



OLTL Updates LTSS Sub MAAC

August 9, 2022

Agenda

- FY22-23 State Budget Update
- Enrollment Data
 - Eligibility Determination Process
 - LIFE Enrollment
 - FED Appeals
- FMS Transition

FY22-23 State Budget Update for OLTL

FY22-23 Budget

- Newly Appropriated American Rescue Plan Act (ARPA) funding
- \$250,000,000 for Long-Term Living Programs –
 - Must be in operation of July 1, 2022
 - Funding cannot be reimbursed by another funding source
 - One-time payments to use for COVID-19 related expenses
 - Report in a form and manner prescribed by DHS

FY22-23 Budget

- \$131,157,000 – Nursing Facilities – county and nonpublic
 - \$104,926,000 – MA days – 3rd quarter of 2021
 - \$26,231,000 – licensed beds as of July 1, 2022
- \$4,283,000 – MA ventilator or tracheostomy nursing facilities
 - based on the payment made through Act 56 of 2021 – quarter ending March 31, 2022
- \$74,946,000 – Personal Assistance Services –
 - \$59,957,000 home health and home care agencies – 3rd quarter of 2021
 - \$14,989,000 participant directed PAS – 3rd quarter 2021

FY22-23 Budget

- ARPA for Long-Term Living Programs – cont.
 - \$26,767,000 – Assisted living and PCHs
 - \$24,090,000 – occupancy based on July 1, 2022 or earlier
 - \$2,677,000 – SSI population in March 2022
 - \$6,959,000 – Adult day services – payments for the 3rd quarter of 2021
 - \$535,000 – Residential Habilitation – payments for the 3rd quarter of 2021
 - \$5,353,000 – LIFE programs – based on payments 3rd quarter of 2021.

FY22-23 Budget

- Nursing Facility Rates
 - BAF reauthorized
 - NF Assessment Reauthorized
 - Minimum fee schedule for NF Rates in CHC through 2025 – no less than the FFS rates
 - NF must devote 70% of their rate to resident care and related costs –
 - Reported through cost-reports
 - Penalty goes into new fund for NF quality improvement
 - Funding for a 17.5% rate increase starting 1/1/2023
 - \$13.161M for NH rate increase includes COVID and other adjustments
- LIFE
 - 3% increase in rates starting January 1, 2023
 - Information materials must include description of LIFE program
 - Statement that eligible individual has option to enroll in LIFE or CHC
 - Contact information for LIFE program
 - Must train IEB on LIFE
 - Report of documentation of compliance

FY22-23 Budget

- State Supplemental Assistance – PCH and ALRs increased
 - Personal Care Home – individual - \$639.30 and couple \$1,357.40 –
 - \$20 million approx.

IEB & LIFE Enrollments

IEB Enrollment Data

Status	11/30/2021	12/30/2021	1/31/2022	2/28/2022	3/30/2022	4/29/2022	5/31/2022	6/30/2022	7/29/2022	Description
READY_ASSESSMENT	13	16	13	14	10	9	12	14	14	IEB has received a referral from a third party, the IEB is outreaching to the Applicant/Representative to schedule Visit.
SCHEDULED	7	4	6	6	5	4	7	5	5	In Home Visit has been scheduled
ASSESSMENT_INPROCESS	1	3	4	3	1	0	3	1	1	In Home Visit completed and the IEB is reviewing completeness of intake documents required.
MA_PA_600_REVIEW	5	6	6	6	6	7	7	5	6	IEB is waiting for the PA 600 or the PA 600 received and IEB to enter in COMPASS
PC & FED Pending	9	7	6	6	6	6	8	7	5	PC sent to the identified Physician and FED Request sent to Aging Well
PC Pending/FED Received	40	37	38	38	37	38	40	39	37	Completed FED received from Aging Well/ PC is pending
PC Received/FED Pending	12	10	6	8	8	7	9	8	5	Completed PC received/ FED pending with Aging Well
APP_REVIEW	2	0	1	1	0	1	2	0	0	Medical Director Review Pending
OLTL_READY	20	14	34	14	28	30	7	22	20	Program Eligibility under review by OLTL
READY_TRANSITION	63	63	63	64	58	54	61	61	63	Functionally eligible, Applicant is pending nursing facility discharge
APPROVED	18	16	16	16	14	14	16	14	13	Functionally Eligible, 1768 sent to CAO
1768_DENIAL	5	3	6	4	6	1	4	1	1	Functionally ineligible, HCBS Denial notice pending
FINANCIAL_APPROVAL	3	3	2	2	2	1	2	1	2	Financial Approval Received, enrollment in Process of being finalized
MMS_READY	11	0	5	0	0	0	4	1	3	Pending acceptance by OBRA or Act 150 Service Coordinator
FINANCIAL_DENIAL	2	0	1	2	1	0	1	0	0	Financial Denial Received, application in process of completion

