

RI CFCM Implementation

Stakeholder Feedback Received Related to the State's Stakeholder Presentation on December 14, 2023

***Date Last Updated: February 7, 2024**

**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	Deb Burton	RI Elder Information	Will the CAP agencies continue to receive funding to case manage seniors until the CFCM Agency is identified and becomes certified?	Yes, the old rate is still active until an agency becomes certified and operational.
2	CFCM Rate	Deb Burton	RI Elder Information	What is the funding mechanism for the CAP agencies to continue helping people with the LTSS application?	The old rate is still active and an agency can continue to bill the rate until they become a certified CFCM.
3	CFCM Rate	Linda Ward	Opportunities Unlimited, Inc.	In past meetings, concerns about rates have been raised. Has EOHHS looked at this? Any option for enhanced rates?	The rate for CFCM was set through the General Assembly this past year and is not anticipated to be reviewed again. The methodology of how the rate was determined was shared during the October Stakeholder Meeting and is available on the Rhode Island CFCM webpage. Other services were looked at through the rate review and are going through the legislature's budget process.
4	Communication	Jennifer Allen	Unknown	Are the CAP agencies going to have a say in what the outline is provided on the agencies that are approved?	Yes, if an entity becomes a certified case management agency, we will work with them to put together a one-pager to describe their organization so participants can make an informed decision on which CFCM agency they would like to receive services from.
5	Communication	John Susa	Parent	How will this information be transmitted to the large group of people who need this information? There is a tremendous amount of concern in this group. John suggests reviewing the communications that the State currently sends out because it is often above the literacy rates of their recipients.	We have connected with stakeholders in a variety of ways about CFCM to ensure they stay up to date. When the time comes for individuals to transition to CFCM, individuals will receive information through a letter or their current social case worker so that a choice can be made and a warm transfer can occur from the current process to the new process. There is a communications team working on developing plain language documents to share information with participants and their families. The State intends to use multiple delivery methods to ensure the participant and their support network receive this information.
6	Communication	Liggia Soto	Unknown	Is there or will there be a flyer in simple terms so patients know what to expect during the application process?	There is a communications team working on developing plain language documents to share information with participants and their families.
7	Other	Christine Ferris	Unknown	Is there a role for Support Brokerage in this transition? What role will BHDDH social workers have when this process is rolled out?	Yes, there is an important role for Support Brokerage as it is considered a service. There is no change to that service. BHDDH social workers will not be making referrals, that will be the responsibility of the case management organization. The State social case work team is being reorganized so that there is focus in different areas of need within the division. For example, there will be more staff working on transitional youth population and additional staff will go into the SIS unit. Staff are being reallocated to more specific roles instead of doing previous work that case managers will do in the future.
8	Other	Deanne Gagne	Unknown	Will these slides be available online?	Yes, they will be posted to the Rhode Island CFCM website.

