



Notes

Nursing Facilities Advisory Council

Tuesday, July 16, 2013

3:15 PM – 4:45 PM

225 East 16th Avenue, 1st Floor Conference Room
Denver, CO 80203

ATTENDEES	AGENCY
Ann Kokish	CHCA
Diane Gomez	Kindred
Jan Garramone	CPDHE - HFEMSD
Janet Snipes	Holly Heights
Jay Moskowitz	Vivage
Jennifer Reinheimer	Myers & Stauffer
John Brammeier	Vivage
Josh Fant	CHCA
Lonnie Hilzer	Continuum Health Mgmt
Luke Addington	Jefferson County Center Mental Health
PHONE	Phone Option Unavailable for this meeting
Lori Nelson	Five Star Quality Care
Les Hendrickson	Public Consulting Group
Mary Koretke	Vivage
Nancy Borgstadt	Colorado Foundation for Medical Care
STATE STAFF	
Matt Haynes	Safety Net Program Section
Anthony Satariano	LTSS Division
Rene Hickman	LTSS Division
Beverly Hirsekorn	HCPF/ Eligibility
Kathy Snow	LTSS Policy Specialist
Jason Takaki	LTSS Facilities Unit Supervisor
Cathy Fielder	LTSS Auditor
Susan Love	LTSS Division
Melanie Roth-Lawson	CDPHE-Health Facilities Division

I. Welcome, Announcements, Introductions:

Kathy Snow welcomed the attendees. Meeting attendees and those on the phone introduced themselves indicating the organization they represent.

II. Review of minutes

Kathy Snow asked the group for corrections to June's minutes. None were mentioned.

III. Pay for Performance (P4P): Anthony Satariano

- The 2013-2014 application has been finalized. The new application has been uploaded to the website. It's suggested that facilities review the new application and start the process sooner rather than later. PCG is okay with the new application. The workgroup was successful in updating the application and does not need to meet again this year.
- Final scores associated with the 20 appeals have been finalized and sent out. The website will be updated soon with the final results of the application process.
- Questions contact Anthony Satariano at phone (303) 866-3895 or email Anthony.Satariano@state.co.us.

IV. Provider Fee Update: Matt Haynes

- For FY2013-2014, The Rates area has collected all the fee rates from Myers & Stauffer and are scheduling the mass rate adjustments for uploading to MMIS.
- The Medical Services Board is reviewing the day's reconsideration issues from FY12-13. Any adjustments will be retro to October.
- A new SPA has been written for a rate cut of 1.5% which CMS has reviewed and approved the loading of the FY2013-2014 rates. The mass rate adjustment will be back dated to July 1st.
- Reimbursement packets have been mailed to facilities and management companies.
- Contact Matt Haynes to verify when the next Provider Fee Advisory Board meeting will be held.
- Questions contact Matt Haynes at phone (303)866-8305 or email Matt.Haynes@state.co.us.

V. Discussion with HCPF Internal Auditor: Cathy Fielder

- Cathy made an FYI announcement about a future change surrounding the PETI – medically necessary services process. Since a new eFax process was implemented July 1, 2013, for submitting these requests to Susan Love, the current audit process is being reviewed for potential changes. Cathy will keep the group informed.
- Reminder: if a facility has a question or concern about the LTSS audit process please contact Whitney Zanutelli the LTSS Quality Assurance/Audit Supervisor. Whitney.Zanutelli@state.co.us or 303-866-2822.

VI. Eligibility Coordination Process: Beverly Hirsekorn

- Kathy Snow started the discussion around eligibility. Kathy explained that LTSS and Eligibility are receiving calls or emails concerning eligibility issues. To clear up any confusion on who does what, Kathy asked Beverly to help clarify.
- Kathy Snow stated the LTSS is on the billing side (which is after eligibility has been granted). Beverly Hirsekorn/Eligibility is not the billing person.

- Beverly Hirsekorn is from the Eligibility Policy Section of HCPF and was glad to explain what her area does.
 - The Eligibility area helps get residents eligible for Medicaid. They assist with issues between the facility and the county. Once a resident is eligible, their responsibility ends unless a resident's eligibility has to be revisited to ensure it's still valid.
 - Beverly has worked with facilities and counties to make sure communication and coordination between the two entities is working. This has helped clear up very old eligibility issues. If you have any outstanding issues, please contact Beverly and she will help solve them.
- Several issues have been identified that hold up the eligibility process, they include:
 - Families who don't submit verifications in a timely manner
 - County processes that are not efficient
 - Provider/Facility who submits incorrect or incomplete information to the county
- Reminder: the information going between the facility, provider and to HCPF for questions could contain PHI which requires the emails to be encrypted. HIPAA requirements need to be enforced.
- If you have additional questions on this topic, please contact Beverly Hirsekorn at phone (303) 866-6320 or email Beverly.Hirsekorn@state.co.us or Kathy.Snow@state.co.us

VII. Emergency Evacuation Update: Melanie Roth-Lawson, CDPHE

- Melanie Roth-Lawson joined us to update the group on the evacuation process. She said facility staff was prepared and things ran smoother than last year.
- The Emergency Managers had only a few 'After Action' items and one of them was to have an emergency contact list from each facility that is 3 levels deep and to make sure the website portal reflects the most current contact list.
- Keeping a good list of where residents are transferred too is necessary to avoid family members having to search for loved ones.
- There is a Regional Healthcare Evacuation Plan being developed which should help with defining when to evacuate, how to handle the reverse 911 calls that reference the level of threat, etc.
- Lessons learned include the following:
 - Notifying families that residents are being evacuated
 - Double check the reverse 911 calls with the fire department to make sure the right action is taken by the facility
 - Tag residents with name, medicine orders, allergies, picture, etc
 - Tag wheelchairs with resident name
 - Send medical charts with the resident so the receiving facility has what they need
 - Pack a bag for at least 3 days of clothes
 - Put staff on buses transferring residents, it makes them more at ease
 - Use colored paper to assign buses to specific residents
 - Have Go Kits with food and snacks and personal care items for the trip to the new facility
 - Work on how to handle medications between facilities
 - When returning to evacuated facility – stagger the returns and celebrate as each group enters the door

- EM Trackers which is a scanner system was helpful during this emergency. The Colorado Emergency Group found them very beneficial and CDPHE will be hosting training on how the system works. Everything about a resident can be scanned and communicated electronically.
- License and survey issues will be addressed on a facility by facility basis. CDPHE will work with the facility to ensure the facility is in compliance for accepting residents home. It's suggested to have one lead contact and hold daily briefings for updates. Over bed limit requests receive emergency approvals.
- It's the facility's responsibility to make sure they are still in compliance with license and certification requirements after an evacuation before they bring residents back. The requirements that existed before the evacuation still apply after the evacuation. There is no difference.

VIII. Final Hospice Rule: Kathy Snow

- Please review 42 CFR Part 483 which has been updated. Facilities that handle Hospice residents are now required to have a written agreement on the NF side and the Hospice side. The roles between NF staff and Hospice staff has to be well defined and cannot overlap. Resident status changes has to be clearly communicated by both sides.

IX. Public Comments:

- No public comments were made.

**X. Next Meeting: Tuesday, August 20, 2013, 3:15 pm – 4:45 pm.
225 E 16th Avenue, 1st Floor Conference Room**