Current IEB Report – All Waivers

	2018QT R4	2019QT R1	2019QT R2	2019QT R3	2019QT R4	2020QT R1	2020QT R2	2020QR T3	2020 QRT4	2021QT R1	2021QT R2	2021QT R3	2021QT R4	2022QT R1	2022QT R2
Grand Total	24283	25320	26335	24752	34711	33402	25890	26398	26213	25106	25118	29365	29082	31328	33482
Complete	14703	15607	16277	17347	15617	21513	17820	16180	18098	16081	16153	18783	18953	20171	22372
Complete in 90 Days	12186	12068	14343	13188	13027	18963	15441	14918	17428	15491	15569	17985	18233	19326	21776
Complete > 90 Days With Excuse	400	344	435	484	483	1126	536	648	408	379	300	403	345	329	316
Compliance Percentage	86%	80%	91%	79%	87%	93%	90%	96%	99%	99%	98%	98%	98%	97%	99%
Average Days To Complete	52	60	52	56	56	52	57	45	41	40	40	37	39	40	34

1. Grand Total - All unduplicated applications in process this quarter
2. Complete - Total unduplicated applications completed this quarter
3. Total unduplicated applications completed during the quarter in 90 days
4. Total unduplicated applications completed during the quarter and over 90 days, but with excuse of a delayed enrollment
5. Using the above fields = (row 3 + row 4)/ row 2 Average to complete excluding excused applications

Note: Reapplications removed

Current IEB Report – Under/Over 60

	2018QT R4	2019QT R1	2019QT R2	2019QT R3	2019QT R4	2020QT R1	2020QT R2	2020QR T3	2020 QRT4	2021QT R1	2021QT R2	2021QT R3	2021QT R4	2022QT R1	2022QT R2
Over 60															
Grand Total	14140	14937	15771	15134	23082	20441	16309	16848	16775	16161	17383	20414	18991	21116	22098
Complete	8586	9323	9885	10827	10267	12967	11172	10282	11658	10189	11069	13204	12349	13602	14699
Complete in 90 Days	7063	7312	8804	8447	8605	11421	9700	9500	11233	9828	10696	12673	11909	13025	14333
Complete > 90 Days With Excuse	275	221	272	322	336	684	327	392	267	239	194	263	200	238	207
Compliance Percentage	85%	81%	92%	75%	81%	93%	90%	96%	99%	99%	98%	98%	98%	98%	99%
Average Days To Complete	52	58	50	54	55	52	56	45	40	40	39	37	39	40	34
Under 60															
Grand Total	10143	10383	10565	9597	11628	12101	9580	9335	9438	8964	7735	8951	10092	10208	11384
Complete	6114	6279	6392	6499	5350	7951	6648	5898	6439	5893	5084	5579	6604	6566	7673
Complete in 90 Days	4948	4751	5539	4720	4422	7006	5741	5418	6195	5663	4873	5312	6324	6302	7443
Complete > 90 Days With Excuse	130	123	163	162	147	418	209	256	141	140	106	140	145	81	109
Compliance Percentage	84%	84%	89%	75%	85%	93%	90%	96%	98%	98%	98%	98%	98%	97%	98%
Average Days To Complete	70	63	55	60	59	53	57	47	41	41	41	38	39	40	35

