Virginia Department of Behavioral Health & Developmental Services

My Life, My Community

Virginia's Waiver Management System for its Redesigned Waivers for Persons with Developmental Disabilities

HCBS Conference

August 31, 2017

Dawn Traver, M.Ed.
DBHDS

Esther Barber
DBHDS

Hatem Ghafir, Ph.D.
FEi Systems

Agenda

- Project Objectives
- Pre-RFP and Vendor Selection Process
- Project Scope
- Highlights of System Implementation
- Lessons Learned

PROJECT OBJECTIVES

Virginia's Path to DD Waivers Redesign

Waiver Amendments Approved by CMS

Building Independence Waiver

For adults (18+) able to live independently in the community.

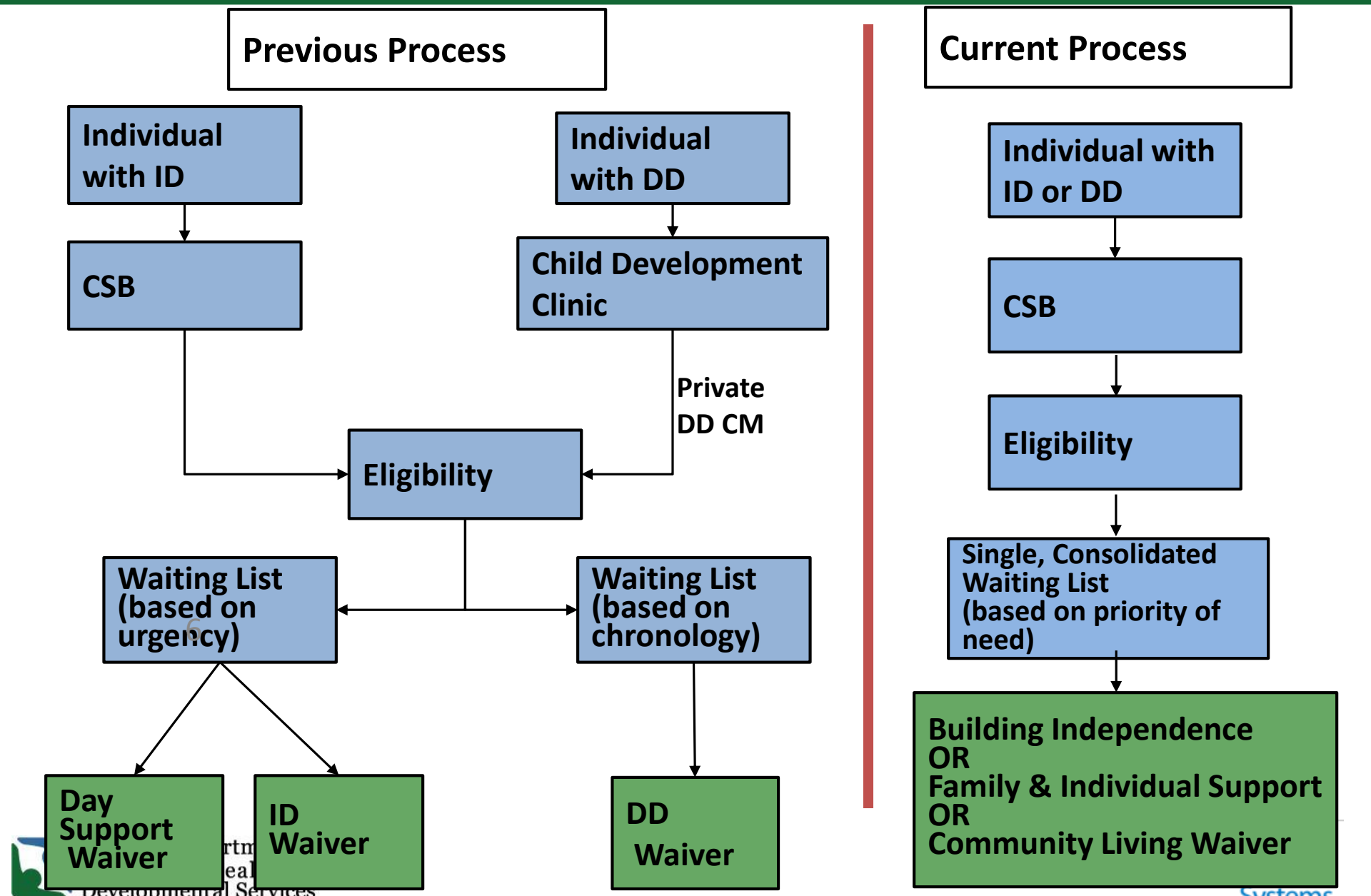
Family & Individual Supports Waiver

For individuals living with their families, friends, or in their own homes

Community Living Waiver

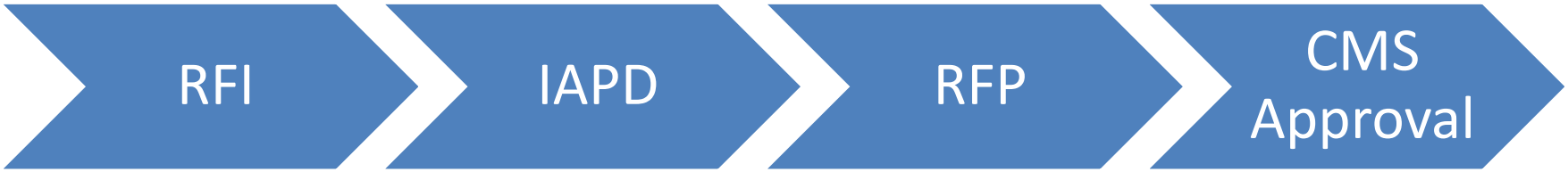
24/7 services and supports for individuals with complex medical and/or behavioral support needs through licensed services.

