

RI CFCM Implementation

Stakeholder Feedback Received Related to the State's Stakeholder Presentation on August 31, 2023

***Date Last Updated: September 4, 2023**

**RI EOHHS responses are accurate at the time of posting; however, state responses may change as CFCM is implemented. Please refer to the most recent stakeholder questions and answers for the most up-to-date and accurate information.*

The table below is sorted by stakeholder theme and the submitting party name.

Ref. #	Stakeholder Theme	Submitting Party Name	Stakeholder Affiliation	Question(s)/Comment(s)	RI EOHHS Response
1	CFCM Rate	Suzanne Carson	Service Advisory - Tri County	Any updates on the reimbursement rate for CFCM?	We are currently finalizing the CFCM rate and anticipate sharing the rate by our next stakeholder meeting.
2	CFCM Service Requirements	Annette Bourbonniere	Unknown	Will service planning be taken as a whole? Case advisor, mobility specialist and nurse evaluation as an overall case management?	Please follow-up with the State to clarify your comment. Please send clarifying question to ohhs.ltssnwd@ohhs.ri.gov .
3	CFCM Service Requirements	Dawn, Dede and Kie - The Fogarty Center	FI - Fogarty	Will the new CFCM requirements also apply to RICLAS?	Yes, RICLAS is treated as any other provider.
4	CFCM Service Requirements	Deb Burton	RI Elder Information	What is the plan when there are multiple clients served by different agencies in one household, for example, elderly parents caring for adult family members with disabilities all in one home?	Pending provider availability, participants will have a choice of which agency they receive their case management from. It is ultimately up to the participant on the best arrangement.
5	CFCM Service Requirements	Kristin Meunier	Looking Upwards	What will be the role of agency service coordinators in CFCM?	Please follow-up with the State to clarify your comment. Please send clarifying question to ohhs.ltssnwd@ohhs.ri.gov .
6	CFCM Service Requirements	Linda Ward	Opportunities Unlimited, Inc.	Will this be a closed ended or rolling for providers to meet the certification standards and become CFCM providers?	CFCM providers will be certified on a rolling basis.
7	CFCM Service Requirements	Mary Beth Cournoyer	Parent	We originally separated out the service planning and the service provision. There was back and forth of what can be provided to the same person - has this changed? Can people provide service planning and also service provision but not for the same person?	No, this has not changed. Agencies can not provide case management and direct care services to the same population.
8	CFCM Service Requirements	Rita Capotosto	Unknown	Will providers be able to provide services under their current contract until 2024?	We are still working through this approach and will be communicating this out shortly.
9	CFCM Service Requirements	Suzanne Carson	Service Advisory - Tri County	How will CFCM be implemented with NHPRI LTSS consumers?	Managed care agencies are conflict-free as they are now. So initially no change. In 2025, LTSS (for EAD) will be moving into the managed care plans.
10	CFCM Service Requirements	Suzanne Carson	Service Advisory - Tri County	There would need to be discussions on if someone terminates from NHPRI how will they be transitioned to CFCM.	This will be part of the State's transition planning.
11	MCO	Annette Bourbonniere	Unknown	Are people not in managed care going to be forced into it?	CFCM is mandatory for all Medicaid HCBS participants with intellectual and developmental disabilities (I/DD) and Elders and Adults with Disabilities (EAD) who receive Medicaid LTSS or are eligible to receive Medicaid LTSS via fee-for-service at home or in a community setting.
12	MCO	Rebecca Schupp	Molina Healthcare	Has there been consideration for managed care organizations being the CFCM entities as EOHHS pursues managed care for the Medicaid program?	Additional information on this topic will addressed in the upcoming managed care procurement materials.
13	Other	Annette Bourbonniere	Unknown	Has EOHHS changed its primary goal away from trying to keep per-enrollee Medicaid costs below national median? That was a boast in the past.	No, keeping costs below the national median is not a goal of RI EOHHS.
14	Other	Annette Bourbonniere	Unknown	I appreciate the ability to provide input but the idea of DHS workers providing the needs assessments absolutely terrifies me.	If you have any additional feedback, please email OHHS.LTSSNWD@ohhs.ri.gov .
15	Stakeholder Engagement	Annette Bourbonniere	Unknown	Can we have some email addresses?	Yes, please feel free to email OHHS.LTSSNWD@ohhs.ri.gov .
16	Stakeholder Engagement	Annette Bourbonniere	Unknown	What about the recipients? There are some parts that are frightening. You need to include the recipients in this process.	The recipients are the focus of all this work. If you have any additional feedback, please email OHHS.LTSSNWD@ohhs.ri.gov .
17	Stakeholder Engagement	Kristin Meunier	Looking Upwards	I will not be able to attend the September meeting. Will there be a transcript available so I can see the answer to my question?	Yes, all questions and answers will be posted on the CFCM webpage.

18	Stakeholder Engagement	Mary Beth Cournoyer	Parent	The court monitor recommended a co-design which means building it together and we all have a shared understanding and people have a better idea of what they are committing to. Will the targeted stakeholder meeting be yet again, somebody saying this what we've decided and you're welcome to provide feedback?	RI EOHHS will continue to incorporate stakeholder feedback into its CFCM design.
19	Stakeholder Engagement	Mary Beth Cournoyer	Parent	Is it possible to continue to have open conversations because there are many things that needs to be ironed out? I see value in a shared understanding.	Yes, RI EOHHS anticipates holding more targeted stakeholder discussions in October 2023.
20	Training	Mary Beth Cournoyer	Parent	Who will be developing the training curriculum and will it be co-designed with stakeholders?	RI EOHHS is currently defining the case manager training curriculum and welcomes feedback from stakeholders.
21	Workforce	Robert Archer	Child and Family of RI	In order to get CFCM, there is a workforce piece - hiring and separating duties. When are we going to get specifics? DHS needs to hire. Where are we on the workforce issues?	<p>There is a statewide workforce shortage which is another reason we moved away from the RFP approach. The CFCM certification standards will allow providers to become certified CFCM providers on a rolling approach to allow time for the transition and staffing. We will work through 2024 to help agencies become certified.</p> <p>Over the summer, DHS significantly increased its number of social case workers to 24-27.</p>