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5. Using the above fields = (row 3 + row 4)/ row 2 Average to complete excluding excused applications

Note: Reapplications removed

Q2 2022 Closure Reasons

Closed Reason	Count	Description of Closure
Enrolled	6669	Applicant enrolled in HCBS.
Failure to provide info-CAO	6568	CAO issued denial due to applicant not providing financial verification timely
Unable to Reach Client	2255	IEB unable to reach applicant from third party referral.
incomplete	2090	Closed at day 86 of application due to incomplete or missing information Example: MA 570 not returned
Clinically Ineligible	2051	HCBS Denial Notice issued - Applicant determined NFI as a result of the FED and PC or Medical Director Review
Not Interested in Services	746	Applicant is contact after referral is received and notifies the IEB that they are not interested in receiving HCBS services
Voluntary Withdrawal	530	Applicant contacts the IEB and requests to withdraw the application.
reApped	341	System corrected application and the status needs revised. The original application start date is used.
Financially Ineligible	301	CAO issued denial notice due to the applicant being determined financially ineligible.
Already Receiving Services	238	Upon referral IEB identifies that applicant is already enrolled in HCBS and is receiving services.
Applicant Not Discharged	165	NHT applicant that does not discharge within 180 days of the application start date.
DECEASED	161	IEB is notified or identifies that the applicant is deceased before application is finalized.
Duplicate Application	113	Applicant has more than one open application. This is used for system correction when application is in an incorrect status.
Functionally Ineligible	69	Applicant is reviewed for OBRA or Act 150 and Denial notice issued due to Applicant not meeting Program Requirements.
Does not meet 5 year bar	34	CAO issued notice indicating the applicant does not meet the 5 year residency requirement to receive MA HCBS services.
MA Application Not Received	22	IVA was completed and the individual requested to submit the 600L at a later time and did not return within 30 days.
Insufficient Information	18	Referral received that does not include enough information to follow up with individual begin an application.
Expired Documents	1	Application closed due to application documents (FED/PC) over 12 months
Grand Total	22372	

