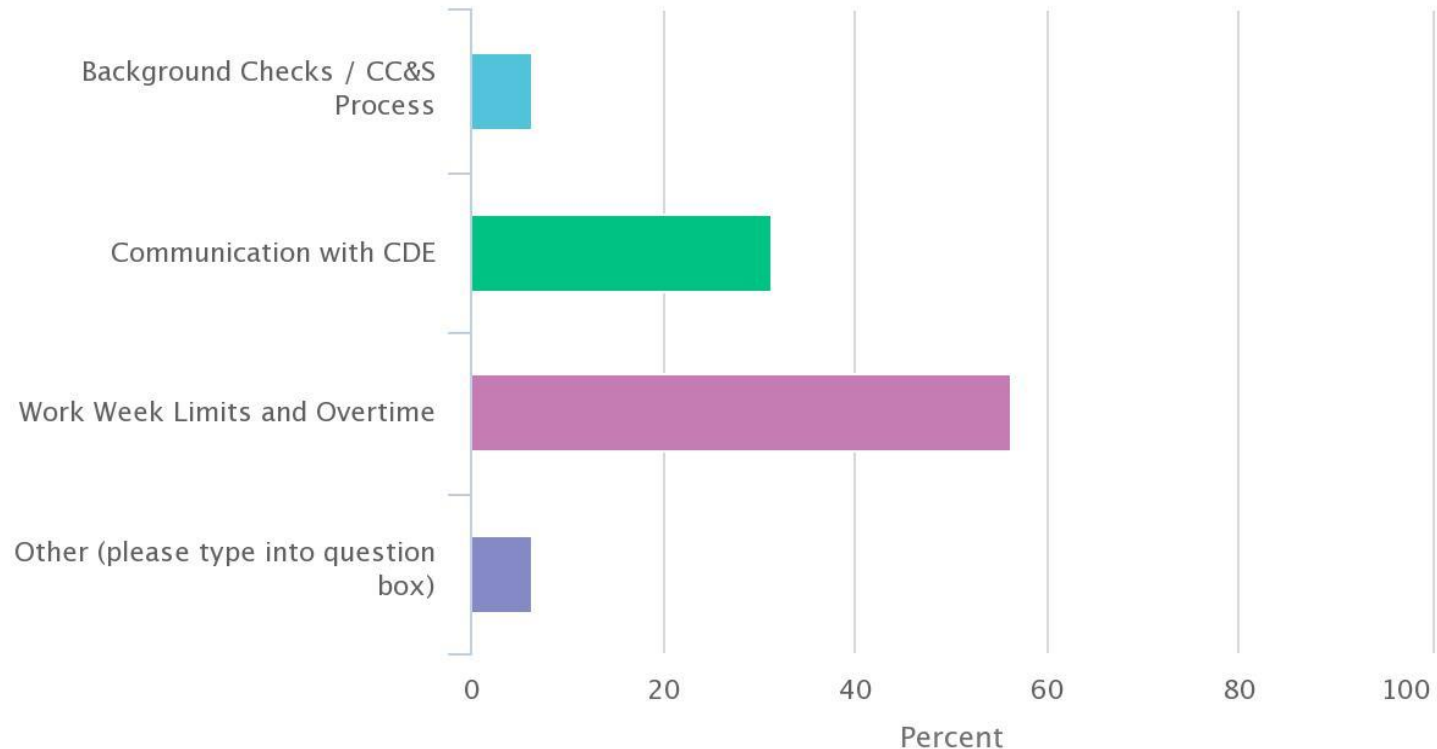
James O'Brien, DSHS RFP Coordinator

Telephone: (360) 664-6055

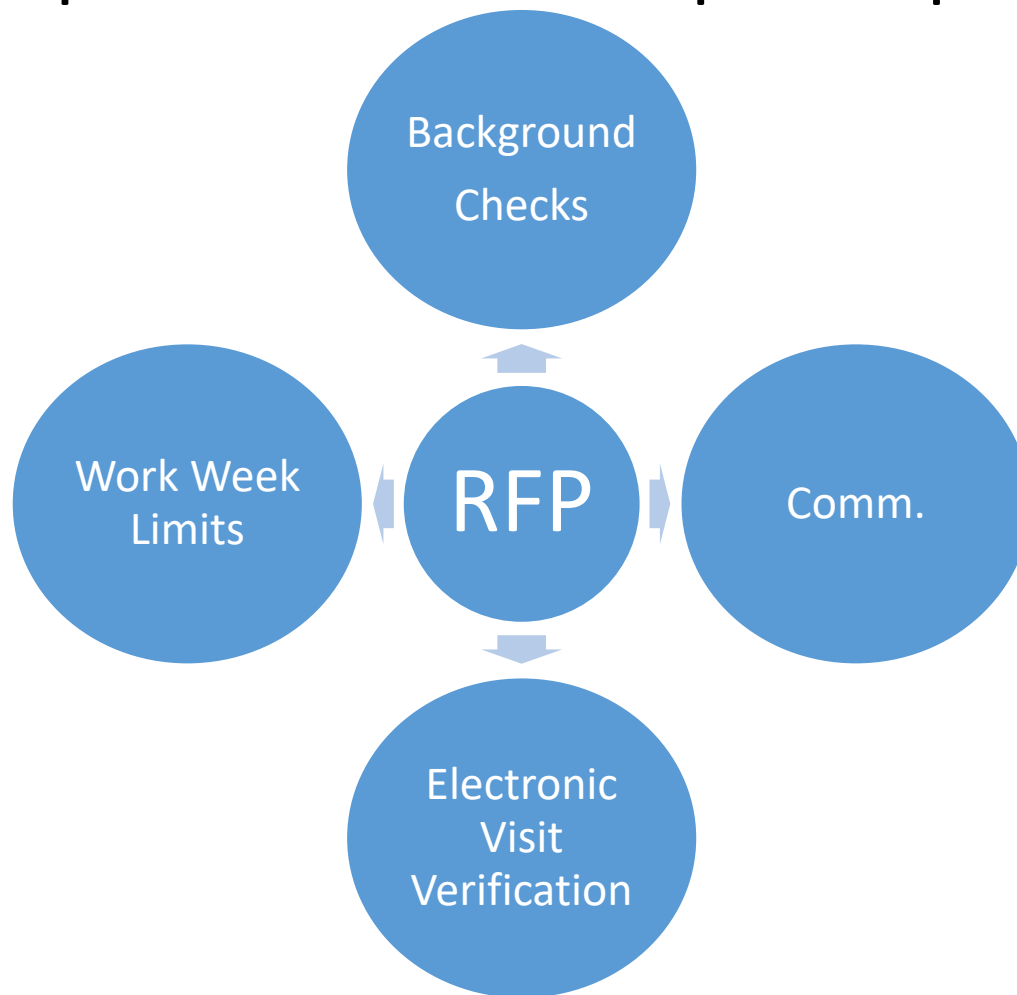
Email: obriejm@dshs.wa.gov

Poll results


What additional information / topics would you like to learn about?



RFP requirements & poll questions



RFP Requirements - Background checks



Initiate requests through the DSHS Background Check System

Track and manage completion and renewal due dates

Communicate with IPs about background checks including notification of an upcoming due date