Streamlined, Needs-Based Access



PRE-RFP AND VENDOR SELECTION

CMS Funding Approval



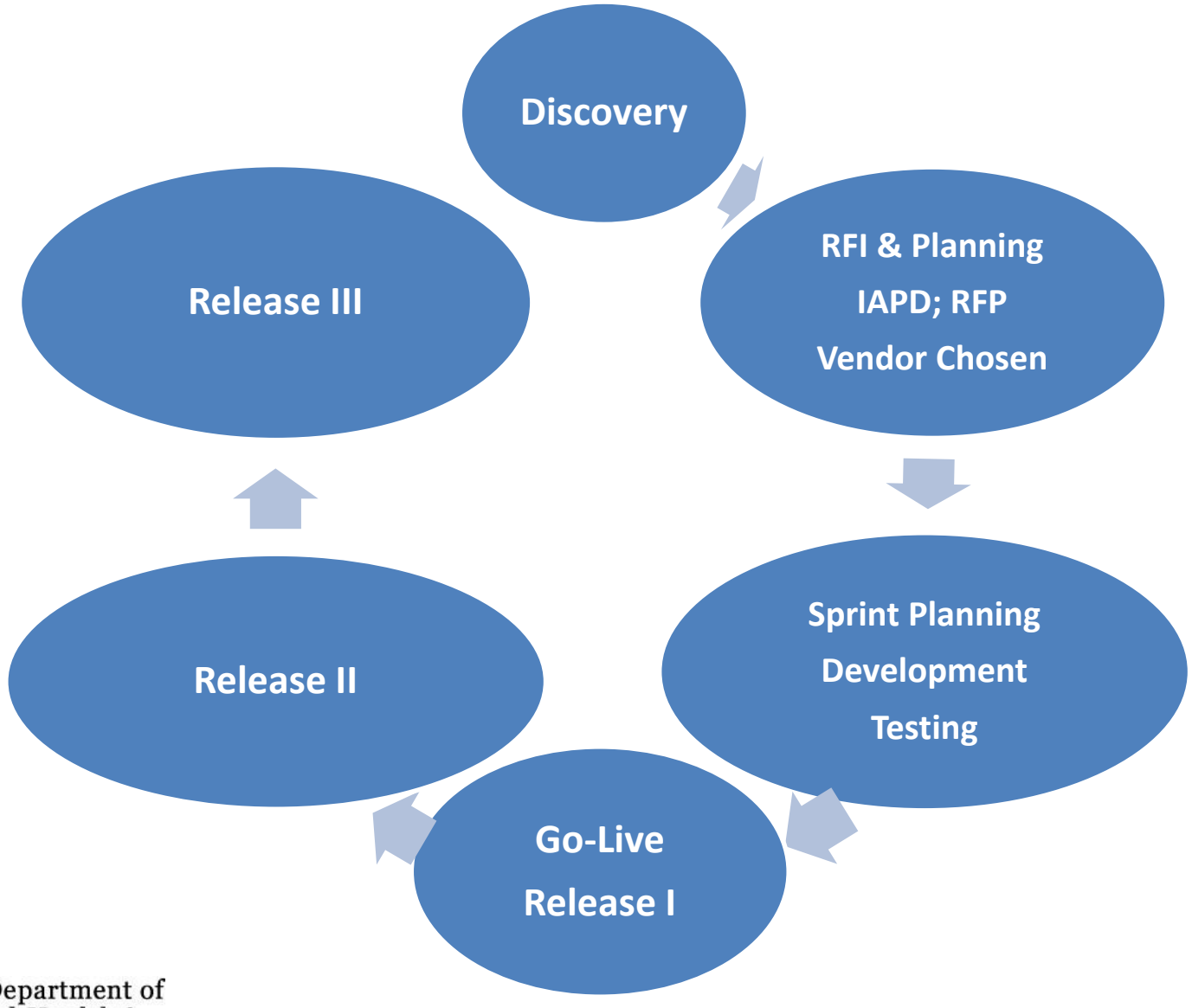
Searching for a Vendor

Experienced

Within Budget

Committed

Project Phases



PROJECT SCOPE

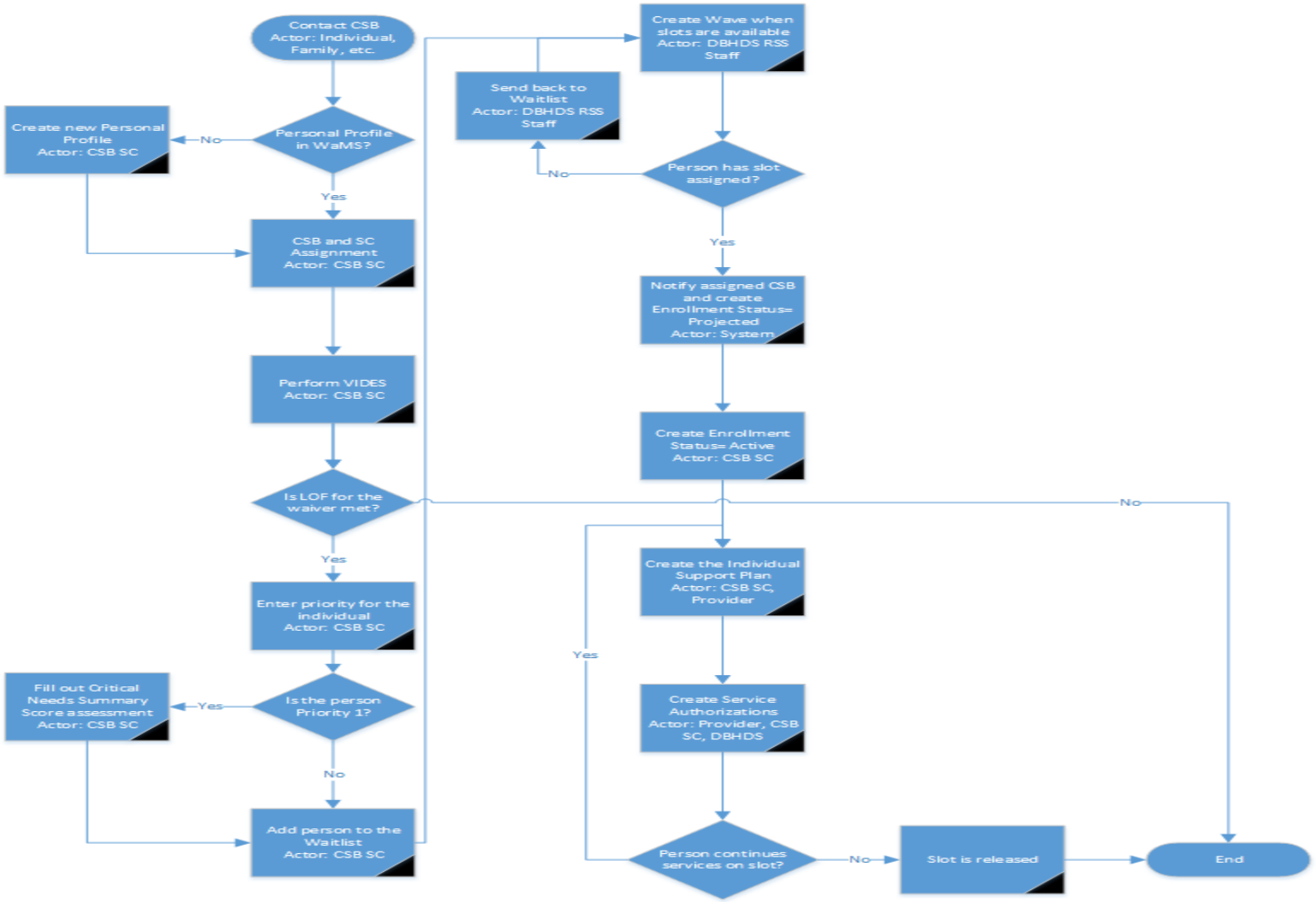
Waiver Management System (WaMS)

- ✓ A data management system to manage waivers
- ✓ Interfaces with the Virginia Medicaid Management Information System (VAMMIS)
- ✓ Improves data about individual costs for state budgeting

Requirements

Functional Area	High-level Requirement
Eligibility Determination & Waiver Program Management	Provide the system capabilities to support the operational responsibilities of capturing and maintaining accurate, current and historical information on individuals eligible to receive a waiver. This system must be able to support, document, and track all pertinent information.
Service Planning	System must support a flexible model of individualized support planning, allowing varying levels of control and documentation for service planning and authorization depending on business processes.
Service Authorization & Set Up	Support the ability to record, authorize, and track delivered services to individuals by providers and allow internal users to track multiple funding sources, categories and individual budgets.
Provider Management Functionality	The system should capture a comprehensive array of information about providers that provide services to individuals and support the enrollment process of qualifying individuals in agency-defined waiver programs, and allow the ability to view authorizations for submitted services.
Administrative Tools	Provide an administrative module allowing authorized users to configure screens, arrange fields, manage security permissions, and allow the creation of workflow rules within the application.
Reporting	System must support the capability to easily retrieve and print either standardized or ad-hoc reports from data recorded in the system and include formatting flexibility.
Case Management & Assessments	System must support case management for the full lifecycle of individuals supports from initial inquiry for services to case closure, including information and referral; enrollment; assessment and reassessment; service planning and service authorization; case closure; and reporting.
System Integration & Data Exchange *	Include an integration layer, allowing the ability to interface with multiple entities for the exchange of information (i.e. VAMMIS), per the MITA standards, while adhering to the appropriate data exchange requirements such as HIPAA and NIEM.

