

DELAWARE'S CHILDREN WITH MEDICAL COMPLEXITY ADVISORY COMMITTEE

February 14, 2023

9:00 -11:00 AM

Meeting Notes

Welcome and Roll Call	<ul style="list-style-type: none"> DMMA Interim Director and CMCAC Chair, Theodore (Ted) Mermigos welcomes everyone. Attendees announce their name and affiliation via the chat box.
DMMA Update	<p>Interim Director Ted Mermigos discussed the following information:</p> <ul style="list-style-type: none"> Interim Director Mermigos introduced himself as Interim Director of DMMA, and expressed his gratitude for Delaware Medicaid and its contribution to the community. Interim Director Merimos has 27 years of state employment and has worked at the Division of Child support as Deputy director for most of that time. He further stated that he looks forward to working with families, and the CMCAC workgroup, and would like to hear and learn about what the group has been working on over the last year. Deputy Director Zimmerman confirmed that she will be leaving at the end of February 2023 after 23 years and 7 months as a state employee. Deputy Director Zimmerman thanked DMMA leadership and families for all of their hard work. <p>Pediatric Respite Update</p> <p>DMMA Deputy Director Lisa Zimmerman provided the following information regarding Pediatric Respite:</p> <ul style="list-style-type: none"> Before 1/1/23, respite services were offered through the Department of Education as well as DDDS for participants in the DD waiver. As of 1/1/23, new respite services in DE will be provided through Medicaid. If a child is eligible for the new Medicaid respite services, they will get respite services through Medicaid. If a child is not eligible for Medicaid respite, they will continue to receive respite through DDDS. Types of respite offered through Medicaid include: In Home, Out of Home, Skilled, Un-Skilled, and Emergency Respite. Questions about Medicaid respite services should go to your MCO Care Coordinator. Questions from Parent advocates included: <ul style="list-style-type: none"> Request for clarification on the different types of respite services. Due to provider staffing issues, how will providers staff respite hours when they are having concerns staffing regular (authorized) hours? Is the DDDS respite service going away? Families expressed support for a town hall forum to ask further questions and receive additional information from the state. To answer questions, DMMA Deputy Director Zimmerman explained the origins of the Medicaid respite service. As the respite service offered through the Department of Education was ending, the Medicaid Pediatric respite service was stood up in a short time frame to ensure that families did not experience a lapse in respite services. DDDS and

	<p>DMMA continue to collaborate to address unresolved questions and ensure families have the information they need. DDDS has already sent out notices to families explaining the change. A townhall meeting will be scheduled in the future to address additional stakeholder concerns.</p> <ul style="list-style-type: none"> • DDDS Senior Administrator Stacy Watkins explained that requests for DDDS Respite will continue to be processed until the families who qualify for the Medicaid Pediatric Respite benefit have successfully transitioned to the new Medicaid benefit. The Medicaid benefit will be used first. The goal is for all children to continue to receive the respite benefit as they were prior to the change. • DMMA Deputy Director Zimmerman ensured that DMMA will continue to partner with stakeholders to handle future concerns.
CMC Year End Report	<p>An overview of CMC 2022 Year End Report was provided. The report includes a comprehensive description of the CMCAC's 2022 activities. The report also includes letters from family advocates to Director Groff acknowledging his retirement. The 2022 Year End Report is available on the DMMA CMC website.</p>
SHHN Quarterly Report	<p>An overview of Skilled Home Health Nursing (SHHN) Quarter 4 Report was provided. The report includes Workgroup actions, key issues noted, and upcoming activities. The Quarter 4 Report is available on the DMMA CMC website.</p>
DME and Supplies Quarterly Report	<p>An overview of DME and Supplies Quarter 4 Report was provided. The report includes Workgroup actions, key issues noted, and upcoming activities. The Quarter 4 Report is available on the DMMA CMC website.</p>
CMCAC: Charter and Guiding Principles	<p>An overview of CMCAC Charter and Guiding Principles was provided.</p> <p>Background- Delaware Health and Social Services, Division of Medicaid and Medical Assistance (DMMA), is committed to addressing the recommendations made in the May 2018 Plan for Managing the Health Care Needs of Children with Medical Complexity, developed by the Children with Medical Complexity (CMC) Steering Committee. To achieve this, DMMA supports the continuation of the work of the CMC Advisory Committee and, where appropriate, associated work groups. The Guiding Principles describe the beliefs and philosophy pertaining to the work of the Advisory Committee. The principles guide what the Advisory Committee does, why it does it and how. The CMCAC Charter and Guiding Principles are available on the DMMA CMC Website.</p>
CMCAC 2023 Priorities	<p>DMMA reviewed proposed CMCAC priorities for 2023, which included:</p> <ul style="list-style-type: none"> • Continue CMCAC Quarterly Meetings. • SHHN Workgroup: Focus on PDN Workforce Capacity Strategies. • DME and Supplies Workgroup: Continue focus on addressing issues related to DME/Supplies. <p>Actively maintain CMC website Family advocates raised the following priorities they would like to see addressed this year:</p> <ul style="list-style-type: none"> • Establish parent town hall meetings at times that are conducive to families.

