

## QUESTIONS/ANSWERS FROM TRAINING & TECHNICAL ASSISTANCE CALL 2.17.21

Note from Dawn Pearson: *The department has contracted with Therap. a vendor, to implement the Electronic Visit Verification process for 1915i Respite Providers.*

### ELIGIBILITY

#### **ARE HUMAN SERVICE ZONES PREPARED TO DETERMINE INDIVIDUALS ELIGIBLE FOR THE 1915i?**

- Medicaid has informed HSZ on what needs to be done to determine eligibility for 1915i services. There is a list of eligibility workers at the zones that have been trained.

#### **ARE THERE TECHNICAL ASSISTANCE CALLS FOR THE IDENTIFIED ZONE ELIGIBILITY WORKERS? OR HAS THE INVITE FOR THIS MEETING BEEN EXTENDED TO THEM?**

- The Human Service Zones have had trainings with the 1915(i) team. Recording of the trainings can be found: <https://www.behavioralhealth.nd.gov/1915i/human-service-zones-resources>
- The Training/Technical Assistance calls are open for the public and Human Service Zones. Emails have been sent to invite Human Service Zone Eligibility Workers to sign up for email updates and

#### **IS THERE A LIST OF WHODAS ASSESSMENT SITES?**

- There are not WHODAS Assessment specific sites. Human Service Zone Eligibility Workers can complete the WHODAS Assessment. They are located at: <https://www.nd.gov/dhs/locations/countysocialserv/>
- WHODAS specific training can be found at: <https://www.behavioralhealth.nd.gov/1915i/trainings>

#### **IS A PROVIDER ABLE TO IMPLEMENT THE WHODAS ASSESSMENT FOR SOMEONE WHO DESIRES SERVICES FROM THE SAME PROVIDER? OR IS THAT A CONFLICT OF INTEREST?**

- Unfortunately, the WHODAS assessment or diagnosis must be completed by someone not affiliated with the same provider they would like to receive services from. This is a requirement from Centers for Medicare & Medicaid Services (CMS).

#### **WHEN WILL THE WHODAS PART TWO TRAINING RECORDING BE PUT ON THE WEBSITE?**

- The 1915(i) team members completing the training is currently in process in developing and creating the training. When this training is available, an email will be sent out. Please ensure you have signed up to receive email updates at: <https://www.behavioralhealth.nd.gov/1915i/providers>

#### **WHERE ARE THESE ELIGIBILITY FORMS FOR SERVICES?**

- <https://www.nd.gov/eforms/Doc/sfn00741.pdf>

### BILLING

#### **ANY IDEA WHEN MORE INFORMATION WILL BE OUT REGARDING THE MEDICAID EXPANSION CLIENTS/PROCESSES?**

- For questions specific to Medicaid Expansion, call the Sanford number (855) 305-5060 | TTY: 771
- Additional training materials will be available soon at <https://www.sanfordhealthplan.com/providers/medicaid-expansion>

## OVERALL PROCESS

### **WOULD LIKE TO HAVE A BASIC UNDERSTANDING OF THE PROCESS, AND REALLY WHERE EXACTLY DO WE START**

- Familiarize yourself with how the 1915i came about and begin watching the trainings and reviewing links at <https://www.behavioralhealth.nd.gov/1915i>.
- It may also be helpful to review the application and the FAQ document.
- Attend the weekly Training & Technical Assistance meetings on Wednesdays at 1:00pm (<https://www.behavioralhealth.nd.gov/1915i/trainings>)
- Questions can be sent to [nd1915i@nd.gov](mailto:nd1915i@nd.gov)

### **HOW MANY REFERRALS FOR SERVICES HAVE GONE OUT AS OF TODAY?**

- This information is not available at this time.

### **WHERE CAN I FIND THE LIST OF 1915I PROVIDERS**

- The list can be found at: <https://www.behavioralhealth.nd.gov/1915i-providers>
- Thank for this question, we will work to make sure to place this in an easier place to find on our website.

### **SINCE THERE WAS A GO LIVE DATE AND NOT MANY PROVIDERS YET, I AM WORRIED ABOUT OUR AGENCY GETTING FLOODED WITH REFERRALS. ARE WE ABLE TO DECIDE HOW MANY REFERRALS WE WILL ACCEPT?**

- Providers have the option to accept the referral or not.