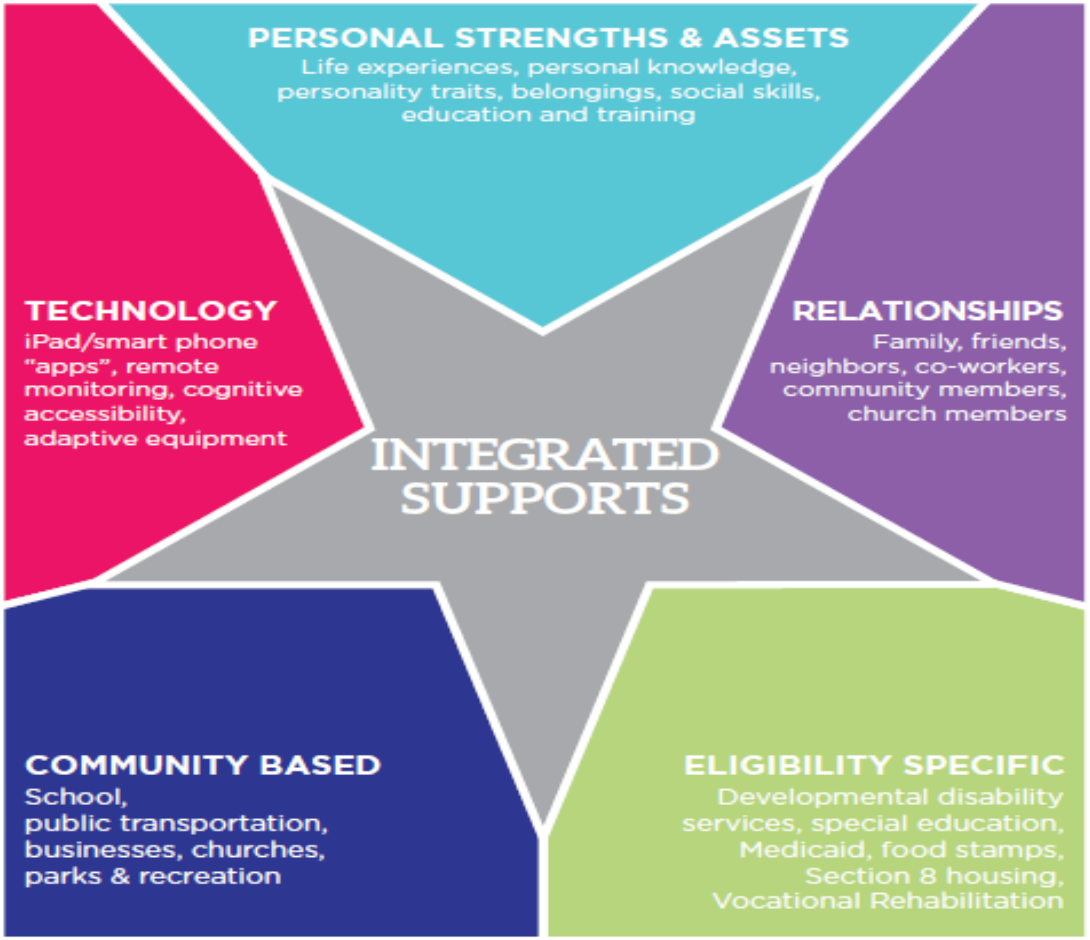
Process Workflow



HIGHLIGHTS OF SYSTEM IMPLEMENTATION

Integrated Supports

Integrated Supports Across the Life Course



Strategies for Supporting Real Lives

Discovery & Navigation:
Knowledge & Skills

- Information on disability
- Knowledge about best practices and values
- Skills to navigate and access services
- Ability to advocate for services and policy change

Connecting & Networking:
Mental Health & Self-efficacy

- Parent-to-Parent Support
- Self-Advocacy Organizations
- Family Organizations
- Sib-shops
- Support Groups
- Professional Counseling
- Non-disability community support

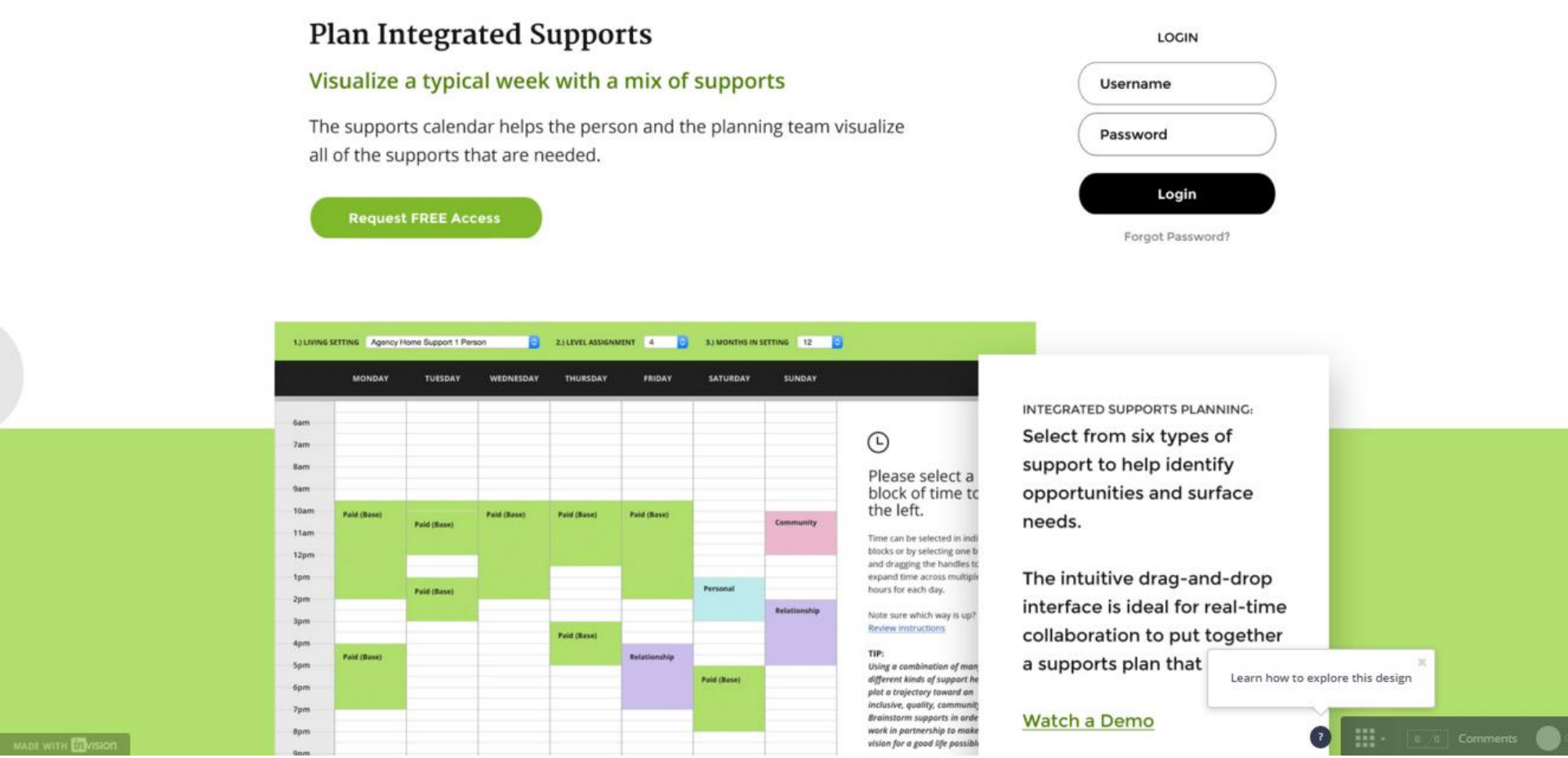
Day-to-Day Services:
Instrumental Supports

