

Rhode Island Conflict-Free Case Management (CFCM) Implementation



December Stakeholder Meeting

December 14, 2023

A photograph of the Rhode Island State Capitol building, featuring a large central dome and classical architectural details. An American flag is visible on the left side of the building.

Agenda

1. **Introductions**
2. **Status update**
3. **Participant Transition Plan**
4. **CFCM Materials to be Posted in December 2023**
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, John Bonin

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.

Status Update

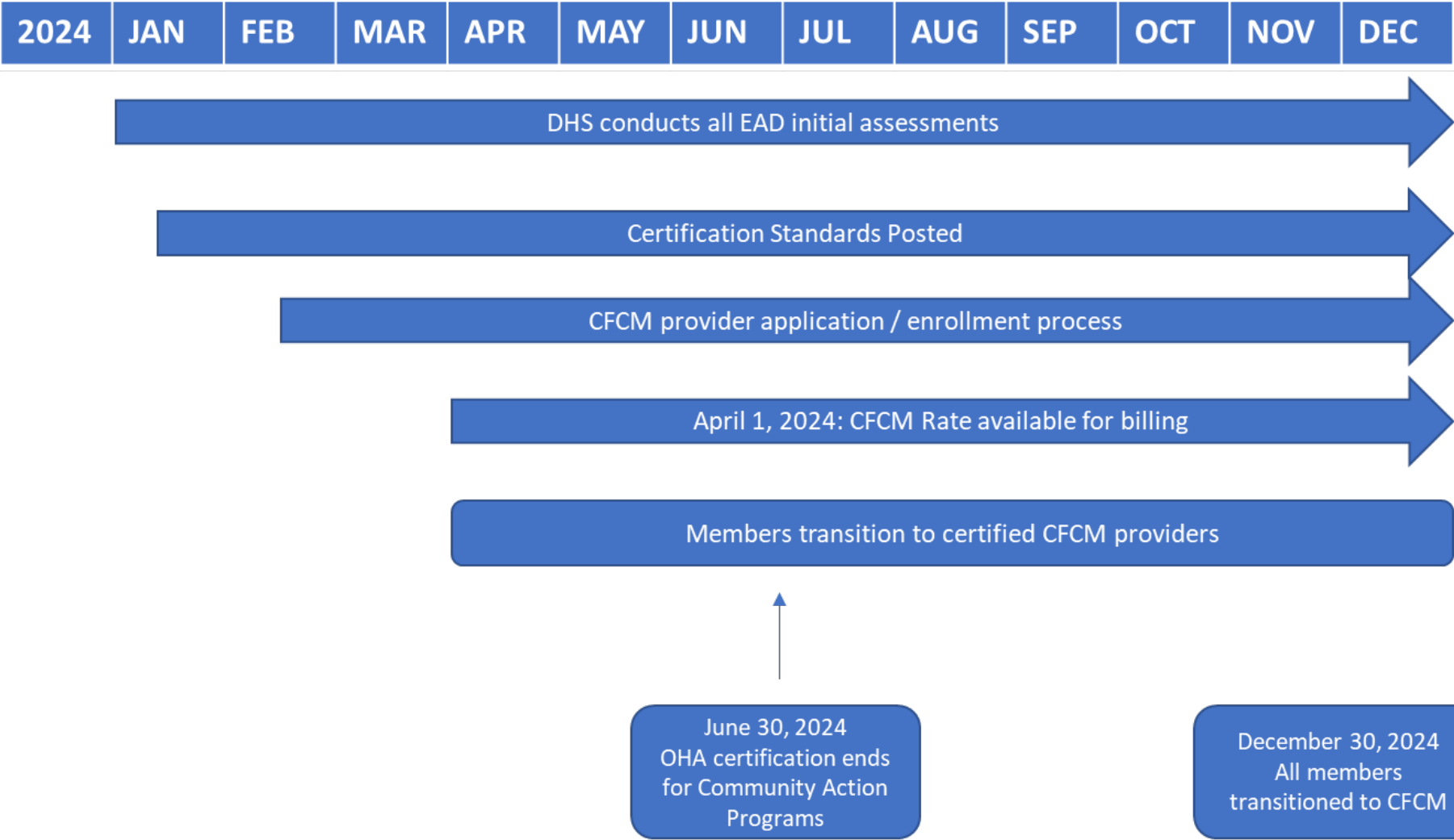


Implementation Timeline

				2023			2024					
#	Category	Activities	Status	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
1	Stakeholder Engagement	Conduct monthly meetings with all stakeholders	Started									
2		Conduct one-to-one meetings with select provider groups to review new processes	Started									
3	Regulations & Requirements	Update existing certification standards and state regulations	Started									
4	CFCM Materials	Post roles and responsibilities comparison	Complete									
5		Develop a participant transition plan	Started									
6		Create a draft CFCM program manual	Started									
7		Develop CFCM training materials	Started									
8	Certification Process for CFCM	Post Draft certification standards for public comment	Complete									
9		Post the final CFCM certification standards, application, and State responses to public comment	Started									
10		Begin to accept and review CFCM applications	Not started									
11	CFCM Begins	Begin to transition HCBS participants into the CFCM services system	Not started									

Participant Transition Plan

State Transition Plan Timeline



New EAD Participants assignment to CFCM

❖ Application and Assessment:

- After submitting an application to Department of Human Services (DHS) new participants will receive a call from DHS to schedule their appointment for an initial assessment conducted by DHS social case workers. New applicants will receive a letter from DHS confirming receipt of their application

❖ Role of Person-Centered Options Counseling (PCOC):

- During the DHS meeting, participants who have already participated in PCOC counseling will be reminded of their case management choices.
- For those who have not received PCOC, the meeting will serve as an opportunity to educate them about their case management options for the first time.

❖ Decision Making Process:

