

DELAWARE'S CHILDREN WITH MEDICAL COMPLEXITY ADVISORY COMMITTEE

October 10, 2023

9:00 AM -11AM

Meeting Notes

Welcome and Roll Call	DMMA Deputy Director Janeen Boyce welcomed everyone in the absence of DMMA Interim Director/ CMCAC Chair, Theodore (Ted) Mermigos. Attendees announced their name and affiliation via the chat box.
DMMA Update	<p>DMMA Deputy Director Boyce provided information on the following two new task forces in the state of Delaware organized by the State Senate: (1) a non-acute patient task force and (2) a non-acute task force for aging individuals and their families. DMMA and the Medicaid MCOs will be participating in these task forces. Their focal points will be obtaining information for improvement in these areas.</p> <p>During this discussion, a CMCAC member asked if families can participate in the task forces. Deputy Director Boyce responded by stating that families and those with interests in this area are all welcome to participate.</p>
SHHN Quarterly Report	An overview of the Skilled Home Health Nursing (SHHN) Workgroup Quarter 3 Report was provided. The report includes Workgroup actions, key issues noted, and upcoming activities. The Quarter 3 Report is available on the DMMA CMCAC website.
DME and Supplies Quarterly Report	An overview of the DME and Supplies Workgroup Quarter 3 Report was provided. The report includes Workgroup actions, key issues noted, and upcoming activities. The Quarter 3 Report is available on the DMMA CMCAC website.
Complex Care Needs and Supports Assessment Methodology	A presentation of the complex care needs and supports assessment methodology was provided. The purpose of this assessment was to look at the use and intensity of care needed within the CMC population to live safely and thrive with their families in their communities. No questions or concerns were received from the CMCAC. DMMA will move forward with implementing the complex care needs and supports assessment methodology. DMMA and the Skilled Home Health Nursing workgroup will continue to report back to the CMCAC with information and for comments/recommendations.
Nurse Educator Survey Results	<p>A presentation of the recent nurse educator survey results was provided to the group. The Skilled Home Health Nursing Workgroup issued the survey in Q3 to collect information to help identify needs and opportunities to strengthen recruitment and education with the long-term objective of more nurses entering the skilled home health nursing field. The Workgroup and DMMA will continue working on the next steps related to the results of the survey and will report back.</p> <p>During this discussion, a CMCAC member added that, in addition to looking for opportunities to recruit from nursing schools or other places, conferences that address these issues in homecare are another opportunity. Another CMCAC member mentioned that the Life Conference is an excellent resource and the next one will be held on 1/24/24 in Dover.</p>

<p>Groups with Work that Align with CMCAC</p>	<p>A presentation of the current work of the Governor’s Advisory Council for Exceptional Citizens (GACEC) was provided. The GACEC created a committee to focus on education for children with complex conditions that a school nurse cannot address during the school day, such as medication administration or skin care, and who depend on private duty nursing in order to attend school. This committee will include the Department of Education and will work to identify solutions to issues such as these.</p> <p>During this discussion, a CMCAC member asked where the results from this committee will be housed and how CMCAC members can obtain updates and information from this committee. The response was that the information is not currently available and the GACEC is actively working on this.</p> <p>A meeting attendee informed that, in many schools, the student to nurse ratio is very high, so private duty nurses are valuable to help in areas such as tube feeding. However, additional nurses are being hired and added to some schools for students with high needs, allowing the school to have two nurses. This attendee further stated that the Council should focus on addressing the student to school nurse ratio.</p> <p>Another meeting attendee stated that school-age children who have multiple disabilities and show behavioral concerns would need additional/enhanced support from nurses, therapists, and counselors.</p> <p>A CMCAC member asked if consideration for paraprofessional training/support is also being pursued.</p> <p>Another CMCAC member asked if parents who are involved in external committees related to CMCAC can share this information in order to promote shared understanding and awareness of efforts. CMCAC members agreed that this would be helpful and parents agreed to do so.</p>
<p>COVID-19 PHE Unwinding Update</p>	<p>DMMA Deputy Director Boyce provided the following information related to COVID19 unwinding:</p> <ul style="list-style-type: none"> DMMA is in a 14-month process of evaluating Medicaid eligibility for everyone that is currently on Medicaid. DMMA has modified its Medicaid renewal letters to further reflect that members have 30 days to submit renewal documents. Renewals began in September. If an individual’s Medicaid coverage is being terminated, navigators are available to direct the individual to the marketplace. Individuals can also re-apply at any time at a DHSS Service Center and online. 12-month continuous Medicaid eligibility for children will begin in January 2024. <p>During this discussion, a meeting attendee stated a letter was sent to families about the renewal process that was confusing and asked where parents can go for support. Deputy Director Boyce responded by stating that if there is an issue at a service center, an individual can reach out to the Customer Relations Unit or ask to speak to a supervisor. If an individual receives a renewal in the mail, the individual should complete it and send it in with their wage information.</p> <p>A CMCAC member inquired about waiver renewals. Deputy Director Boyce responded by stating that everyone will be sent a renewal packet, but they will be staggered throughout the 14-month period. Individuals can mail in the completed information, go into a Service Center, or apply online or over the phone.</p> <p>A CMCAC member stated that some families have questions about eligibility for Medicaid waiver programs. Another CMCAC member responded by stating that PIC and CCADP help educate families on Medicaid programs including waivers.</p> <p>DMMA provided a link to the website regarding renewals.</p>

	<p>A CMCAC member stated that she went onto DMMA’s website and saw that DMMA will auto-renew those who are eligible for renewal. DMMA Deputy Director Boyce confirmed that some families may not require active renewal and that passive renewals are processed if continued eligibility is clearly indicated with DMMA's system.</p>
Future CMCAC Meetings	<p>Next CMCAC Meeting – 1/9/24, 9:00 AM</p>
Public Comment	<p>A CMCAC member shared a scenario of a family experiencing continued challenges in obtaining care and needed services for their child with complex medical needs. In this situation, the family experienced an issue with the letter of medical necessity, which was denied when submitted by the doctor, which led to the child not having a nurse to accompany the child/family in the car upon discharge from the hospital. She stated that she believes that too much information is being required for letters of medical necessity and they are sometimes being denied for small pieces of information being missing. She requested all parties to focus on ‘the whole child.’</p> <p>Another CMCAC member asked for more information regarding the rules around these situations when nurses are not able to accompany a child to the hospital.</p> <p>Another CMCAC member stated that a skilled nurse should be allowed to accompany the child in the ambulance because not having the skilled care nurse accompany the child in the ambulance could cause further damage to the child.</p> <p>Another CMCAC member asked for data regarding the utilization of self-directed attendant care services for children with medical complexity. She also suggested that additional qualitative information should be collected from families (e.g., an updated family satisfaction survey) and not just from home care provider agencies. Deputy Director Boyce responded by stating that she will take this question back to the team and thanked everyone for their input and for shedding light on their experiences.</p>

📌 All CMCAC meetings are currently held via Zoom due to the COVID-19 PHE.