PPL COLORADO

Participant Directed Programs Policy Collaborative
Public Partnerships, Colorado Responses

February 2013

Inquiry Items From January Meeting

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Completed

1. Employee search issue
2. Applications and paperwork in different languages
3. Enabling a legal representative or third party (non verbal)

In Analysis

1. Online employment applications (Attendants)
2. Using a code / reference number, instead of the standard HIPAA questions
3. Timesheet and form receipt notifications

A Year In the Life of PPC IT

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Completed Initiatives

- New Single Entry PAR to increase accuracy and timeliness of PAR processing
- PMPM launch (redesign Single Entry PAR calculations)
- Spinal Cord Injury Waiver Launch
- Money Follows the Person Launch
- Non Medical Transportation PAR Changes
- Yearly overspending rule
- Various Case Manager reports to assist with working with clients
- Payroll system redesign to ensure seamless client / attendant experience
- Automated outbound calls and reporting

Upcoming Initiatives

- Cost per Day Methodology (Billing)
- Financial Eligibility Integration (Eligibility File Exchanges)
- Social Networking / User Groups

Completed

1. **Employee search issue:** This issue has been resolved.
2. **Applications and paperwork in different languages:** This is handled on an as-needed basis.
3. **Enabling a legal representative or third party (e.g. non verbal consumers needing assistance with customer service):** This is available today at PPC and can be setup by filling out a form (critical to protect privacy).

Online Employment Applications

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Interim Options To Explore

1. Pre-filling employment forms available for customization in CO
   - This would require some basics to be submitted on the client / attendant
   - Would still have to key the data at PPL and print out packet for signatures
2. Possible to create a .pdf document that is editable

Future Solution

- Currently analyzing a true online application
- Would probably still require some documents to be paper and to be signed (IRS limitations)
- Center for Participant Directed Services participating on input to IRS on e-signature options

Reference Number and Voicemails

- Currently exploring options with our legal department
  - Leaving more detailed voicemails if form is in place
  - Allowing for a unique reference number per client
- We currently follow HIPAA standard questions and voicemail protocols for your protection

Timesheet and Form Notifications

- Current functionality that we can leverage is if an attendant submits a timesheet, the client gets a notification about approval
  - Could also evaluate a notification to the attendant once the timesheet has been approved
- Inquiry regarding notification to attendants of missing timesheets.
  - This was evaluated but it gets quite complicated to write rules, as all attendants don't submit timesheets every pay period
- Form receipt notification (e.g. rate changes)
  - New email functionality has been launched and we are evaluating notification via email or phone when a form is <u>completed</u>
  - Form receipt notification for faxes and mail is very manually intensive
  - Some self-service timesheet options available on the IVR