- Self/Family-Directed services
- Transportation
- Respite/Childcare
- Adaptive equipment
- Home modifications
- Financial assistance
- Cash Subsidies
- Short/Long term planning
- Caregiver supports & training

Michelle "Sheli" Reynolds, PhD | UMKC-Institute for Human Development | reynoldsmc@umkc.edu

2/2015

Integrated Supports



System Foundation

- A system that has:
  - Security infrastructure
  - Notification and workflow infrastructure
  - Person profile
    - Ability to track the history of a person through multiple waivers
  - Organization and Staff profile
    - Flexible setting of OUs and sub-OU hierarchy
    - Staff roles
  - Linked concepts needed for waivers and programs
    - Person, waitlist, slots, assessments, plans of care, SAs

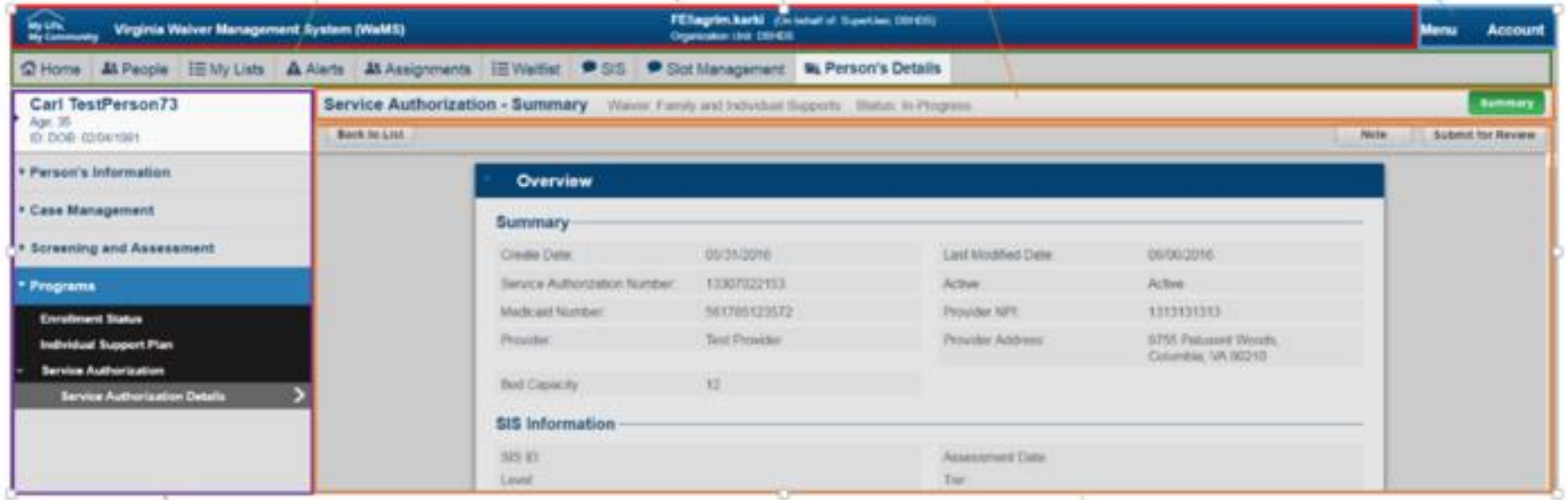
Intuitive UI and Navigation

"Top Leve Navigation" tabs allow the user to navigate from area to area. They include icons to help the user quickly identify an area of interest. Active tabs are highlighted in a lighter shade with bold texts.

The **"Workplace Header"** displays a title of the "Current Page/Scree".

"Global" Header

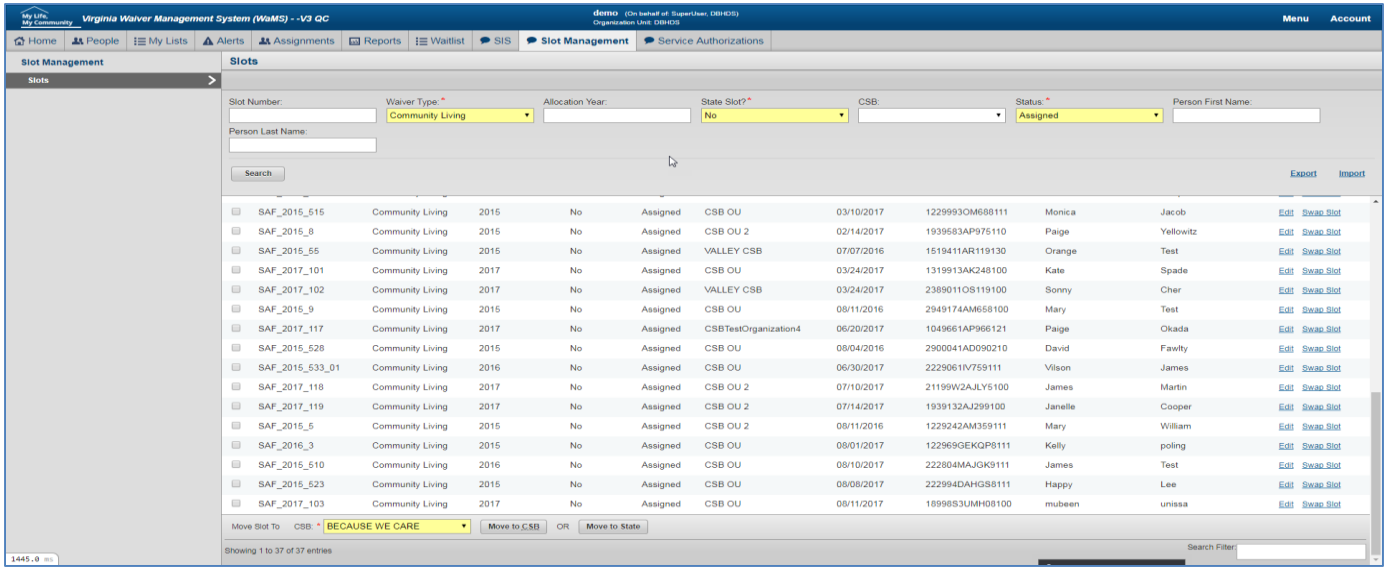
The **"Global Menu"** can be activated by hovering over the text with the cursor.

