

**Georgia Department of Human Services (DHS)
Division of Aging Services (DAS)
Community Care Services Program (CCSP)
Atlanta/ARC AAA Network Meeting
August 6, 2014**

CCSP Updates:

New Provider Enrollment Process (See Section 601.2)

Three-step process:

1. Information Session
2. Pre-qualification process (March 1-31 and September 1-30)
Applicants who meet the Pre-Qualification requirements are invited to continue to the next screening level. Interested providers must submit Pre-Qualification documents, as specified in Section C.1 during a specified recruitment cycle. All applicants must meet the requirements of pre-qualification to be eligible to submit an application packet.
3. CCP Medicaid Provider Application Process (orientation training)

CCSP Provider Enrollment Information Sessions (occur prior to recruitment cycle)

- Are held in **February** and **August**, actual meeting dates are posted on our website
- Attendance is NOT required
- If you wish to attend the Information Session, you must submit a registration
- Training Schedules, Information and Registration form can be found at: <http://aging.dhs.georgia.gov>

**The next Information Session will be held August 20, 2014 in Atlanta. The Information Session registration form is attached and can be found on our website. This can be used for any Information Session in February or August of each year.*

****Recruitment cycles** for new providers and providers adding new services are each **March** and **September**. You must have 12 months service provision for the service in the service for which you will apply.*

****Expansion can be requested anytime except March/April/September and October.***

Expansions (additional counties) – (601.3)

Service Expansion Application (Appendix B)

New office if outside 60 mile radius

Submit application outside of the new enrollment process

12 months of current service

No adverse action or deficiencies w/in past three years

MANUAL REMINDERS:

609.2 Program Evaluation and Customer Satisfaction

A. Providers must establish and adhere to policies for program evaluation and conduct comprehensive reviews of their programs at least once a year. Provider agency administrative and program staff, members, and members' representatives participate in the review.

The provider agency will determine who will conduct self-evaluation reviews and will establish written policies and procedures for conducting them. At a minimum, the comprehensive program evaluation consists of a review of the agency's administrative policies and procedures, members' clinical records (available to authorized staff only), and members' satisfaction with services.

1. **Policy and Administrative Review:**

The provider reviews policies and procedures at least annually and revises them as needed. The provider indicates in policy how changes in agency policies and procedures are communicated to all staff.

2. **Clinical Record Review:**

The provider will monitor and review a 25% random sample or a minimum of 50 records (both active and closed clinical records), whichever is less, to:

- assure that staff follow established policies and procedures in providing services
- determine the adequacy of member care plans
- determine the appropriateness of staff decisions regarding the particular care ordered for members.

The review must include a summary of the program's effectiveness and a plan and time frame to correct deficiencies. The provider must maintain review results in the administrative files and keep them available for review when requested.

3. **Member Satisfaction:**

The agency must conduct quality improvement activities which include collection, measurement and evaluation of member satisfaction with the services provided by the agency. The member satisfaction review must include direct communication with members.

The provider maintains a written report describing the findings of the evaluation and any corrective action taken. The provider must document follow-up to assure the issues have been resolved.

REPORT COMPLAINT / MAKE AN ABUSE, NEGLECT, EXPLOITATION REFERRAL

➤ **Elderly / Disabled adult resides in facility (NF or PCH)**

Telephone: 800-878-6442

<http://dch.georgia.gov/find-facilityfile-complaint>

➤ **Elderly /Disabled adult lives at home**

Telephone TOLL FREE 1- 866-552-4464, #2

Local 404- 657-5250

<http://aging.dhs.georgia.gov/adult-protective-services> (web based referral, Dept. of Human Services)

Facsimile: 770-408-3001

➤ **Long Term Care Georgia Ombudsman Program**

<http://www.georgiaombudsman.org> Dept. of Human Services Division of Aging Services

Please be sure to add DAS web addresses to your “safe sites” on your agency emails. Go to “tools”, “junk mail handling”, “trust list” and make sure dhr.state.ga.us is added so any received emails from DAS will not be blocked. Do this also for your Care Coordination sites as well as your AAA sites addresses.