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9	Other	Deb Burton	RI Elder Information	How many individuals are currently assigned to DHS social caseworkers?	There are approximately 2200 HCBS participants under the purview of the DHS social case workers. These include elders and adults with disabilities, aged 18+.
10	Other	Evelyn Pinto	Unknown	Is this only for new clients who need LTSS? Does this affect those who already have LTSS?	Correct, DHS completing the initial functional needs assessment is for new elders and adults with disabilities (EAD) applicants. Annual reassessments for EAD participants will be facilitated by the certified case management agencies. Individuals with developmental disabilities (DD) will continue to complete a SIS reassessment every five years.
11	Other	Evelyn Pinto	Unknown	Can Home Care agencies apply to be CFCM Providers?	If you are a direct service provider to elders and adults with disabilities (EAD), you can apply to be a CFCM provider for individuals with developmental disabilities (DD). You can not provide case management and direct services to the same population.
12	Other	Kie O'Donnell	Unknown	Could there please be a "parking lot" considered for these meetings? Especially with the last one, a lot of questions were raised (pre-planning efforts, how the current Person-Centered Plan format was derived, process for I/DD providers to tap into Service Coordination funding, etc.) that remain unresolved. I appreciate that EOHHS has offered to follow up offline, but do feel it appropriate for outstanding questions to be kept on the radar in some way as these discussions/meetings continue.	The State tries to get answers to the questions posted on the CFCM website within 30 days of these meetings. Because of the holiday, the last meeting was held two weeks ago, so the Q&A document from the November meeting has not yet been released. The plan is to answer the outstanding questions and have the November questions complete by the end of this month. The December questions will be completed afterwards.
13	Other	Liggia Soto	Unknown	What is the expectation of number of agencies joining as a CFCM certified agency? And the caseload capacity to ensure the 90 day turnaround time for processing?	There are a number of agencies that provide case management currently, and the hope is that they are able to become certified and fully prepared to deliver services and have the necessary resources and staff to follow the outlined standards.
14	Other	Mykahla Gardiner	Unknown	After an individual is assigned to a CFCM, will CSM be the place to confirm that assignment in the event that the consumer is unaware of their CFCM or needs help returning to that support?	The State will continue operating out of the current systems, including CSM, as there is a delay in the WellSky functionality which will be used in the future.
15	Other	Robin Covington	East Bay Community Action Program	Currently CAPs don't get paid until the application is approved. Will that be the same payment structure or will that change? Who is in charge of securing the PM?	At this point, we are unable to provide a billing mechanism for application assistance as this occurs prior to the individual becoming deemed eligible for Medicaid LTSS.
16	Other	Samuel Salganik	RIPIN	Are there contingency plans for what happens if there isn't sufficient capacity of certified CFCM agencies on your expected timelines?	There is a workforce concern across the delivery system of LTSS services, and the healthcare system as a whole. The State continues to monitor this and is examining contingencies.
17	Process	Barbara Lonardo	Unknown	DHS will conduct all initial assessments for the EAD population starting in January, what will we do with people who are still going through the initial application process?	An agency can finish the application and assessment process for individuals already in progress. Starting January 5, the current CAP agencies can continue to provide application assistance or refer the client to the POINT or DHS.

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18	Process	Benita Brown	Unknown	Moving forward if a client calls a CAP agency needing LTSS is it correct that we should direct them to DHS to apply?	Starting January 5, the current CAP agencies can continue to provide LTSS application assistance or refer the client to the POINT or DHS.
19	Process	Carmela Geer	Unknown	I am not a case management agency. We partner with our CAP for this. What if they don't follow through with case management?	The current certification standards for OHA CAP agencies end on June 30th. The CAP agencies and other interested parties will have to become certified under the EOHHS CFCM Certification Standards in order to provide case management services to HCBS participants.
20	Process	Deb Burton	RI Elder Information	If DHS is doing LTSS in January but a CFCM agency isn't expected to begin services until April, who is helping our older adults between right now and sometime after April?	Starting January 5, DHS will do initial assessment for new EAD participants. Case managers will follow their current process until they become certified as a CFCM provider, and continue to provide case management to the elders and adults with disabilities (EAD) population.
21	Process	Deb Burton	RI Elder Information	Deb requested the State hold community-based meetings for those serving the older adult populations. What is the perceived workflow? Can you provide a training to the Community Based Organizations (CBOs) so we are all working in the same direction to complete the application?	The State intends to continue meeting with stakeholder groups in preparation for this transition. There is No Wrong Door (NWD) in approaching the LTSS system. Wherever an individual goes to get LTSS information, they will get the information needed. As a general overview of the LTSS delivery system, an individual receives application assistance, an initial functional needs assessment is completed by the state, the client chooses a certified CFCM, and the certified CFCM helps connect them to the appropriate services.
22	Process	Maria	Unknown	Will we be notified by our BHDDH social worker on when to pick an agency if we self direct?	Yes, individuals will receive letters and information on when it will be their time to choose a case management agency.
23	Process	Marissa Ruff	SA - Seven Hills	Should we be following this same process for people who call for Personal Choice or SLA? Refer them to DHS first instead of beginning the process at the agency? Right now, the process is that people will call from the community looking for program information. Going forward, should the person doing the intake process redirect the individual to the Point or DHS to start the process?	All case management agencies currently completing the pre-eligibility work can continue to do so or refer individuals to the POINT. Direct service providers should refer individuals interested in specific LTSS programs to the POINT, or StayCovered.ri.gov for questions related to Medicaid renewals.
24	Process	Mykahla Gardiner	Unknown	Can you clarify that assessments won't be occurring "in the field" any longer and will need to be completed in a DHS office?	The initial assessment will be conducted by a DHS social case worker in person with the participant, and will no longer be completed at the CAP agency.