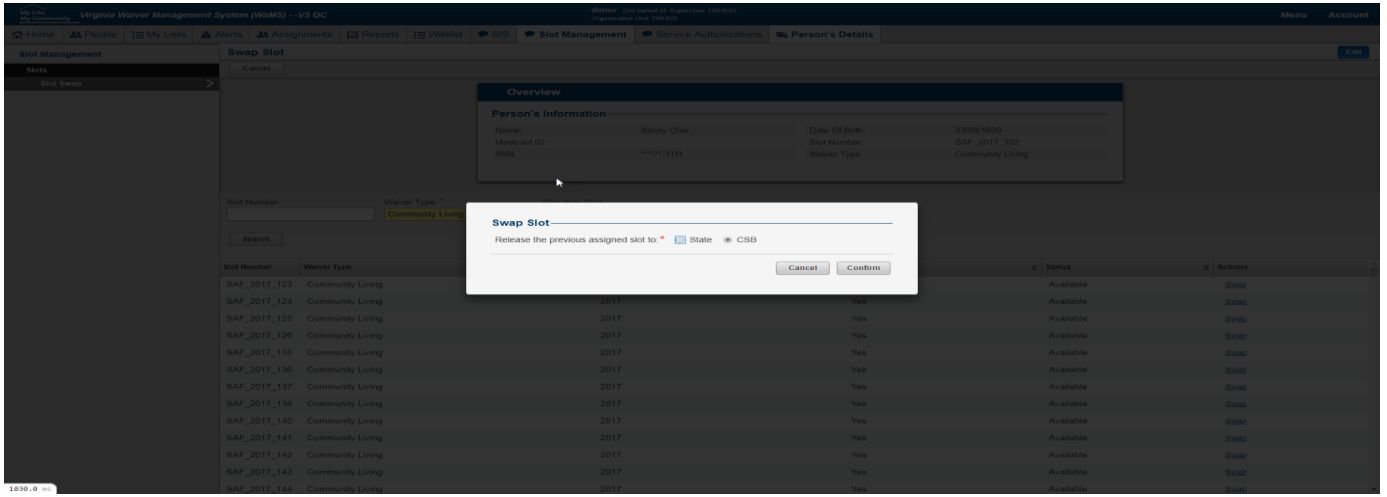


"Left Side Navigation" includes a client summary and **"Drop Down"**. Client related modules are organized in section. Sub-sections can be viewed by expanding the accordion. A section highlighted in clue indicates the "active" or "selected" section. **"Active"** sub-sections are highlighted in Gray to provide added context. *Note: Depending on your role & permission, some links displayed on the left side navigation will not be displayed.