- **Network Meeting attendance** records can be accessed through AIMS. This system tracks and trends provider attendance for policy compliance of providers for attendance of two (2) network meetings per FISCAL (July 1 – June 30) year in the Planning and Service Areas (PSA) in which services are being rendered. Due to the changing content of information provided at the meetings, providers must attend the meetings in different quarters (July-September, October-December, January-March, and April-June)/Gen Services Manual Pg. VI-14. Corrective action can be applied for those providers who are not in compliance. *Providers who serve more than one PSA region must meet their network meeting attendance requirement by attending meetings in different regions in different calendar quarters.*

Change in Address/Location:

Providers- you **must** report changes in address or location to CCSP. See Part II, Chapters 600-1000, CCSP General Services Manual, 601.4 B. Care Coordinators – please contact DAS/CCSP immediately if you become aware of a provider who is using a new facility out of which an existing ALS or ADH is operated.

CCSP PROVIDER MANUALS

To access the July 2014 manual changes, visit the website at: www.mmis.georgia.gov. Tom Underwood at DCH lists the revisions made each cycle in the forward pages of the CCSP General Services manual. This addendum was published for the first time 1-1-2012. Be sure to check there each time you review for revisions. Any revisions prior to January 1, 2012 will require scrolling thru the full manual to locate those earlier changes; the revision date will be bolded. **July 2014** is the most recent update of Medicaid manuals-see the attachments for the latest changes. Next manual update will be October 1, 2014.

For more information about GACCP, Georgia Association of Community Care Providers, please visit their website at **GACCP.org**. The Georgia Association of Community Care Providers is a group of providers throughout the State of Georgia that helps those persons who are elderly and or functionally impaired to continue to live in the community. GACCP affords numerous opportunities for membership to network with other providers for discussion of issues and exchange of ideas. They closely work with state officials of the Department of Human Resources, Division of Aging.

DEPARTMENT OF COMMUNITY HEALTH(DCH)/ HFR NEWS:

As updated in the January 2013 manual for Personal Care Homes Rules and Regulations, licensed ALS facilities are asked to go to the Department of Justice's website and run a check on all residents under the National Sex Offender Registry. (nsopw.gov) This mandatory requirement can be found in Part II, Chapter 1200 of the Alternative Living Services Manual, as well as in the Personal Care Home Rules and Regulations, Chapter 111-8-63-.07, 111-8-63-.15, and 111-8-63-.24.

DEPARTMENT OF COMMUNITY HEALTH (DCH): (Contact Information)

- Questions regarding the **SOURCE** Program - Lorrie Stewart (lstewart@dch.ga.gov) at 404-463-6570.
- Questions regarding **ICWP** - Barbara Means-Cheeley (bcheeley@dch.ga.gov) at 404-657-9321
- Questions regarding **CCSP** - Tom Underwood (tunderwood@dch.ga.gov) at 404-463-8365.
- Questions regarding **NOW/COMP** - Marilyn Ellis (mellis@dch.ga.gov) at 404-651-9174.
 - Host Homes 404-657-2312

- **DCH- Healthcare Facility Regulation Division**
 - Personal Care Home Licensing – 404-657-4076
 - Private Home Care Licensing - 404-657-5550

BANNER MESSAGES:

Remember to check Banner Messages regularly. Provider information and the HP newsletter is routinely posted on Banner Message.

CCSP STAFF CHANGES/UPDATES:

Area Agency on Aging	Care Coordination Specialist	Provider Specialist
Atlanta Regional Commission (ARC)	Jill Crump jecrump@dhr.state.ga.us 404 657 5305	Nichole Thompson nithompson@dhr.state.ga.us 404 657 5300
Coastal Regional Commission	Carolyn Porter, RN caporter@dhr.state.ga.us 404 657 0610	Sherryl Sledge shsledge@dhr.state.ga.us 404 657 5320
Central Savannah River Area (CSRA) Regional Commission	Nancy Dubas njdubas@dhr.state.ga.us 404 657 5303	Sherryl Sledge shsledge@dhr.state.ga.us 404 657 5320
Georgia Mountains/Legacy Link	Nancy Dubas njdubas@dhr.state.ga.us 404 657 5303	Erika Lawrence edlawrence@dhr.state.ga.us 404 657 5309
Heart of Georgia Altamaha Regional Commission	Carolyn Porter, RN caporter@dhr.state.ga.us 404 657 0610	Sherryl Sledge shsledge@dhr.state.ga.us 404 657 5320
Middle Georgia Regional Commission	Jill Crump jecrump@dhr.state.ga.us 404 657 5305	Tarrion Grant-Burnett tmgrant@dhr.state.ga.us 404 657 5299
Northeast Georgia Regional Commission	Heather Johnson hjohnson@dhr.state.ga.us 404 657 5312	Erika Lawrence edlawrence@dhr.state.ga.us 404 657 5309
Northwest Georgia Regional Commission	Heather Johnson hjohnson@dhr.state.ga.us 404 657 5312	Tarrion Grant-Burnett tmgrant@dhr.state.ga.us 404 657 5299
River Valley Regional Commission	Nancy Dubas njdubas@dhr.state.ga.us 404 657 5303	Charlene Bailey cbailey@dhr.state.ga.us 404 657 5306
Three Rivers/Southern Crescent Area Agency on Aging	Carolyn Porter, RN caporter@dhr.state.ga.us 404 657 0610	Charlene Bailey cbailey@dhr.state.ga.us 404 657 5306
Southern Georgia Regional Commission	Jill Crump jecrump@dhr.state.ga.us 404 657 5305	Tarrion Grant-Burnett tmgrant@dhr.state.ga.us 404 657 5299
Southwest Georgia Council on Aging (SOWEGA)	Heather Johnson hjohnson@dhr.state.ga.us 404 657 5312	Charlene Bailey cbailey@dhr.state.ga.us 404 657 5306

