

Rhode Island Conflict-Free Case Management (CFCM) Implementation



October Stakeholder Meeting

October 26, 2023

A photograph of the Rhode Island State Capitol building, a large, light-colored stone structure with a prominent central dome topped by a statue. The building features classical architectural elements like columns and smaller domes. An American flag is visible on the left side of the building. The sky is clear and blue.

Agenda

- 1. Introductions**
- 2. Overview of the Rate Setting Methodology – Claire/Dustin**
- 3. Training Method – Keavin**
- 4. Updates – Sophie**
- 5. Next Steps**
- 6. Answer Stakeholder Questions**

Meeting Purpose:

1. Share updates on recent implementation changes for the conflict-free case management (CFCM) initiative
2. Answer stakeholder questions

Introductions

1. **Moderators:** Dustin Schmidt and Jillian Mongetta from Guidehouse. Guidehouse is providing technical assistance to RI EOHHS as it implements CFCM.
2. **Speakers for Today's Discussion:**
 - EOHHS: Sophie Asah, Keavin Duffy
 - Guidehouse: Claire Payne, Dustin Schmidt

Reminder of Meeting Ground Rules

To support a constructive meeting environment, we have established and ask all attendees to agree to the following ground rules for this and future stakeholder meetings:

1. **This webinar will be recorded.** We are recording this meeting with the intention of posting the webinar recording to the RI EOHHS website. Please be cognizant of sharing any personal information either verbally or in the chat throughout the meeting.
2. **Respect each other:** Help us to collectively uphold respect for each other's experiences and opinions. This includes muting yourself during the presentation!
3. **Respect the time:** Our time together is limited and valuable, so please be mindful of the time and of others' opportunity to participate. We will limit each question and answer to 3 minutes!
4. **Addressing your questions and comments:**
 - a. The presenters will answer your questions during the dedicated Q&A portion of the presentation.
 - b. Please submit your questions or comments in the chat or use the "Raise Hand" feature to indicate you would like to voice a question or comment.
 - c. We will monitor the chat to pull out questions. Please be respectful and focus on the issues.
 - d. If we run out of time for all questions, place your question in the chat. We'll add it to our questions and answers log which will be posted to the RI EOHHS website.

Rate Setting

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Federal Requirements for HCBS Rate Development

1. Payments for waiver services must be consistent with:
 - 1902(a)(30)(A) of the Social Security Act
 - “Payments are consistent with **efficiency, economy, and quality of care** and are sufficient to enlist enough providers so that care and services are available under the plan at least to the extent that such care and services are available to the general population in the geographic area”*
 - 42 CFR 447.200 – 205
 - “Plan must describe the policy and the methods used in setting payment rates for each type of service...”*
2. Rate-setting methodology must be reviewed (and updated if appropriate) every 5 years in accordance with the renewal cycle.

CFCM Rate Overview

1. Guidehouse developed a monthly CFCM reimbursement rate of **\$170.87**.
- a. The CFCM program budget and rate was approved by the General Assembly for SFY 2024.

b. This rate accounts for the estimated costs to deliver CFCM.

c. Guidehouse’s rate calculation is supported by a rate setting method accepted by CMS.

Current v. Future State

Category	Current State	Future State
# of Service Rates	EAD: 3 rates DD: 8 tiered rates	1 rate
Service Description(s)	1. Case Management 2. Targeted Case Management 3. Support Coordination	CFCM
Unit of Measure	15 minutes and monthly	Monthly