	<ul style="list-style-type: none"> ○ Families explained that the former Delaware Families Voices forums/calls with MCOs and DMMA were effective in discussing time sensitive issues and that the new calls are not as effective. Parents now have to register to access the call, which is a barrier. ● Explore ways to make homecare settings more appealing and incentivize homecare settings for nurses. ● Add a focus on sharing information and communications regarding the new Medicaid respite service.
<p>Delaware First Health (Centene) Presentation</p>	<p>Delaware First Health (DFH) (Centene) was introduced to CMCAC as the newest MCO with Delaware Medicaid. Delaware First Health provided an overview of their organization and goals as well as contact information for their representatives who will be participating in CMCAC: Cortney Jones (Director of Clinical operations) and Dara Hall (Director of Maternal and Child Health). DFH will be joining CMCAC and workgroup meetings going forward.</p> <p>DFH detailed the resources available for families of CMC including: Care Coordination, Respite , PDN, Streamlined Authorization Process, Robust Value-Added Benefits, and Additional Educational Resources.</p> <p>A parent advocate asked questions regarding the coordination of already-standing appointments, the transition, and ABA provider recruitment.</p> <p>DFH will honor prior authorizations for up to 120 days and ensure everything is up and running to make sure members get what they need. DFH will take other questions back and follow up.</p>
<p>COVID-19 PHE Unwinding Update</p>	<p>The DMMA Interim Director discussed the implications of the end of the COVID Public Health Emergency (PHE Unwinding) and DMMA’s work and priorities around this process including the following information:</p> <ul style="list-style-type: none"> ● Unwinding will begin in April 2023. ● Members will need to renew their Medicaid over the course of the unwinding period. ● Members should look out for all communications related to the PHE and verify information immediately to ensure that their renewal will be completed in a timely manner. ● The DSS customer Relations Unit/DSS/DMMA eligibility workers, the Medicaid MCOs, and other state staff will be supporting members through the process. ● Families can check the DMMA website for information regarding unwinding activities. ● DMMA commits to notifying members and stakeholders of coming changes at each stage and pursuing strategies that reduce the burden on members.
<p>Future CMCAC Meetings</p>	<ul style="list-style-type: none"> ● Next CMCAC Meeting - 4/11/23, 9:00 AM
<p>Public Comment</p>	<p>Family Advocate Comments – ‘Thank you for allowing us to be at the table. Thank you for taking all of our recommendations into consideration. Thank you for helping Delaware. Thank you for listening to us and trying to make something possible that was almost nearly impossible 5 years ago, and for making a way for our children to have a more meaningful life with their parents so that we can provide them with a more meaningful life.’</p>

	<p>Representative from the Office of the Secretary of the Delaware Department of Health and Social Services reported that he had a good first experience (meeting with workgroup) and looks forward to representing the Secretary during these events.</p> <p>DMMA Interim Director reported this is his first meeting, he has learned a lot and looks forward to helping where he can to advance the goals and priorities of this group.</p>
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✚ All CMCAC meetings are currently held via Zoom due to the COVID-19 PHE.