DHS-Division of Aging Services, CCSP - ccsp_messages@dhr.state.ga.us

Janet Roorbach-jaroorba@dhr.state.ga.us-AIMS specialist (404-657-5301)

Pam Buckmaster plbuckmaster@dhr.state.ga.us- Program Manager (404-657-5304)

ALS-F Provider Specialist Assignments

Sherryl Sledge – Altrus, Statewide Health Care, Haven of Hope, Another Alternative, Love & Hope

Nichole Thompson – Friendly Neighbors, Care Plus, Concern Care, Faith Health Services, Core Care, Intergenerational Resource

Erika Lawrence – Georgia Health Services Network, Heavenly Sunshine, Auspice Alternative, Alexicare, Concerned Care

Charlene Bailey – Truecare, Regency Health, Caring Together, CSRA Health Services, Jesus is Lord, Samaritan Care

Tarrian Grant-Burnett – Alternative Family, PRN Nursing, Vision PCH, M&S, Alegna

Find It in the Manual

CCSP – Medicaid Provider Manuals

www.mmis.georgia.gov

Click on “Provider Information” and choose “Provider Manuals” from the drop down option. The provider manuals will be listed in alphabetical order on the left side of the screen. Click on the manual you need. (All the CCSP policy manuals are found on the page 1 of the list.) The Part I Medicaid Policy & Procedure Manual is found on page 3.

**Medicaid Manuals are revised/updated quarterly: January/ April/ July/ October*

CCSP Care Coordination Manual

<http://www.odis.dhr.state.ga.us/>

Click on Index/then Aging/then Community Care Services Program/Manual 5400

Medicaid Eligibility/DFCS

<http://www.odis.dhr.state.ga.us/>

Click on Index/then Family and Children/Medicaid/ Manual 3480

Private home Care Regulations/Personal Care Home Regulations

<http://dch.georgia.gov/hfr-laws-regulations>

SFY 2015 Schedule for DAS Program Integrity CCSP Satisfaction by Service & Compliance Monitoring

