

RI CFCM Implementation

Stakeholder Feedback Received Related to the State's Stakeholder Presentation on November 30, 2023

***Date Last Updated: January 8, 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	Assessments	Annette Bourbonniere	Unknown	Where do we stand on having an adequate number of DHS workers available to do assessments, never mind trained to do them? From a user perspective, there is still a significant gap between what they're doing and their understanding of who the clients truly are. It's challenging to deal with as recently as the past month. This could lead to significant risk if someone involved doesn't have the right knowledge base.	The State has ramped up hiring significantly and is now close to FTE capacity. DHS is working diligently to train the individuals hired and is actively working to address applications as they come in.
2	Assessments	Judith Niedbala	Unknown	Can you walk me through the SIS process and the roles and responsibilities (case management agency, State, provider)? What are the roles for each of those entities? Who is responsible for the documentation?	The SIS process will remain the same under CFCM. The State will still conduct the SIS as it has been done.
3	Assessments	Liz Wiedenhofer	Unknown	Will the conflict free case manager be involved in the SIS-a for new participants, particularly for new participants coming into the system? The SIS-a is a major determiner of funding levels so it would make sense for conflict free case managers to be involved.	At the initial SIS, the person is not yet connected to a case management agency. They get connected following the completion of the assessment. The family friendly version of the SIS assessment will be shared with the case management agency so they have the information. When people have their SIS assessment, part of the assessment is asking respondents to participate in that assessment who have been involved with that individual for 3-6 months. New participants, such as a youth in transition, would typically involve the school system in that SIS because they have the most relevant/ up to date information. For those out of school, people who know them well will attend to provide information.
4	Assessments	Robert Archer	Child and Family of RI	In order for case management agencies to stop doing assessments by January 1 we would have to stop accepting referrals now since it takes about 30 days to complete the LTSS assessment. Is OHA and DHS aware of this and is there a plan?	The State is aware of this and will review a plan with the case management agencies.
5	Other	Deb Burton	RI Elder Information	Is there a plan to make the LTSS HCBS application available to be completed online?	LTSS applications can be submitted online via the customer portal at Healthrhode.ri.gov
6	Other	Deb Burton	RI Elder Information	Will you please share the link for the HCBS LTSS application?	https://eohhs.ri.gov/reference-center/forms-applications/medicaid-ltss-application
7	Other	Kie O'Donnell	Unknown	I appreciate both Brenda and Heather's consistent affirmation in these meetings that DD providers will still be able to tap into "Service Coordination" funds within this model, and referenced a new process. Can you please describe this process?	The State will schedule a separate meeting with its DD providers to discuss this process. BHDDH will meet with providers regarding billing and rates.
8	Other	Maureen Maigret	Senior Agenda LTCCC	Does the assessment document include asking if the client has an unpaid caregiver that assists them and if so, will the caregiver be provided with caregiver support resource information?	Yes, the InterRAI assessment has questions about unpaid caregivers. RI EOHHS has also developed an unpaid caregiver assessment that the case manager can complete.

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9	Other	Tracey Cunningham Martins	Unknown	Will you be sharing these slides with all of us?	Yes, all monthly stakeholder presentations are posted on the RI CFCM webpage.
10	Person-Centered Planning	Deb Burton	RI Elder Information	For the unpaid caregiver, the template isn't capturing sufficient information about the caregiver to be able to plan long term for the client. For example, does your caregiver work? What is your caregiver's age? Does your caregiver have physical limitations?	We will use both the InterRAI and a specific caregiver assessment to identify caregiver issue.
11	Person-Centered Planning	Deb Burton	RI Elder Information	For our elders on risk mitigation, what is expected for the CFCM to offer for fire, flood, etc. Some cannot get out of the house and may not have a caregiver.	The case manager will work with each participant to develop a safety plan that meets the person's needs and preferences.
12	Person-Centered Planning	John Susa	Parent	Assessments are not person-centered planning. PCP is most effective when it engages individuals, care providers, and families and requires a level of education and training. Families learn from each other. Case managers learn from their peers through these formalized systems that are often pathology oriented. More thinking needs to be done to help these assessors understand the impact this planning has on people's lives. PCP has to be an ongoing process.	EOHHS agrees with this comment.
13	Person-Centered Planning	Judith Niedbala	Unknown	Did the State do a crosswalk with the existing requirements for the person-centered plan template and is that available?	The State can develop a crosswalk and share it with the stakeholders in the near future.
14	Person-Centered Planning	Kie O'Donnell	Unknown	Please describe the pre-planning elements to gather information prior to the meeting and how this template was decided upon.	The State's person-centered planning process will be described in the CFCM Program Manual (expected to be released in December) and will be covered in State delivered training. The person-centered plan was developed based on CMS's requirements and based on approaches used by other states.
15	Person-Centered Planning	Linda Ward	Opportunities Unlimited, Inc.	The template seems very "rigid", fill in the blank style - not sure this captures true person centeredness.	The participant's person-centered plan will serve as the one document that drives holistic services grounded in the participant's strengths, preferences, needs, and desired outcomes. If necessary, the case manager will work with the participant to develop a version of the plan that is understandable to the participant.
16	Person-Centered Planning	Liz Wiedenhofer	Unknown	For the DD population, who will be responsible for the Purchase Order (PO)? Who is responsible if it doesn't get in time?	#1: For agency based services, the case managers will complete the purchase order. For self-directed services, EOHHS is still working through this process with the FI. #2: EOHHS will assess person-centered plan timeliness as part of its quality assurance activities. If there are compliance issues, the State will issue a CAP to the CFCM entity. Service providers should also report any timeliness issues to EOHHS.
17	Person-Centered Planning	Maureen Maigret	Senior Agenda LTCCC	Is it expected that the person centered plan (PCP) planning is done via an in person meeting by DHS staff with the client?	A face-to-face contact is preferred, but a phone call or a virtual meeting may be substituted when face-to-face contact is not possible. DHS will complete the initial InterRAI assessment and the case manager will complete the person centered plan.