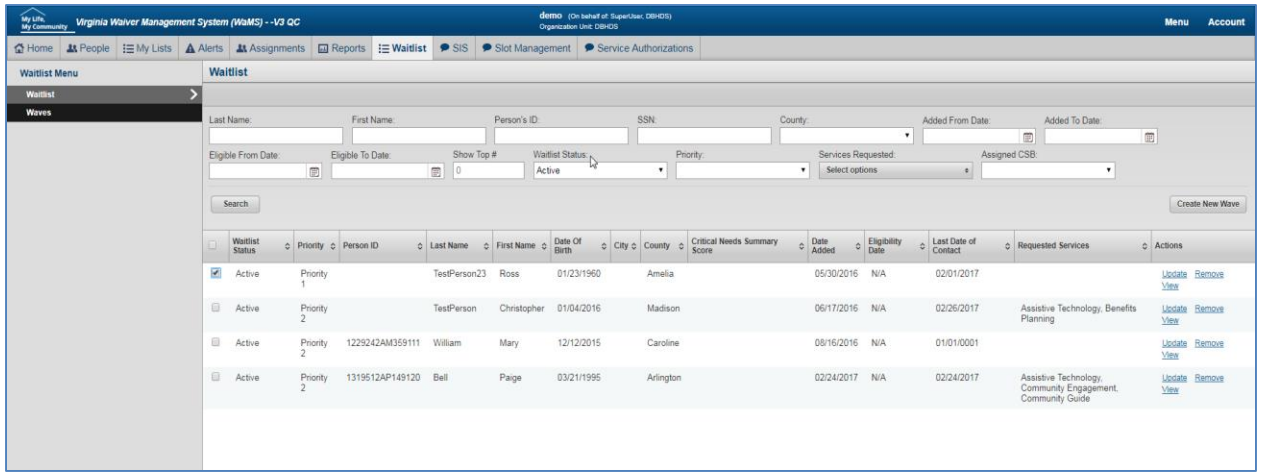
Workspace

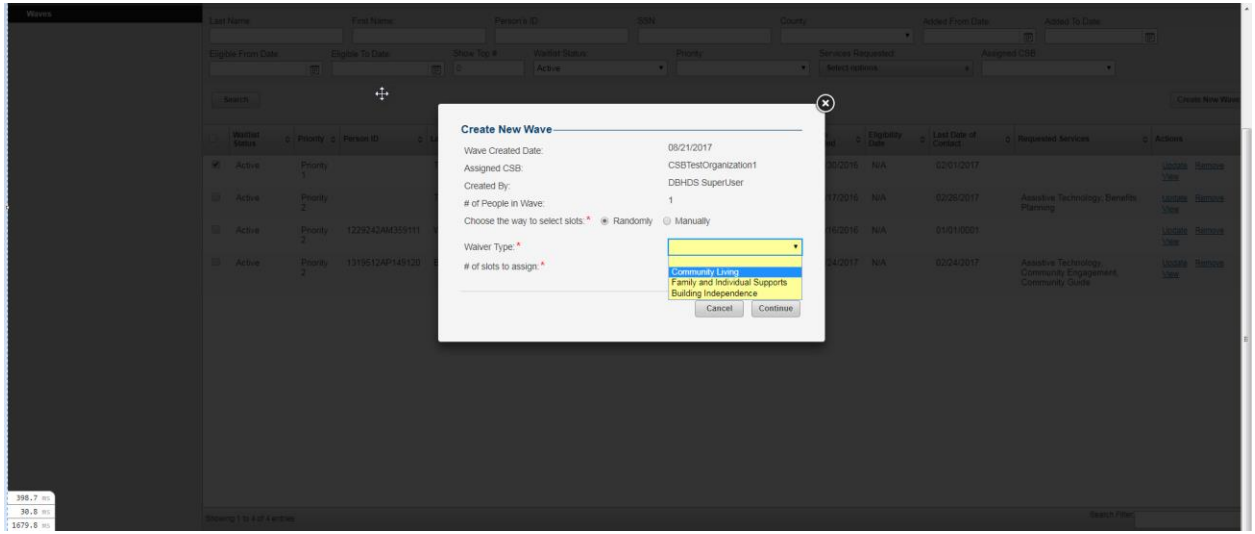
Slot Management - Examples



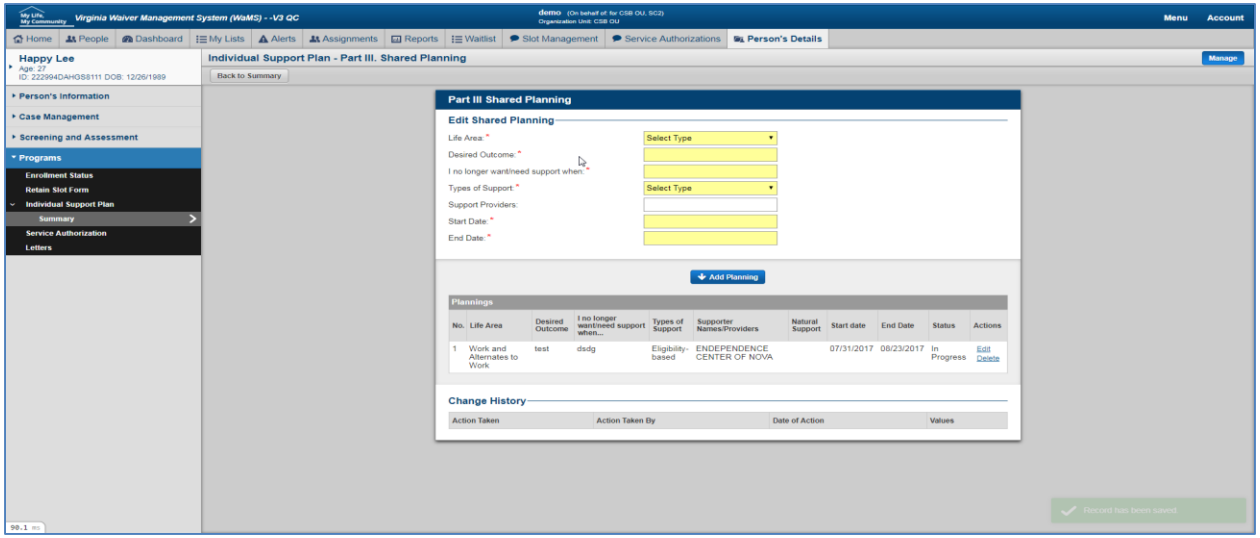


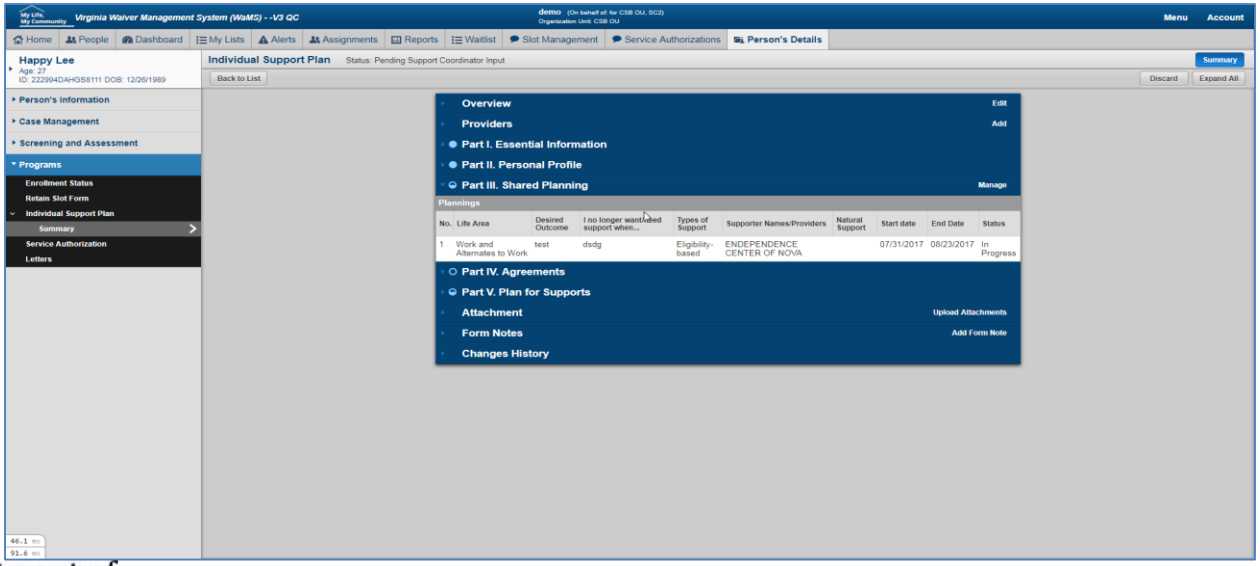
Waitlist Management - Examples



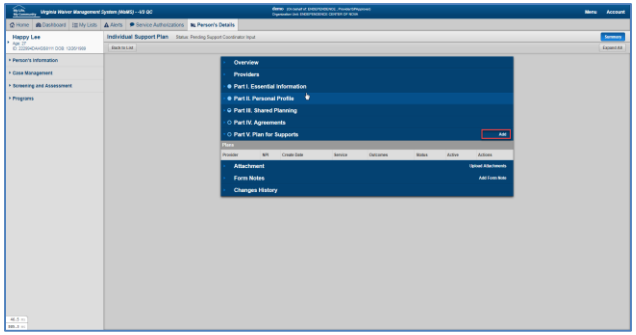


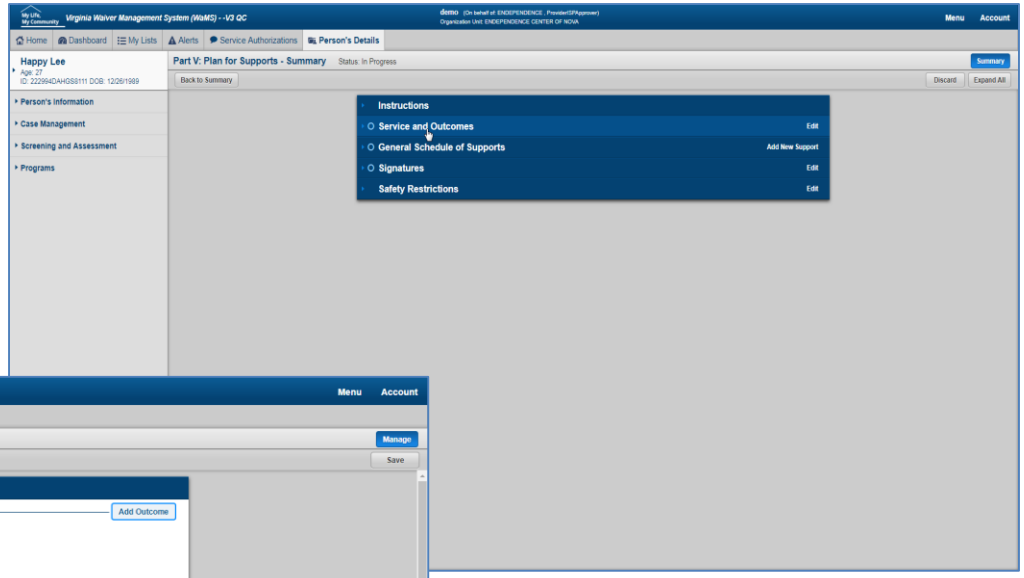
Individual Support Plan – Examples (1)