CFCM Rate Calculation Details

Center	Input	Input Description	Calculation/Source	CFCM Rate Build
Wages	a	Hourly Wage - Case Manager	BLS wage data for job classification for "Community health worker"	\$28.40
	b	Annual Wage	a * 2080	\$59,063.88
	c	Employee Related Expense (ERE) (% of Wages)	Burns I/DD provider rate study assumption. Reflects Burn's ERE model assumptions in general for all I/DD provider wages.	25.9%
	d	Hourly Compensation	a * (1 + c)	\$35.76
	e	Annual Compensation	b * (1 + c)	\$74,385.05
Supervision	f	Hourly Supervisor Wage	BLS wage data for job classification for "Child, family, and school social worker"	\$34.08
	g	Annual Supervisor Wage	f * 2080	\$70,876.65
	h	Supervisor ERE	Burns I/DD provider rate study assumption. Reflects Burn's ERE model assumptions in general for all I/DD provider wages.	23.4%
	i	Hourly Supervisor Compensation	f * (1 + h)	\$42.06
	j	Annual Supervisor Compensation	g * (1 + h)	\$87,490.14
	k	Supervision Hours per Week	State Assumption	8
	l	Supervisor Span of Control	State Assumption	10.0
	m	Supervision Hours per Staff per Hour	k / l / 40	0.02
	n	Supervision Cost per Staff per Hour	j * m	\$1,749.80
Admin and Program	o	Annual Total Compensation	e + n	\$76,134.85
	p	Administrative Overhead Percent	Pulled from Burn's I/DD provider survey responses. This reflects the average cost for administrative and indirect costs.	10.0%
	q	Administrative Overhead Annual Factor	o * p	\$7,613.49
	r	Program Support	Burns I/DD provider rate study assumption. This reflects the average program support costs across all I/DD providers.	15.0%
Transportation	s	Program Support Annual Factor	o * r	\$11,420.23
	t	Total Weekly Miles	Assumption	100.00
	u	IRS Mileage Per Week- \$.625	t * .625	\$62.50
Final Cost	v	Annual Mileage Cost	u * 52	\$3,250.00
	w	Total Annual Cost	o + q + s + v	\$98,418.56
	x	Total Monthly Cost	w / 12	\$8,201.55
	y	Caseload	Calculation based on service time requirement	48.00
	z	Monthly Rate Per Participant	x / y	\$170.87

Key Considerations

1. A 48-person caseload will cost approximately \$98,000 per year.
2. Guidehouse did not use the State's existing rates given the differences in service requirements and variances in rates.
3. The CFCM rate considered:
 - a. Case manager and supervisor salaries from the U.S. Bureau of Labor Statistics
 - b. A supervisor ratio of 10:1
 - c. A 100 miles a week assumption
 - d. Case manager caseloads of 48
 - e. Administrative and program support costs
 - f. An inflationary factor of 14.27%

Caseload Estimate

Description	Hours Per Task	# of Times in a Year	Total Hours Per Task	Annual Hours Using a 48 Caseload	Weekly Hours (Excludes PTO)
Case Management Services					
Initial person-centered planning meeting (face-to-face)	8	1	8	384	8
Annual person-centered planning meeting (face-to-face)	4	1	4	192	4
Monthly Monitoring (Phone)	2	9	18	864	18
6-Month Monitoring Visit (face-to-face)	4	1	4	192	4
Sub-Total Case Management		12	34	1,632	35
Administrative Hours					
Paid time off (holiday, vacation, and sick leave)				200	
Training				40	1
Other activities (e.g., team meetings, quality assurance, etc.)				208	4
Sub-Total Administrative				448	5
Total				2,080	40