Q1: ALS G (July 2014-Sept 2014) **AND**

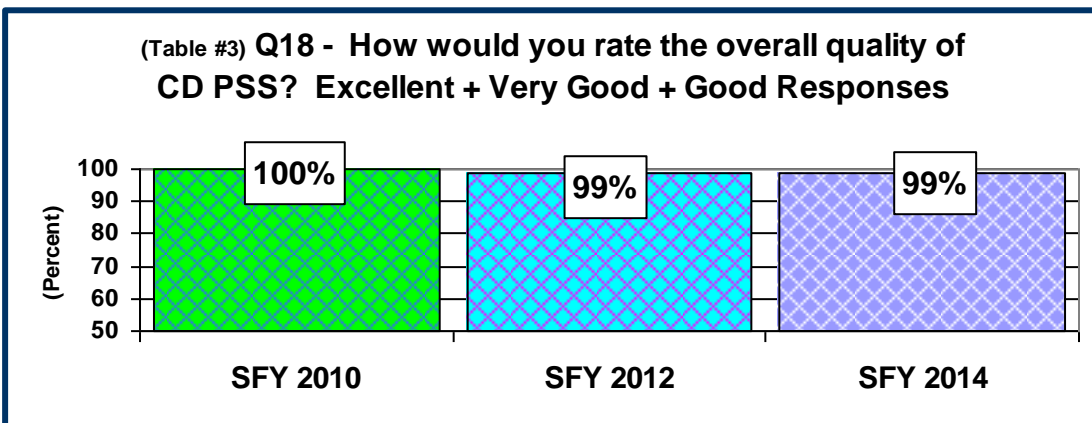
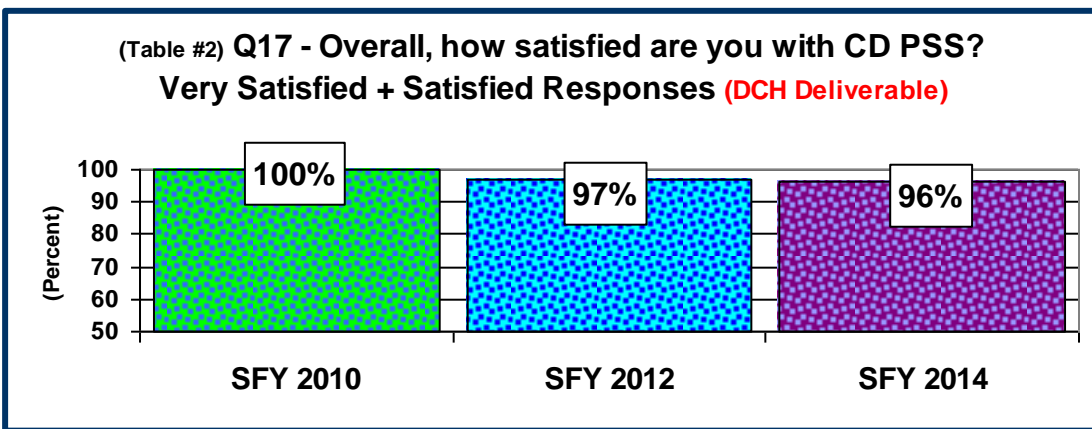
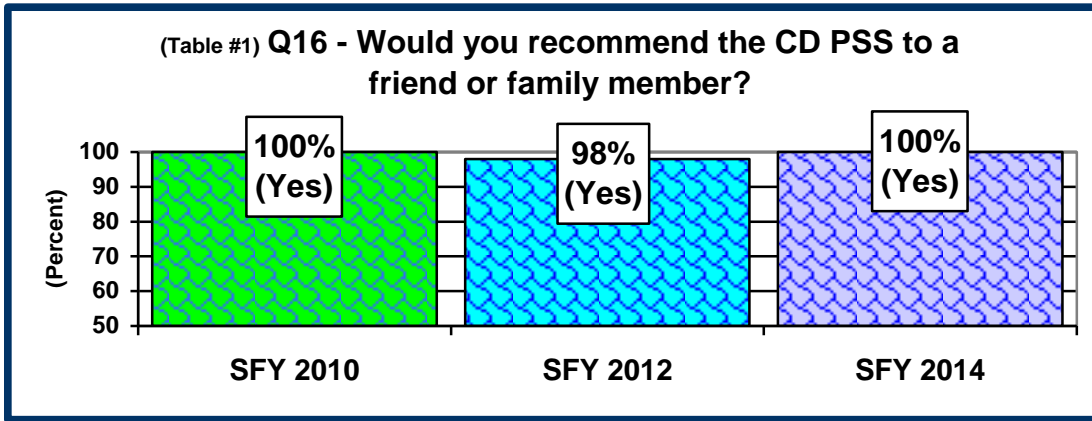
Provider Agency Satisfaction with CCSP Care Coordination and DAS CCSP

Q2: ALS F (Oct 2014-Dec 2014)

Q3: CD PSS (Jan 2015-Mar 2015) **AND** PSS Customer Satisfaction/HDM Customer Satisfaction

Q4: ADH and Consumer Satisfaction with Care Coordination (April 2015-June 2015)

Program Integrity/DAS SFY 14 Q 3 Monitoring Results



New Fiscal Intermediary provider for Consumer Direction

Effective 1-1-2013, Department of Community Health/Medicaid Division approved Continuum Fiscal Services (CFS) as a Financial Support Services (FSS) provider for our Consumer Directed Option for Personal Support. The addition of this FI to the CCSP allows our clients a choice of providers for their fiscal agent. Continuum Fiscal Services is based in Georgia and available to assist in client homes, if needed. If you wish to contact Continuum Fiscal Services, you can reach Monica Douglas by telephone at 404 880-3303 or by electronic mail at mdouglas@continuumfs.com. Continuum is also approved to provide FSS in the NOW and COMP waivers.

Jill Crump- Care Coordination Specialist (404)657-5305 jecrump@dhr.state.ga.us

Nichole Thompson- Provider Specialist (404) 657-5300 nithompson@dhr.state.ga.us