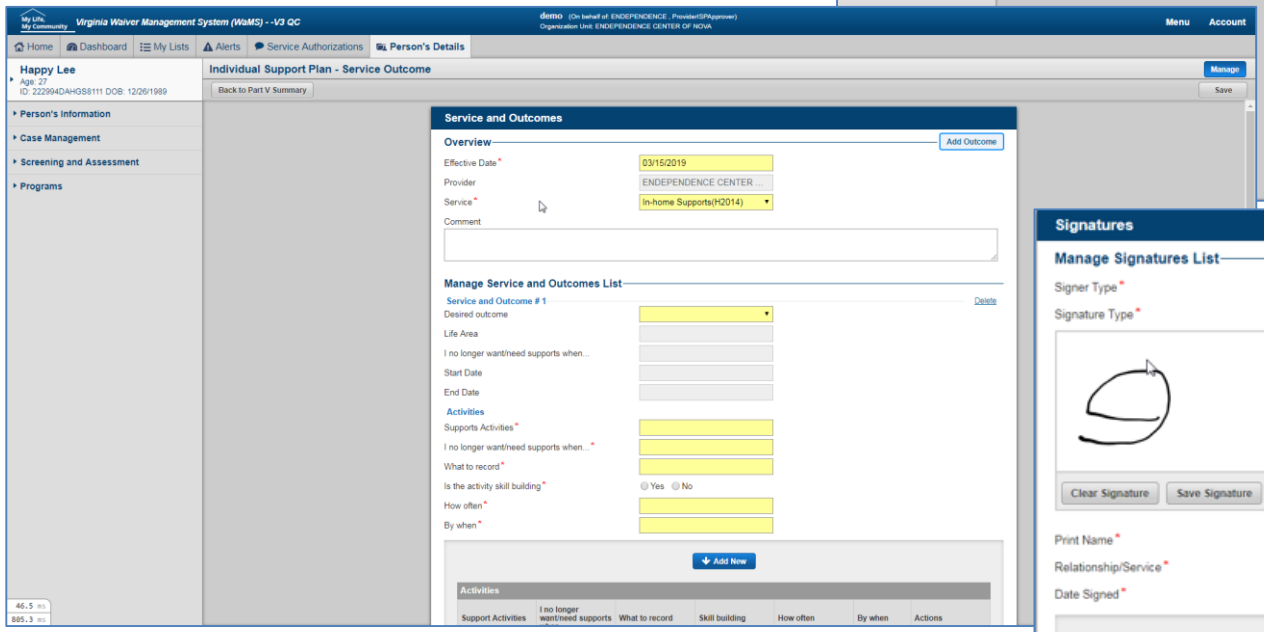


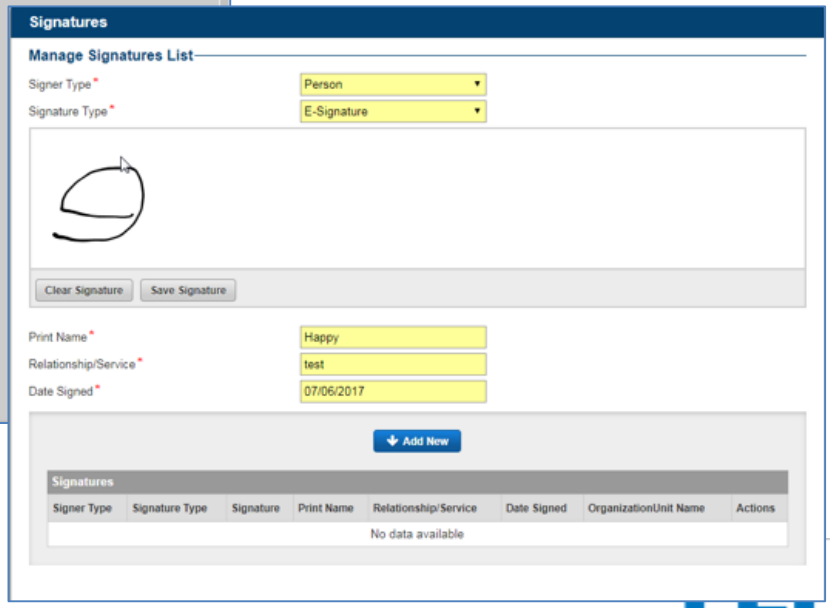


Individual Support Plan – Examples (2)

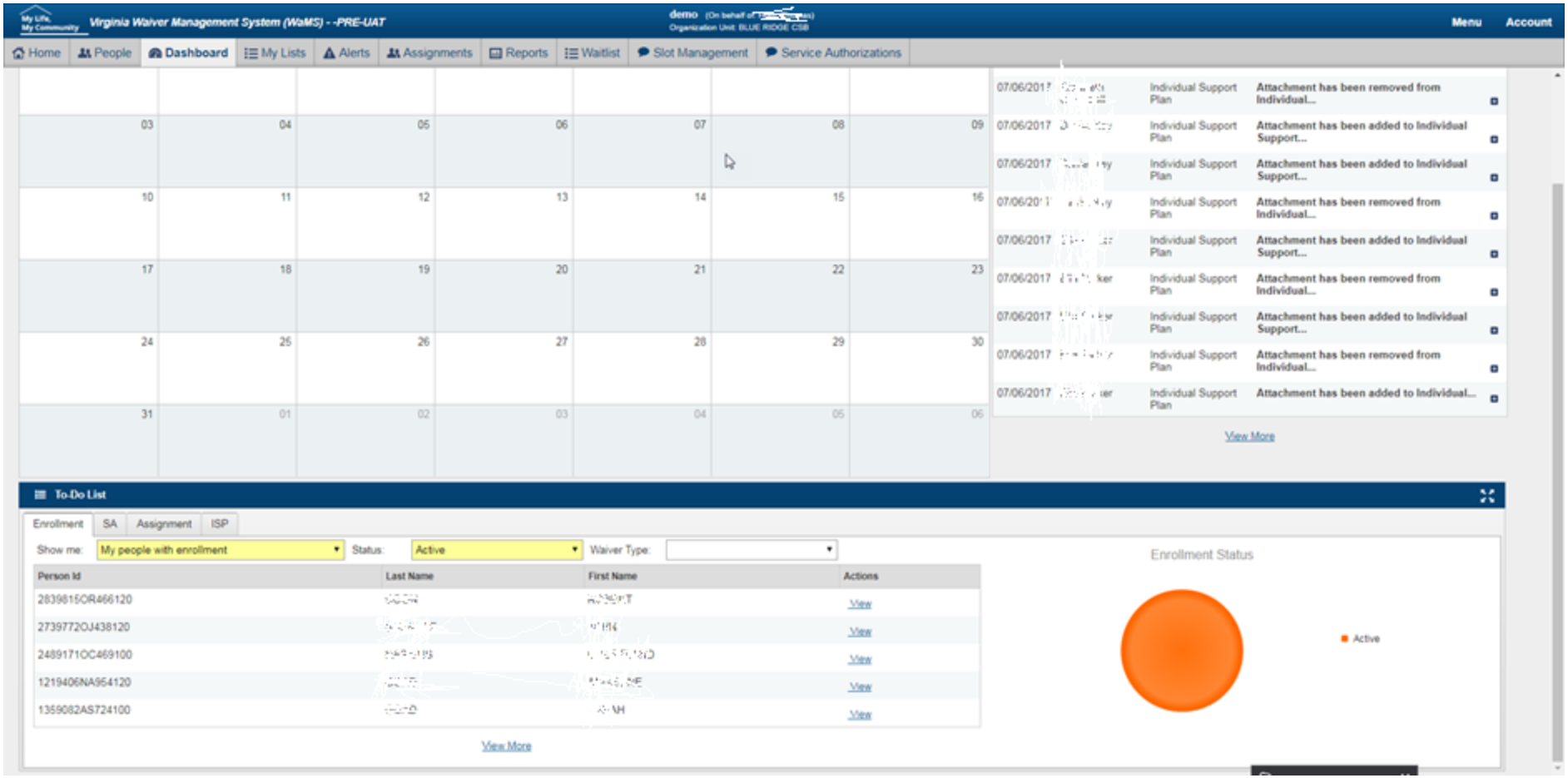








Customized Dashboard



Canned Reports

Slot Management

- CSB slot transfers
- DBHDS slot details
- MFP details for released slots
- MFP details tracking

SIS

- Level and Tier Details

Person Information

- All individuals
- Individual living situation on waitlist (summary and detailed)
- Individual living situation on waiver (summary and detailed)
- Individuals not assigned to CSB