- At the conclusion of their DHS meeting, participants will be asked to select a CFCM vendor of their choice.
- Participants who are not ready to make an immediate decision will be given a specified amount of time to communicate their choice to their DHS social case worker.

❖ Assignment Protocol:

- Participants who do not make a selection within the allotted time frame will be auto-assigned to a CFCM vendor.
- This ensures that all new participants are promptly integrated into the case management system and receive the necessary support.

❖ Support and Guidance:

- DHS staff will provide ongoing support and guidance throughout the decision-making process, ensuring that participants fully understand their options and the implications of their choices.

New I/DD Participants for CFCM

For I/DD participants:

1. The eligibility process will not change.
2. Following completion of the SIS-A, members can select a CFCM provider.

Existing members transition to CFCM

Population	Service / Program	Current Case Management Provider	Notes	
Elders and Adults with Disabilities (EAD)	Home care (OHA community)	OHA Community Action Programs	<ul style="list-style-type: none"> Current providers will need to decide to apply for CFCM. Members have choice of Certified CFCM providers 	Currently providing Case Management services only
	Assisted living (OHA)			
	Personal choice	• Service advisement (SA) agencies	<ul style="list-style-type: none"> Service advisement will cease to exist as a service and will need to decide to apply for CFCM. Members have choice of Certified CFCM providers 	Currently providing Case Management and program services
	Shared living	• Shared living agencies	<ul style="list-style-type: none"> Shared living providers will need to decide to enroll as providers or CFCM Members have choice of Certified CFCM providers 	
	Home care (DHS community)	DHS Social Caseworkers	• Members will need to select a CFCM	Need an assigned Case Manager
	Habilitative services/traumatic brain injury (TBI)	EOHHS Office of Community Programs staff	• Members will need to select a CFCM	
Intellectual / Developmental Disability (I/DD)	Group homes, self-directed, and other home and community-based services	<ul style="list-style-type: none"> DDOs Other DD providers BHDDH Social Caseworker II 	<ul style="list-style-type: none"> DDOs will need to decide to enroll as providers or CFCM Members will need to select a CFCM 	Currently providing Case Management and program services