RFP Requirements – Communication, Staff specific



Provide contact options for state staff

Respond to any reported concerns

Contact state staff if an IP is not initially qualified or no longer qualified

RFP Requirements – Communication, Client/IP specific

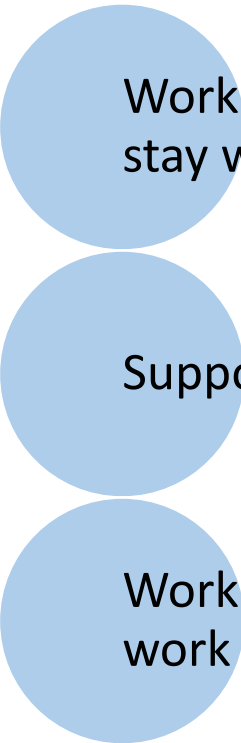


Issue correspondence in preferred language

Access to spoken language interpreters

Call center customer service

RFP Requirements – Work Week Limits (WWLs)

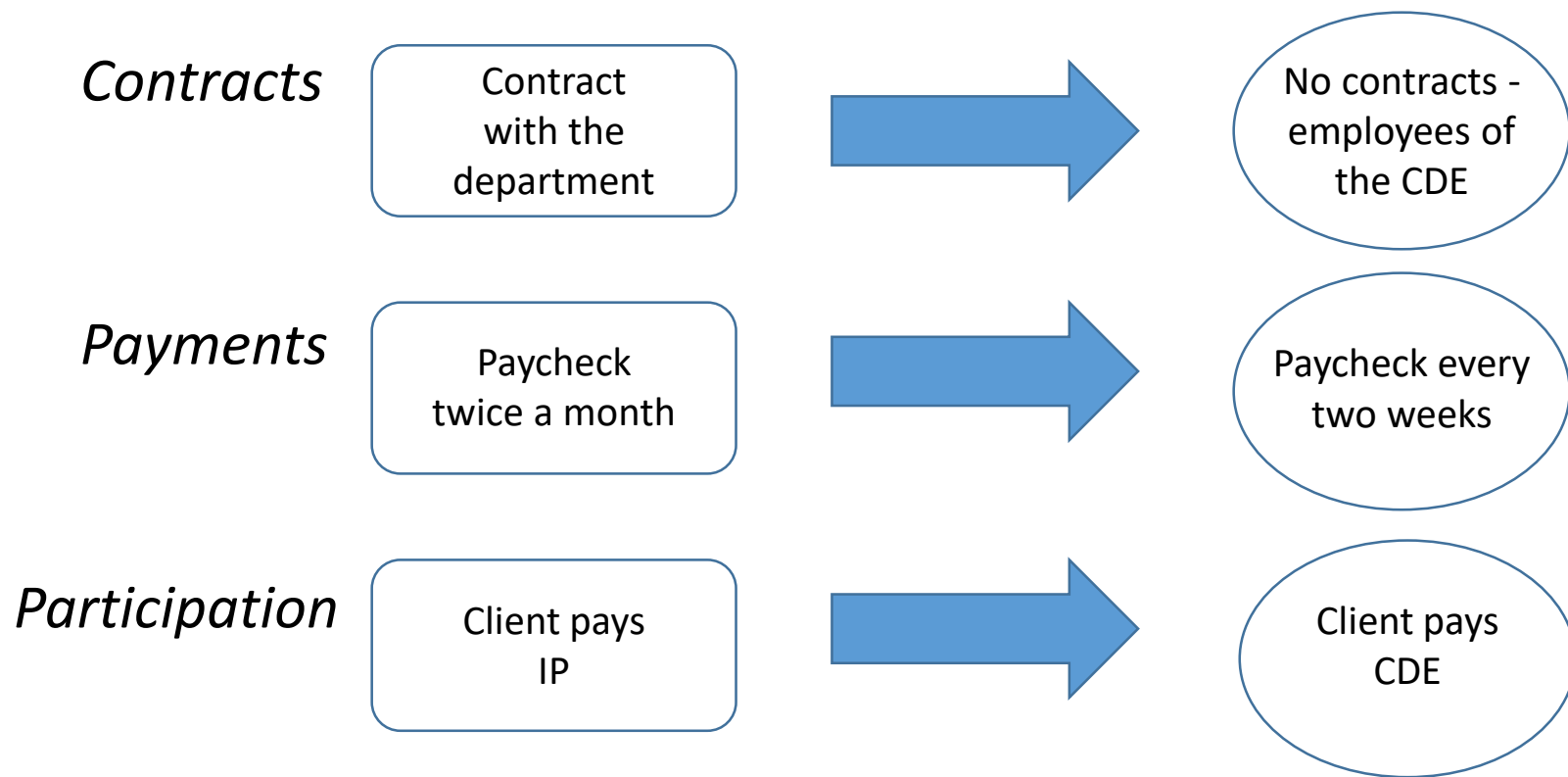


Work with providers and clients to manage overtime and stay within the WWLs of the IPs

Support the permanent WWLs in excess of 40

Work with case managers and clients to determine when work week limits may temporarily be increased

Changes for IPs



How IPs Can Prepare

- ✓ Attend webinars and sign up for GovDelivery
- ✓ Keep demographic information current in IPOne
- ✓ Stay current with training and background checks
- ✓ Consider signing up for electronic transfer to bank account or ALINE Pay debit card

Questions from the December Webinars

Q: What does "DSHS will have the oversight responsibilities for managing the CDE vendor" mean?

A: DSHS will manage the CDE contract and monitor vendor compliance using dedicated FTEs who are tasked with on-going quality assurance responsibilities.

Q: Will case managers be able to view the hours an individual actually worked?

A: This will be determined after the CDE vendor is selected and begins working with the department on system requirements.

Q: What agency will handle any hearings concerning vendor overpayments?

A: Overpayments will be issued to the CDE rather than to IPs, in the same manner as overpayments are issued to a home care agency rather than the individual home care agency worker. Overpayments will be issued to the CDE by state staff.

Q: Will the CDE have the ability to fire an IP, or will only the client have that ability?

A: The client will have the ability to dismiss an IP from working with the client; the CDE will determine whether the IP can continue to be employed and have the IP work with a different client.

Q: Will case managers still be able to deny a client choice of provider with a Character, Competence and Suitability (CC&S) review?