Key Considerations

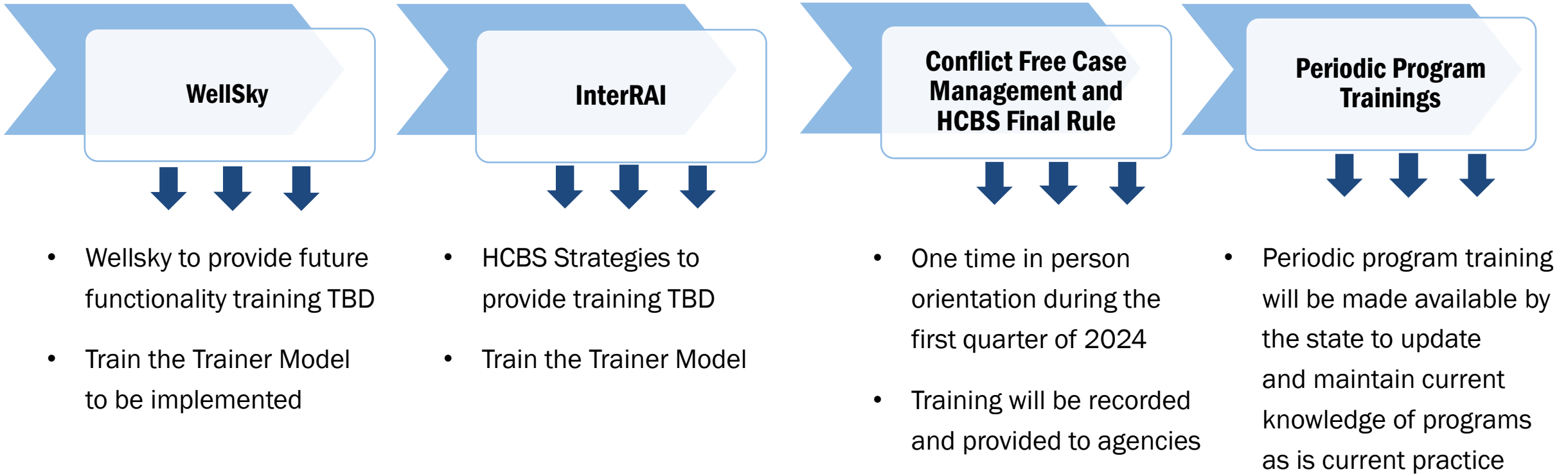
1. RI EOHHS calculated an average caseload of 48.
2. A 48-participant caseload is a conservative estimate and does not limit the case management entity from going above or below this estimate.
 - a. Assumes an average HCBS participant receives approximately 34 hours of support in a year. *Note that the required time for a participant in their second consecutive year will be less since they will not require an “initial person-centered planning meeting”.*
 - b. Considered time for manual processes.
3. RI EOHHS does not have a mandated caseload ratio; however, case management entities must ensure that case managers have a reasonable caseload that allows them adequate time to meet the needs of their participants and to comply with EOHHS rules, regulations, and standards.

Training Method



Training Methodology

Training for WellSky, InterRAI and Conflict Free Case Management will happen in separate delivery formats.



Updates



Updates from September

- Rules and Regulations

Regulation

State Agency

Rules, Regulations, and Standards for Certification of Case Management Agencies (218-RICR-40-00-5)

OHA

212-RICR-10-05-1 1.9 Development of an Individualized Service Plan (ISP)

BHDDH

Title 212, Chapter 10 - Rules and Regulations for DDOs

BHDDH

212-RICR-10-05-1 1.3.1 Fiduciary Duties for the Management of Participants’ Funds

BHDDH

Medicaid Long-Term Services and Supports: Home and Community-Based Services (HCBS)” (210-RICR-50-10-1)

RI EOHHS

Medicaid Long-Term Services and Supports Overview and Eligibility Pathways (210-RICR-50-00-1)

RI EOHHS

Medicaid Long-Term Services and Supports Application and Renewal Process (210-RICR-50-00-4)

RI EOHHS

Medicaid Long-Term Services and Supports: Functional/Clinical Eligibility” (210-RICR-50-00-5)

RI EOHHS

Conflict Free Case Management (NEW)

RI EOHHS

- State agencies will host in-person and virtual 1:1 Listening Sessions in October and November

- Overview of changes to the LTSS System
- Review the Roles and Responsibilities within CFCM
- Gather feedback from participants

Next Steps



Activities in November 2023

1. Certification standards:

- a. October 2-31, 2023 = Public comment period of the draft CFCM certification standards. Stakeholders should submit their feedback to OHHS.LTSSNWD@ohhs.ri.gov. Please add “CFCM Certification Standards” to the subject line of your email.

2. Monthly stakeholder meeting: Our next monthly stakeholder meeting will happen on November 30, 2023.

3. Roles and responsibilities comparison: EOHHS will post a detailed roles and responsibilities comparison for stakeholder feedback. EOHHS will collect feedback via:

- a. One-on-one meetings. Anticipated stakeholder groups includes: 1) OHA case management agencies 2) Participants and families 3) IDD providers.
- b. All stakeholders can continue to submit their feedback to OHHS.LTSSNWD@ohhs.ri.gov.



**RHODE
ISLAND**

Questions?

If you have any questions, please use one of the following options:

1. Chat function
2. Verbally (please use the “raise hand” function in Teams)
3. Email OHHS.LTSSNWD@ohhs.ri.gov.