CFCM

Materials to be Posted in December 2023

Upcoming CFCM Materials in December 2023

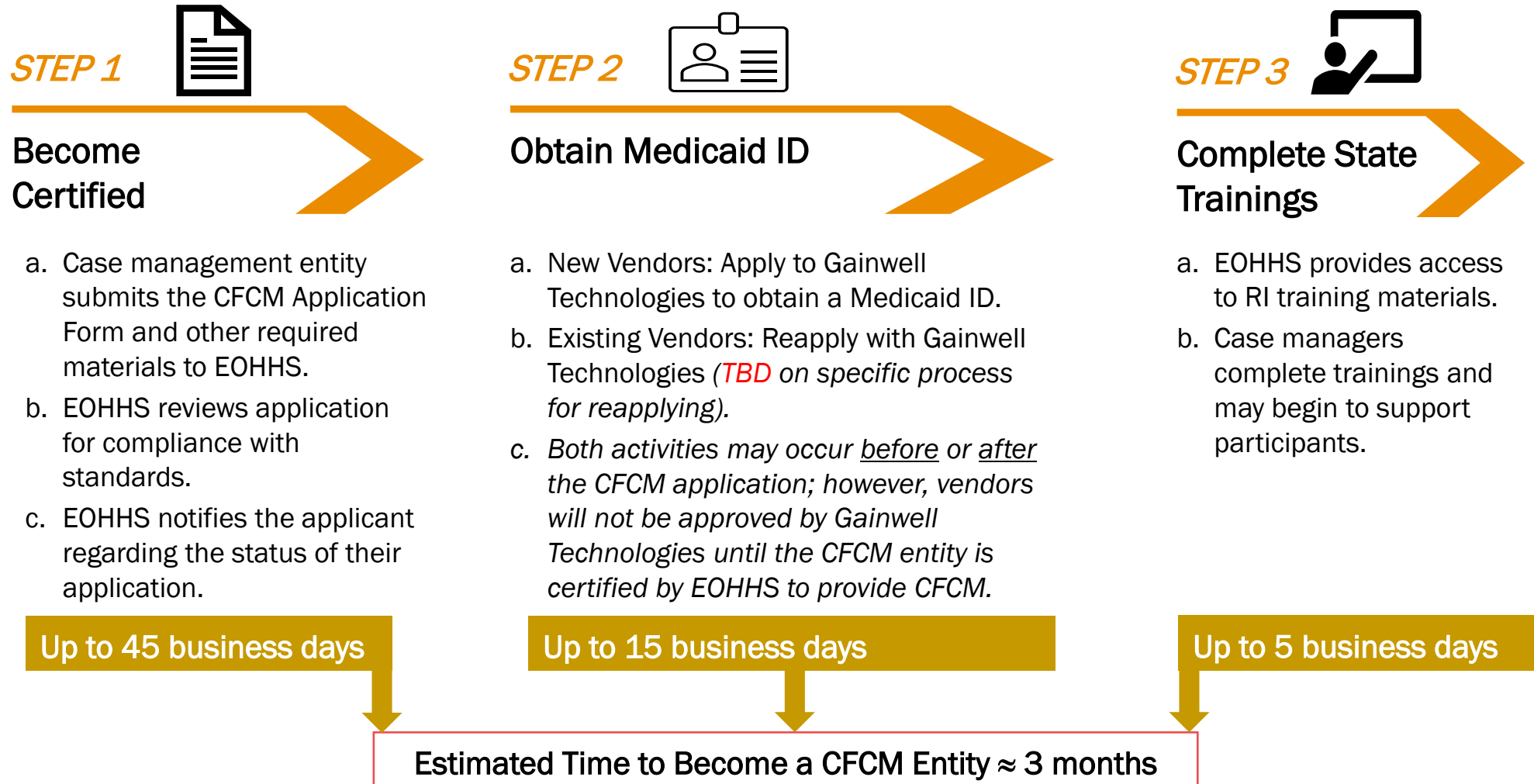
Document	Description
1. CFCM Certification Standards (Updated)	Outlines requirements to become a certified case management entity. This document will replace the version currently posted.
2. Public Comments Summary (New)	EOHHS responses to public comments received regarding the CFCM Certifications Standards posted on October 2, 2023.
3. CFCM Application Form (New)	Application to apply to become a case management entity.
4. CFCM Program Manual (New)	Outlines EOHHS requirements for CFCM and provides instructions and references that case managers need to provide person-centered planning.

CFCM Application Form

Key Highlights

1. This application applies to entities seeking certification to provide case management to Medicaid home and community-based services (HCBS) participants.
2. Via the application form, applicants will provide documentation and demonstrate readiness to provide case management services.
3. Required application components:
 - a. Completion of the application form and attestations
 - b. Proposal narrative responses
 - c. Documented policies and procedures
4. Onsite visits and interviews with key applicant staff may be requested as part of the State's certification process.

Reminder of the Process for Becoming a CFCM Entity



Next Steps



Activities in 2024



Communication

- Communication with stakeholders will continue



Website

- The RI CFCM website will continue to be updated with relevant information



Meetings

- Group specific meetings will continue



Functional Assessments

- Starting January 1, 2024, the RI Department of Human Services (DHS) will complete all functional assessments for the EAD population

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.