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25	Process	Noah Chevalier	State staff	LTSS Social Case Workers can't express preference for CFCM agencies, correct? How will they help the applicant make the decision while remaining neutral? How much latitude will the Social Case Worker be given when the participants don't have a preference for which agency they would like to receive CFCM through?	Similar to how you provide information on available providers; social case workers will provide a list of certified CFCM agencies and an explanation of the services they provide. The individual will be given a fact sheet for each agency, which will include who the agency is, the location, as well as the population/ languages they're able to support. The individual will decide which agency best aligns with their needs. Ideally, it's encouraged that the choice is up to the participant. If the participant doesn't want to make a decision, the state's auto assignment criteria would be followed. The State's CFCM Program Manual will list out the auto assignment criteria, which considers the agency's availability, capacity, and proximity to the participant.
26	Process	Robin Covington	East Bay Community Action	Will assessments be done in the home by DHS?	The intention is to complete the initial assessment in person by a DHS social case worker.
27	Process	Robin Covington	East Bay Community Action Program	Will LTSS applications be complete by DHS in person, in the home, or will they still be mailing them out and leaving it on the client?	Application assistance can be provided by the Point at their office, or by state staff, who will then ensure the application goes to the appropriate place. Once the application is received, the intention is for State staff to complete the initial assessment in person by a DHS social case worker.
28	Process	Samuel Salganik	RIPIN	What will the transition look like for beneficiaries of current OHA case management if their case management agency gets certified for CFCM? I imagine their existing case manager will be the default if they don't make an active choice to change?	The initial intent is that participants can stay where they are and as we go through the year, the participants will need to make a choice. They won't need to make the selection immediately as the goal is to make it easy on the participants. Participants will be notified to make a choice, but they won't have to actively select to stay with their current agency.
29	Process	Sandra Fournier	Unknown	When it comes time to choose a CFCM organization, how will options be expressed? What information will be provided to the individual making the choice?	As the different case management agencies become certified and the individual becomes eligible for LTSS, participants will be given a fact sheet for each agency, which will include who the agency is, the location, as well as the population/ languages they're able to support. This will be done with the social case worker as they go through the assessment process.
30	Stakeholder Engagement	Crystal Moore	Unknown	Who do we contact for these 1:1 sessions please?	Please email OHHS.LTSSNWD@ohhs.ri.gov indicating what sessions you would like to attend and we can provide the information.
31	Timeline	Marissa Ruff	SA - Seven Hills	For Shared Living specifically, is there going to be any kind of grace period for a transition between case management agencies to provider agencies? Or will this be an automatic transition?	EOHHS will work on a phased transition to ensure we are in compliance with the federal CFCM requirements by December 2024. The State will work on a grace period to ensure there is a minimum impact, especially for situations where a provider is providing services. The goal is to transition individuals in a way that has the least impact.
32	Timeline	Robert Archer	Child and Family of RI	We need more clarity on the timelines for the transition.	Starting January 5, 2024, DHS will handle all EAD initial assessments. Case management agencies that provided application assistance can continue to do so or refer the client to the POINT.

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33	Training	Carmela Geer	Unknown	Will there be toolkit available to help people understand this transition that we can train our staff on? Is the training only available to CFCM applicants or will that training be available to all community-based partners?	A number of documents and trainings are being finalized and will be made available to the appropriate parties.
34	Training	Linda Ward	Opportunities Unlimited, Inc.	When will training documents be shared?	The goal is to share the training documents by the end of the quarter.