

## Residential Provider Advisory Committee Meeting Minutes

*Via Zoom*

August 6, 2020 at 1:00 PM

**Attendees:** Cory Nourie, Marissa Catalon, Leslie Boyd, Stacy Watkins, Katie Howe, Kami Giglio, Dione Grant, Colleen Jones, Mark Letavish, Jennifer Garcias, Wanda Goldsborough, Karen Wilson, Jody Roberts, Carey Hocker, Laurie Smith, Jennifer Tozer, Steve Perales, Leslie Hailey, Robert Paxson, Brian Manubay, Erik Hochrein, Nicci Johnson, Fran McDonald, Vanessa Deloach, Michelle Mirabella, Chesira George, Michael Bei, Talisha McNair, Sheryl Reinstrom, Kathy Thomas, Darren Blough, Stephen Reilly, Bianca Allegro, Chrissy McHugh, Barbara Saunders, Bill Sowers, Kimberly Chern, Nancy Beil-Houck, Steven Knight, Eric Gonzalez, Dana Hamler, Colleen Arrowsmith, Melinda South, Ryan Vendouern, Kira Maliszewski, MaryCarol B., Brian Hall, Elizabeth Drobit, Carrie Carter, Dana Hamler

*\*The months that we have a Quarterly Provider Meeting on our calendar, we will cancel the Residential & Day Provider Meetings.*

### **COVID-19 Updates**

**Cory Nourie**

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Provider Guidance 27.0 just came out this morning.

- We currently have 52 service recipients, who live in provider managed settings, that have tested positive.
- We also have 53 DSPs that have tested positive.
- This week we had 4 providers that opened day services to a small number of service individuals that can practice social distancing and prescreening.
  - Providers reported a couple of minor issues involving transportation and individuals that originally planned to return, then changed their minds. Overall, the reopening has been successful so far.
- Next week we have two additional day providers that will resume services.
- HHS Medicaid provider relief payments have been extended until August 28, 2020.
  - We are encouraging every provider to apply for this funding.
  - There is no repayment expected.
- Once numbers are stabilized, we will have the consultative nurses resume in-person visits.
- COVID Exceptions: Please send your RPDs a list reflecting the person's name and dates they are returning to work.
  - This will allow us to adjust the authorizations appropriately.
  - Notify DDDS if you are providing transportation to/from work.

### **Therap Updates**

**Steve Perales**

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Therap recently released updates in their system. One of those updates is the individual data form. It has been renamed the individual demographic form (IDF).

- Therap will synchronize all of the IDF's for each individual.
- Over 13k lines of data have been reviewed and most of the synchronizing has been completed.
- Monday is the target date for completion of the reviewing process.
- The only difference you will see are the fields that you will not be able to edit.
- If you have any questions, feel free to contact [Stephen.Perales@delaware.gov](mailto:Stephen.Perales@delaware.gov).

### **Wellsky Update**

**Katie Howe**

The Division has given the provision to purchase one license per provider for Wellsky.

- For FY20 we will reimburse you \$750 per provider.
- For FY21, if you have already renewed your contract for Wellsky, we will reimburse you \$750.
- The details on what documents are required for you to be reimbursed will be sent to you next week. We will work with Wellsky to make the payments for your agency.
- If you have not already renewed your contract please contact [Katie.Howe@delaware.gov](mailto:Katie.Howe@delaware.gov).

### **Behavior Support Plan/Support Needs Document**

**Kami Giglio**

A day provider had questions on what a provider should do when the BSP and the support needs document are in disagreement.

- The BSP should be a description of the behavior support needs of the individual and the strategies and interventions that are utilized to help the individual be successful in avoiding behaviors.
- If there is a court ordered need for one-on-one staffing it can be included in the BSP.
- The support needs document is a description of the individuals support needs across all domains. This is not specific towards behavior.
- These documents should agree with each other.

### **Validating as a Medicaid Provider**

**Nicci Johnson**

Every 5 years a Medicaid provider must revalidate.

- 60 days prior to that expiration date you will receive a notice from the fiscal agent to the address of record that is in the claims processing system.
- When you receive the notice, you will need to log into DMAP and try to revalidate online.
- If you do not revalidate within the 60 days your MCI numbers and taxonomies will shut down and you will no longer be able to sign into it. You will then be forced to apply as a new provider with a new provider number.
- Please verify your new validation dates by contacting [Nicole.Johnson@delaware.gov](mailto:Nicole.Johnson@delaware.gov) or your contract manager.

### **SIE Quality Service Reviews**

**Katie Howe**

Providers were given an automatic extension for verification or remediation of quality service reviews due to COVID-19.

- As of Monday (8/10) automatic extensions will no longer be given.
- Providers will need to request extensions through your program evaluator if you need more time.

## **Storm Damage & DEMA**

**Cory Nourie**

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If your provider agency or staff members suffered property damages from the storms that we recently had in the area, please submit the details to [Cory.Nourie@delaware.gov](mailto:Cory.Nourie@delaware.gov).

- DEMA is tracking this and would like to provide funding to cover the damages.

## **Provider Feedback on Future Topics**

**Providers**

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None

Please send all suggestions for future agenda items to [Florena.Berry@Delaware.gov](mailto:Florena.Berry@Delaware.gov).

*\*The next Day & Residential Provider Advisory Committee Meetings will be held on:  
September 3, 2020 via Zoom.*

## **Glossary of Emails**

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Marissa Catalon, DDDS Director: [marissa.catalon@delaware.gov](mailto:marissa.catalon@delaware.gov)

Leslie Boyd, DDDS Deputy Director: [leslie.boyd@delaware.gov](mailto:leslie.boyd@delaware.gov)

Cory Nourie, DDDS Director of Community Services: [cory.nourie@delaware.gov](mailto:cory.nourie@delaware.gov)

Stacy Watkins: [stacy.watkins@delaware.gov](mailto:stacy.watkins@delaware.gov)

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Bank Statements: [client\\_benefits\\_banks@delaware.gov](mailto:client_benefits_banks@delaware.gov)

Bank Wages: [client\\_benefits\\_wages@delaware.gov](mailto:client_benefits_wages@delaware.gov)