

## WV I/DD Waiver

May 7, 2020

### Monthly Policy Clarification Conference Call

The call can be accessed by calling 1.312.626.6799 or 1.646.558.8656 OR on the web by using the link below:

<https://zoom.us/j/2364880007>

**PLEASE NOTE: If you are dialing into the call on your phone and also logging in through your computer, you MUST mute your computer speakers so that a feedback loop is not created. The best experience is using your computer or mobile app exclusively.**

#### Announcements

1. Please be advised that Policy Clarification Conference Calls will continue as scheduled. COVID-19 Question/Answer Calls will take place every other week until further notice. The next COVID-19 Question/Answer Call will take place on May 21, 2020 at 10am.
2. Service authorization/modification requests cannot be made in CareConnection© once an Exception has been submitted to the inbox. The 14 business day timeline for Exceptions allows for the IPP to be completed and uploaded in the event purchases/modifications within budget are necessary prior to submitting the Exception request. Please see the Mid-Year request section of the Exception Information and Check-List attached.

#### Reminders

1. For all new slots, if services cannot be finalized at the initial/7-day meeting, please complete the IPP on the DD4 (requesting approximately 30 days' worth of services) and hold a 30 day meeting (submitted on DD5). If services can be finalized at the initial/7-day, complete the IPP on a DD5, and a 30-day meeting will not be necessary.
2. Since the last conference call there was one email sent to the IDDW distribution list that included information about an available WV ABLE webinar and the Spring Newsletter.
3. Providers are reminded that when accessing CareConnection© it is necessary to do so using a computer that can access Internet Explorer (IE) 8.0 or higher. Please keep in mind that CareConnection© is optimized using IE as the chosen web browser and that accessing CareConnection© by means of a different web browser can result in unpredictable errors.
4. Providers are reminded that dissemination of information and materials received via the distribution list, at the Quarterly Provider Meetings, and via monthly conference calls to Service Coordinators is required.
5. Please ensure that all Service Coordinators have the contact information of their assigned Provider Educator and are contacting that person first with policy and technical assistance questions. If you are unsure who your assigned PE is, please email April Goebel at [agoebel@kepro.com](mailto:agoebel@kepro.com). **KEPRO respectfully requests that you allow two business days' response time per inquiry, before reaching out again or to another KEPRO staff person.**
6. See the attached Residential Openings document that contains recently reported residential openings throughout the state. If you would like to add a listing then you may

use the attached document as an example to develop a listing and email it to Josh Ruppert at [jruppert@kepro.com](mailto:jruppert@kepro.com) for inclusion. Please avoid listing any identifying information.

7. Please review your agency's listing and continue to submit changes/additions to the I/DD Waiver Reference Guide to [jruppert@kepro.com](mailto:jruppert@kepro.com). The most recent version is attached.
8. The table below contains information for the Quarterly Provider Meetings to be held in 2020.

<u>Date</u>	<u>Venue</u>	<u>Registration Time</u>	<u>Start Time</u>
5/27/2020	TBD	9:30am	10am
8/26/2020	Summersville Arena & Conference Center	9:30am	10am
11/18/2020	Webinar	n/a	10am

9. KEPRO continues to offer the quarterly "Welcome to Waiver" webinar. See the chart below for the 2020 webinars that are currently scheduled. Please ensure that all who are interested in attending are registered by the deadline. **Registration is required. To register, please contact Craig Kelley by the deadline at [Craig.Kelley@kepro.com](mailto:Craig.Kelley@kepro.com). Materials and log-in/dial-in information will be provided to all who have registered prior to the training.** When registering, provide the staff member's name, agency, title, and email address. Providers are encouraged to send any new clinicians or those who may need a refresher.

<u>Date</u>	<u>Registration Deadline</u>	<u>Venue</u>	<u>Time</u>
6/5/2020	5/29/2020	Web Meeting/Conference Call	9:30am
9/11/2020	8/28/2020	Web Meeting/Conference Call	9:30am
12/4/2020	11/27/2020	Web Meeting/Conference Call	9:30am

Attachments:

- IDD Waiver PC Conference Call Summary 5.7.20
- Exception Information and Check-List 5-1-2020
- Residential Openings
- IDD Waiver Policy Clarifications (FAQs) 5.7.20

**Questions Submitted for the 4/2/20 Conference Call**  
**FINALIZED AS OF 5/7/20**

Q178: Can an agency bill URPCS/LGHPCS in a ratio other than what was provided? For example, if a member does not have a roommate but has an authorization for 1:2 services, can the 1:2 ratio be billed when 1:1 services are actually provided?

A178: Billing for a ratio other than that which was provided is not allowed; however, members may pursue authorizations of services identified by the IDT via the exceptions process.

[Updated 4/9/20] BMS reversed their decision and providers can bill lesser ratios than what were actually provided. Ex. Can bill 1:2 if 1:1 services were actually provided, but cannot bill 1:1 if 1:2 services were actually provided.

**Questions Submitted for the 5/7/20 Conference Call**  
**All answers below are DRAFT pending call feedback**

Q179: Can claims cited for disallowance during provider review be reversed (voided/adjusted) rather than paid back as part of a repayment agreement?

A179: This is not allowed. Once a provider has received their review, no claims associated with the members or staff reviewed should be changed.

Q180: Is a 7-day and/or 30-day IPP required when transferring SC (Case Management) services only?

A180: No. When transferring SC (Case Management) services only the original transfer IPP and DD10 are the only requirements. A 7-day and/or 30-day meeting should not be held. If modifications to SC services are required after transferring, an addendum may be completed. If the necessary modifications would cause the budget to be exceeded – complete a regular CJ IPP and request an Exception for the additional services in excess of the budget.

Q181: If services can be finalized when transferring residential and/or day services at the 7-day IPP, is a 30-day IPP required?

A181: While policy says that both meetings are required, BMS has opted to amend this requirement as follows: a 30-day meeting is only required in this circumstance if services cannot be finalized at the 7-day meeting. The 30-day meeting, if necessary, should be conducted after the transfer occurs.



E-mail questions that you would like to have considered for inclusion on future calls to Josh Ruppert at [jruppert@kepro.com](mailto:jruppert@kepro.com). Please put **“Policy Clarification”** in the subject line when submitting questions.

**The next Policy Clarification call will take place June 4, 2020 at 10:00 am.**  
**Deadline for submitting questions is May 29, 2020.**