## Meeting Notes

### Welcome and Roll Call
- DMMA Director and CMCAC Chair, Stephen Groff welcomes everyone. Attendees announce their name and affiliation via the chat box.

### Update on DMMA Initiatives
- The American Rescue Plan Act has a provision in it that allows states to collect an additional 10% in federal revenue on approved Home & Community Based Services (HCBS) spending for the period of April 1, 2021 through March 31, 2022.
  - States with an approved spending plan will have until March 2024 to spend the extra funding.
  - DMMA will continue to hold stakeholder sessions and the information is posted on the website.
- Quarterly Update to CMS on the HCBS funding under the American Rescue Plan Act is due on October 18, 2021; and DMMA has identified some specific spending initiatives that we want to roll out:
  - Sign-on bonuses and retention payments for Direct-Support Professionals who serve:
    - Individuals with intellectual disabilities
    - Individuals with physical disabilities in the Plus program who are also service by the Division of Services for Aging and Adults with Physical Disabilities.
  - The definition of Direct-Support Professionals excludes Private Duty nurses.
- DMMA is proposing the allocation of funding to conduct a benchmark market/wage type study for the entire HCBS workforce, similar to that required under the McNesby Act.
  - Will give the General Assembly a full picture of new funding needed to support the entire HCBS delivery system.

### DME and Supplies Workgroup Quarterly Report
- The DME & Supplies Workgroup met biweekly during the 3rd quarter.
- Both MCOs provided a formal presentation on the DME & Supplies prior authorization process.
- Through the efforts of workgroup members and with the help of MCO Operations, we were able to recruit a number of DME & Supplies providers to participate in the workgroup.
- The workgroup continues to identify issues and challenges related to DME & Supplies.
- DMMA’s Policy Unit initiated a meeting with DMMA’s Program Integrity Unit to address issues related to DME requests and third-party liability (TPL), as well as the coordination of benefits.
- The workgroup recommended a MCO Care Coordination training specific to DME & Supplies requests; and provided input on suggested content for the training.
- The workgroup discussed the pros & cons and made comparisons of a standardized template for DME & Supplies prior authorization process vs. a frequently asked questions (FAQ) document on the prior authorization process for DME & Supplies.
  - The workgroup agreed that a FAQ sheet on the DME & Supplies prior authorization process would work better.
- Upcoming activities
  - Both MCOs support the requests for the development of educational materials related to DME & Supplies request for their Care Coordinators.
    - They have taken note of the recommended content
    - They are working on a timeline of when they believe this could be finished.
  - DMMA Policy Unit has a follow-up meeting with DMMA Program Integrity Unit and information about the meeting will be shared with the workgroup at the next meeting.
  - Continue to discuss the needs of the families regarding DME & Supplies requests.
- Upcoming DME & Supply Workgroup meeting are on 10/26/21; and 11/9/21.

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<thead>
<tr>
<th>Skilled Home Health Nursing Workgroup Quarterly Report</th>
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<tr>
<td>The workgroup received updates on the Private Duty Nursing Workforce Capacity Study, as well as the Family Satisfaction Survey.</td>
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<td>The workgroup finalized the Welcome and What to Expect letters; the letters will be made available on the CMC website as a part of additional resources for families.</td>
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<td>The workgroup had several discussions the DMMA PDN Policy manual.</td>
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<td>The workgroup endorsed the NASHP Care Coordinator Standards of Practice for Children with Special Healthcare Needs.</td>
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<td>The workgroup continues to meet monthly.</td>
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<td>Upcoming activities</td>
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  - Once the Family Satisfaction Survey and the Private Duty Nursing Workforce Capacity Study are complete, the workgroup will review the findings and make recommendations to the Advisory Committee. |
| Upcoming SHHN workgroup meetings are on 11/2/21 and 12/7/21. |

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<th>Care Coordination Practice Standards</th>
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<tr>
<td>The National Academy for State Health Policy (NASHP) Care Coordination Standards:</td>
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  - Key indicators for effective care coordination: |
    - Screening; Identification and Assessment |
    - Shared plans of care |
    - Established process for team-based communication |
    - Emphasis on empowerment and skills development of children/families |
    - Ensuring the availability of a competent and caring care coordination workforce |
    - Ensuring that care transitions are supported |
| The NASHP Care Coordination Standards presented to the CMCAC for endorsement. |
  - The Standard was shared prior to the meeting for members to review. |
  - Ann Phillips to review the Standard and give her input within a week of this meeting |
  - Kimberly Xavier will seek Advisory Committee members’ endorsement via email once she receives Ann’s feedback. |

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<tr>
<th>PDN Workforce Capacity Study Update</th>
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<td>The University of Delaware conducted the Private Duty Nursing Workforce Capacity Study:</td>
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  - Purpose of study was to examine the capacity of the home health nursing workforce to serve children with medical complexity. |
  - Data collection started in late spring 2021 and closed the end of June 2021. |
The research team collected survey and interview data from 4 stakeholder groups:
- Agency providers
- Private duty nurses
- Family caregivers
- Nurses who are not employed in the PDN workforce

The PDN Workforce Capacity study is complete and is in the analysis stage.
- Study findings will be presented as a series of reports.
- There will 5 reports, one for each stakeholder group; and one report specific to COVID-19 and Telehealth.
- The reports are currently in review:
  - 3 reports presented to DMMA for review
  - The other 2 reports are under internal review with U of D

### Family Satisfaction Survey Update
- Vital Research has completed the Family Satisfaction survey and the findings are under review with DMMA.
- Once DMMA is has reviewed the report it will be shared with the CMCAC and posted on the CMC website.
- Vital research presented an overview of the Family Satisfaction Survey administration to the Advisory Committee.

### Open Forum – CMCAC Members
- Concerns were raised about coverage and quality of care issues around PDN services that families are facing.
  - Steve Groff addressed the concern by stating that the Advisory Committee continues to work on systemic issues that affect CMC families.
    - The Need to look at the homecare workforce and ensure that people are operating at the top of their scope.
    - The Need to fill gaps in homecare coverage with other levels of care such as Home Health Aids, etc.
    - Critical review of what each individual child and family’s case to determine what it is they need to wrap supports around them.
- Comment made regarding on how DMMA has a direct line of communication with families and the need to review the policies to see what effective and what is not working, such as a developing a policy specific to CMC with rare medical conditions.

### Public Comment
- Comment from a DME and Supplies provider stating that his company is swamped from struggling families in Delaware who needs supplies.

### Future Meeting Dates:

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<td>January 11, 2022</td>
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<td>April 12, 2022</td>
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<td>July 12, 2022</td>
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<tr>
<td>October 11, 2022</td>
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All CMCAC meetings are currently held via Zoom due to the COVID-19 PHE.