A: The CDE will complete the CC&S review and the case manager will have the opportunity to provide input. In the event the CDE finds the IP should not be hired or continue to work as an IP, for compliance or other reasons, the CDE may terminate the IP from employment with the CDE.

Q: If an IP accidentally enters more time than they are allocated will the CDE alert them to the mistake?

A: This will be part of the CDE vendor's system and will be determined after the CDE vendor is selected and begins working with the department on system requirements.

Q: How do clients/families that do not have access to the internet or a computer complete electronic timesheets?

A: IPs will begin using Electronic Visit Verification (EVV) at the time the CDE is implemented. Providers will be required to clock in and out as well as provide the additional information required by the 21st Century Cures Act. The vendor will provide multiple options for this data entry including one that will meet EVV needs in the event there is no access to internet or cellular data.

Q: Will the case manager be able to track an IP's contracting status?

A: IPs will no longer have contracts. They will become employees of the Consumer Directed Employer. Methods for case managers to track the IPs employment status will be determined after the CDE vendor is selected and begins working with the department on system requirements.

Q: Centers for Medicare and Medicaid Services (CMS) exempts 2 entities from EVV, nursing homes and group home residences. With so many clients living at home with family caregivers, can CMS amend the group home exemption by dropping the word "group" such that family caregivers living with their loved one can be exempt from EVV?

A: DSHS continues to work with CMS on potential EVV policy options for live-in care providers.

Q: Will the Training Partnership or CDE provide Orientation and Safety training?

A: The CDE will provide Orientation and Safety training.

Q: Is the EVV system telephone/audio only or App based?

A: The CDE will manage Electronic Visit Verification. Bidders will include proposed options in their responses to the CDE procurement Request for Proposal.

Next webinars:

2/19/19 @ 2:30pm

3/19/19 @ 10:00am

4/23/19 @ 10:00am

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

CDE@dshs.wa.gov

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