Waitlist

- Length of time on waitlist by priority
- Statewide waitlist by age group & priority (summary)
- Waitlist by CSB (summary and detailed)
- Waitlist individuals with Medicaid

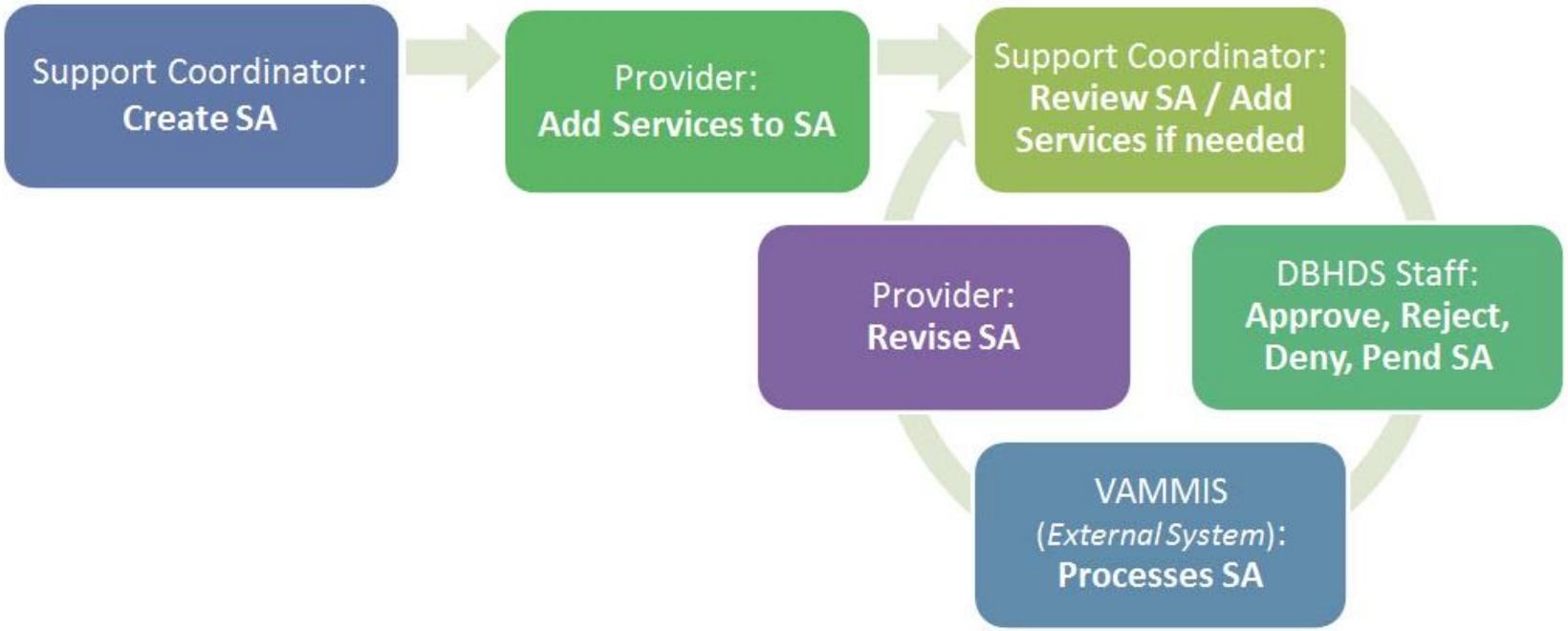
Waivers

- Individuals with services
- Statewide summary
- Active without services
- Individuals on hold status
- Individuals with projected status > 90 days
- Statewide waiver slots by age group summary

Service Auth.

- SA staff Productivity

Service Authorization Process

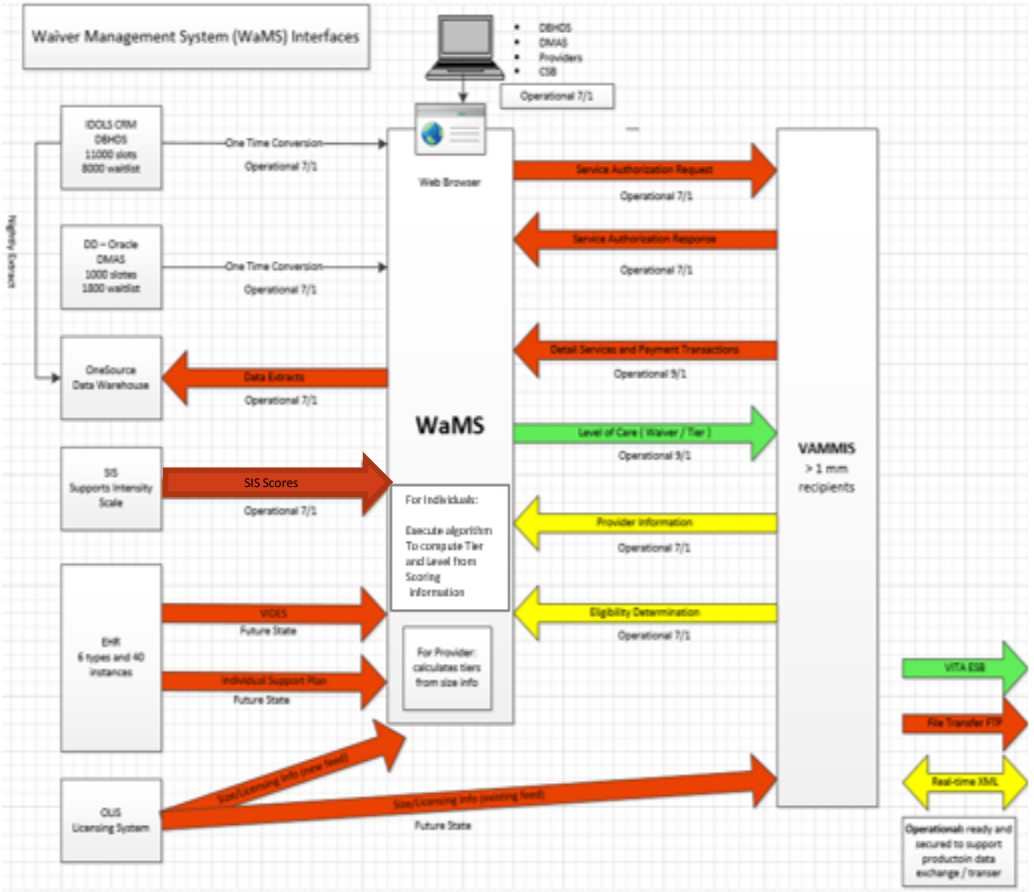


Data Migration

Data Migration

Category	# Migrated
Medicaid Individuals:	27,312
Providers:	5,738
CSBs:	40
PCMs:	45
DD Waiver Waitlist:	2,433
DD Waiver Slots:	1,205
IDOLS Waitlist:	8,591
IDOLS Slots:	10,864
ISP:	21,939
Enrollment:	23,824
Service Authorizations:	34,810
SIS Import:	7,901

Data Interface Architecture



SIS Scores

Virginia Department of Behavioral Health & Developmental Services

FEi Systems

LESSONS LEARNED

Lessons Learned

- Pre-RFP preparation is very important
- An aggressive timeline, while not ideal, is achievable
- Select a vendor with a proven solution, track record, and can-do attitude
- Put a good governance structure in place, and have clear decision makers
- Build a collaborative and cohesive team
- Expect changes and have a process to handle them flexible process
- Set priorities and focus on them

Questions