## SERVICES

### **WHEN WILL THE 1915I CARE COORDINATION TRAINING BE PROVIDED?**

- The Care Coordination training and PowerPoint can be found at this link: <https://www.behavioralhealth.nd.gov/1915i/trainings>. Click on "Service Requirements" and you will find the training. If you have questions following the video, please email us at [nd1915i@nd.gov](mailto:nd1915i@nd.gov)

### **HOW DO YOU DETERMINE THE NEED FOR HOUSING SERVICES AND PEER SUPPORT SERVICE WHEN THE WHODAS DOES NOT REALLY ADDRESS THESE AREAS.? HOW DOES THE CARE COORDINATOR TIE THIS NEED BACK TO THE WHODAS TO AUTHORIZE SERVICES? HOW WILL IT BE DETERMINED IF A CARE COORDINATION CLIENT IS ELIGIBLE FOR TRANSPORTATION TO REFERRED RESOURCES?**

- When a Care Coordinator meet with the individual, they have the ability to ask more detailed questions regarding potential needs of the individual and aligning those needs to services.
- The needed services of the individual must be included in the Plan of Care the Care Coordinator completes in MMIS [Plan of Care.pdf \(nd.gov\)](#).

### **WEBSITE TO IDENTIFY PROVIDER SHORTAGE AREAS PLEASE?**

- <https://ruralhealth.und.edu/assets/2783-12672/nd-mental-hpsa.pdf>
- The Mental Health provider shortage area map is on the 1915(i) Website. At this time the only counties not identified as mental health provider shortage areas are Burleigh, Morton, Ward, Cass, and Grand Forks.

### **ARE CARE COORDINATORS ALLOWED TO PROVIDE REMOTE SERVICES?**

- 25% of Care Coordination Services provided to an individual in a calendar month can be provided remotely if the following Remote Service Delivery requirements are met:
  - o Remote services are elected by the individual receiving services;
  - o Remote services do not block the member's access to the community;
  - o Remote services do not prohibit needed in-person services for the member;
  - o Remote services utilize a HIPAA compliant platform; and
  - o Remote services prioritize the integration of the member into the community.

### **WHAT IF YOU ARE THE ONLY PROVIDER IN THAT AREA?**

#### **I UNDERSTAND A CARE COORDINATOR CANNOT PROVIDE THE SERVICES TO THE CLIENT, BUT WAS IT STATED THAT THAT ANOTHER EMPLOYEE IN THE ORGANIZATION CAN PROVIDE THE SERVICES? THIS WOULD BE FOR SERVICES IN A LARGER ZONE AREA.**

- A 42 CFR 441.301(c)(1)(vi) disallows providers of 1915(i) HCBS Services to also provide the Care Coordination service to the same individual. However, there are two North Dakota CMS Approved Exceptions:
  - **Exception #1: The member resides in a designated Mental Health Provider Shortage Area (MHPSA).**
    - o The State uses the University of North Dakota Center for Rural Health's map <https://ruralhealth.und.edu/assets/2783-12672/nd-mental-hpsa.pdf> as the official list of shortage areas. Currently, all counties in North Dakota other than Burleigh, Cass, Grand Forks, Morton and Ward are designated mental health professional shortage areas.
    - o A provider may provide both care coordination and other 1915(i) services to the same member when:
      - The 1915(i) member resides within a county designated as a Mental Health Professional Shortage Area; and,
      - The 1915(i) provider implements certain conflict of interest protections.
  - **Exception #2: The provider is the only willing and qualified provider with experience and knowledge to serve the individual who shares a common language or cultural background.**
    - o A provider may provide both care coordination and other 1915(i) services to the same member when:
      - The provider has submitted a written request to the State Medicaid office providing evidence they are the only willing and qualified provider with experience and knowledge to serve the individual who shares a common language or cultural background; and,
      - The State Medicaid office approves the request; and,
      - The 1915(i) provider implements certain conflict of interest protections.

### **CAN A CLIENT RECEIVE BOTH CARE COORDINATION AND PEER SUPPORT SERVICES FROM THE SAME PROVIDER?**

- Based on a requirement by Centers for Medicare & Medicaid Services (CMS) This is dependent on where the services are being provided.
  - o A client can receive both Care Coordination and Peer Support services from the same provider if the provider is in a designated mental health shortage area.
  - o A client must receive Care Coordination and Peer Support services by different providers if located in any of the 5 counties not designated shortage areas (Burleigh, Morton, Ward, Grand Forks, Cass) <https://ruralhealth.und.edu/assets/2783-12672/nd-mental-hpsa.pdf>