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18	Person-Centered Planning	Maureen Maigret	Senior Agenda LTCCC	How will a determination get made about which clients would have in-person assessments for PCP planning, recognizing some clients will probably only be able to do PCP by phone and not virtual if they have no tech device or connectivity?	The intention is for the person-centered plan (PCP) to be completed in person to allow for a complete picture of the supports an individual may require and choose. For a documented, person-centered reason, the PCP can be completed via telephone or other device on a case-by-case basis.
19	Reimbursement	Rita Capotosto	Unknown	Do the proposed employee compensation rates used to develop the monthly rate (e.g., \$28.50 for the case manager) include salary and fringe or is the fringe on top of that? Are providers required to pay the proposed rates?	Please see the link below for an explanation of the CFCM rates: https://eohhs.ri.gov/sites/g/files/xkgbur226/files/2023-10/CFCM%20Rate%20Setting.10.16.23.pdf At this time, the State does not have a requirement for case manager pay other than adhering to State minimum wage requirements.
20	Stakeholder Engagement	Annette Bourbonniere	Unknown	What about individual meetings with participants?	Slides from the listening session with the DD participants has been posted to the RI CFCM website. A listening session will be held with elders and adults with disabilities at a community center in December.
21	Stakeholder Engagement	Annette Bourbonniere	Unknown	Will you be sending out details on the 12/7 meeting?	Yes, an email will be sent out.
22	Stakeholder Engagement	Deb Burton	RI Elder Information	#1 What community outreach will be provided for older adults? For this time of year, needs go up for home and community based services. What communications will go out for those applying in December that are delayed for the approval process and won't receive care until April? What kind of outreach to ancillary service providers will be done to try to support older adults who are not necessarily tech connected? #2 Will the presentation be in multiple languages?	#1 The State is working with the communications team at EOHHS to ensure that individuals are aware of this change. There is also a participant forum next week for active members. A flyer for this meeting was sent out to all active customers. CM agencies will remain under their contracts under OHA until t CFCM agencies are certified. They will continue to serve their existing customers as they do now with the exception of completing initial assessment. #2 Not the actual PowerPoint, but there will be interpreters available.
23	Stakeholder Engagement	Jennifer Allen	Unknown	Have there been conversations with assisted living so they understand that the external CAP agencies will no longer handle the LTSS applications after January 1st? If so, what is the plan for them afterwards?	EOHHS has met with assisted living facilities and we will continue to do so to ensure a smooth transition.
24	Stakeholder Engagement	Justine Cordeiro	Unknown	When will individual meetings occur with the current Senior Services Case Management providers?	One on one meetings are not complete. They will be extended through December. The State will be scheduling additional meetings as well (i.e., Senior Services Case Management providers, DHS Social Case Workers).
25	Stakeholder Engagement	Noah Chevalier	State staff	When will individual meetings happen with DHS Social Case Workers?	One on one meetings are not complete. They will be extended through December 2024. The State will be scheduling additional meetings as well (i.e., Senior Services Case Management providers, DHS Social Case Workers).
26	Stakeholder Engagement	Noah Chevalier	State staff	Is this supposed to be the DHS Social Case Worker session that was just mentioned?	The notice was sent to the general public in case they had questions or concerns. The slide was for the elders and adults with disabilities session that will be held on December 7th.
27	Training	Jane Sroka	Unknown	For people who self direct, what trainings should parents/ guardians attend?	HCBS providers, including parents/guardians who self-direct, would attend the periodic program trainings made available by the State.
28	Training	Judith Niedbala	Unknown	What supports and training will case management agencies have in planning with Deaf and Hard of Hearing individuals? And those with aphasia or other communication challenges?	CFCM entities are held to State and federal requirements, including maintaining compliance with ADA guidelines. CFCM entities can utilize currently available State resources to do so.
29	WellSky	Heather Alge	Unknown	Will provider agencies be entering information into WellSky, or only the CFCM agencies?	WellSky will only be available to CFCM entities; however, EOHHS is considering expanding this to providers at a later date.