In-person vs. Virtual IVA

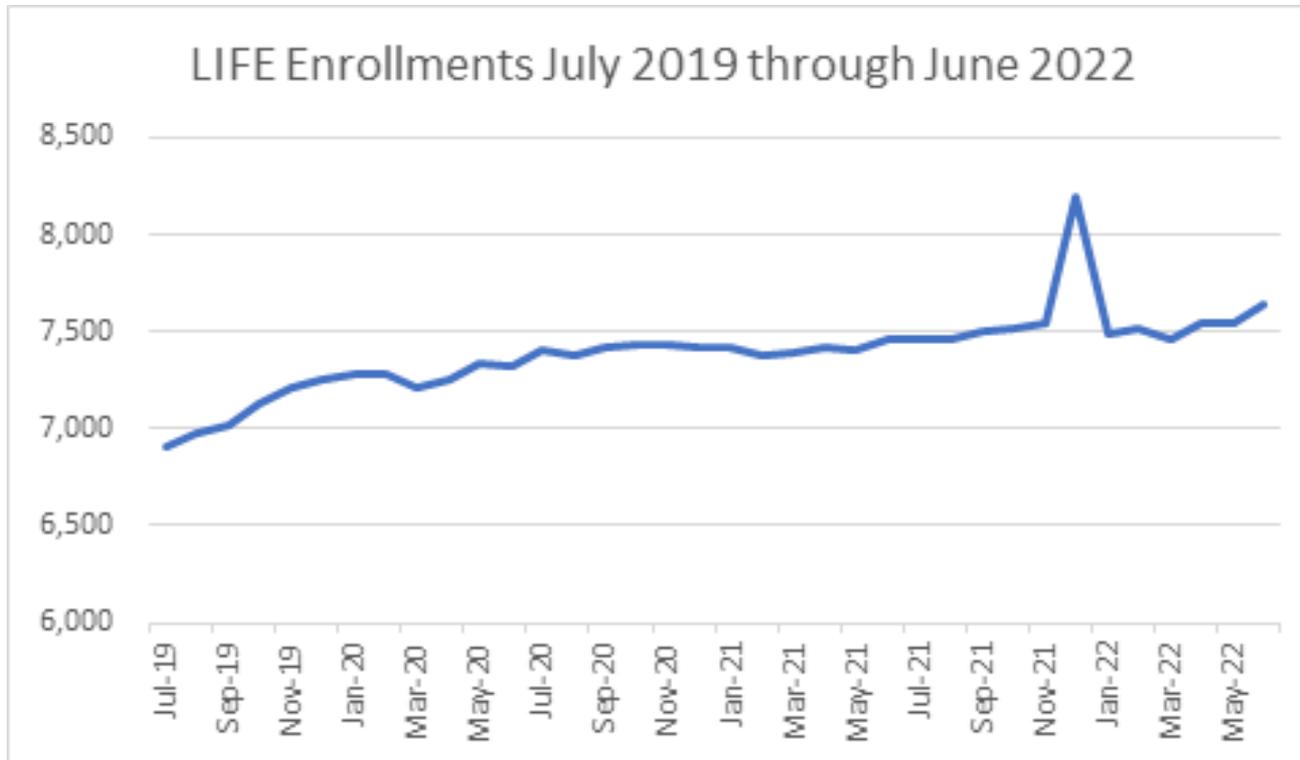
2021

Month	Phone		In Home		Total Count
	Count	Percentage	Count	Percentage	
Jun	3765	67.84%	1785	32.16%	5550
Jul	4107	77.87%	1167	22.13%	5274
Aug	4371	74.62%	1487	25.38%	5858
Sep	5228	76.69%	1589	23.31%	6817
Oct	5325	75.80%	1700	24.20%	7025
Nov	5298	76.41%	1636	23.59%	6934
Dec	5091	76.34%	1578	23.66%	6669
Grand Total	33185	75.20%	10942	24.80%	44127

2022

Month	Phone		In Home		Total Count
	Count	Percentage	Count	Percentage	
Jan	4939	77.65%	1422	22.35%	6361
Feb	5454	78.18%	1522	21.82%	6976
Mar	6472	76.20%	2021	23.80%	8493
Apr	5645	74.14%	1969	25.86%	7614
May	5603	73.92%	1977	26.08%	7580
Jun	5568	73.71%	1986	26.29%	7554
Jul	4669	64.85%	2531	35.15%	7200
Grand Total	38350	74.07%	13428	25.93%	51778

LIFE Enrollments



- Since statewide LIFE IEB implementation, the overall LIFE Program census has increased by 245 individuals (from May 2021 through June 2022). During the 12 months prior to statewide implementation, the program grew by 86 individuals (May 2020 through April 2021).

FED Appeals Data

FED Appeals Data

	Dec	Jan		Feb		Mar	Apr	May	Jun	Jul	Grand Total	Description
Status		MEDICAL DIRECT OR REVIEW - NFI	NFI - FED AND PC NFI	MEDICAL DIRECT OR REVIEW - NFI	NFI - FED AND PC NFI	MEDICAL DIRECT OR REVIEW - NFI						
APPEAL_WITHDRAWN	37	24		22	1	25	17	21	11	8	166	Following Pre Hearing Appellant Withdrew
APPEAL_INITIATED	19	39	1	27		70	26	39	29	56	306	Appeal Received - Hearing Date has not yet been scheduled
APPEAL_HEARING_SCHEDULED	51	23		18	1	25	28	31	30	28	235	Hearing Date Scheduled
APPEAL_DISMISSED	3	7		3							13	ALJ Dismissed Appeal (example Appellant cannot be reached)
APPEAL_WAITING_JUDGE_DECISION								1	1	2	4	Pending decision by the ALJ
APPEAL_SETTLED	3								1		4	Hearing outcome was a stipulated settlement (example - new FED or Applicant to submit additional information to be considered)
APPEAL_STIPULATED_SETTLEMENT										1	1	Hearing outcome was a stipulated settlement (example - new FED or Applicant to submit additional information to be considered)
Grand Total	113	93	1	70	2	120	71	92	72	95	729	

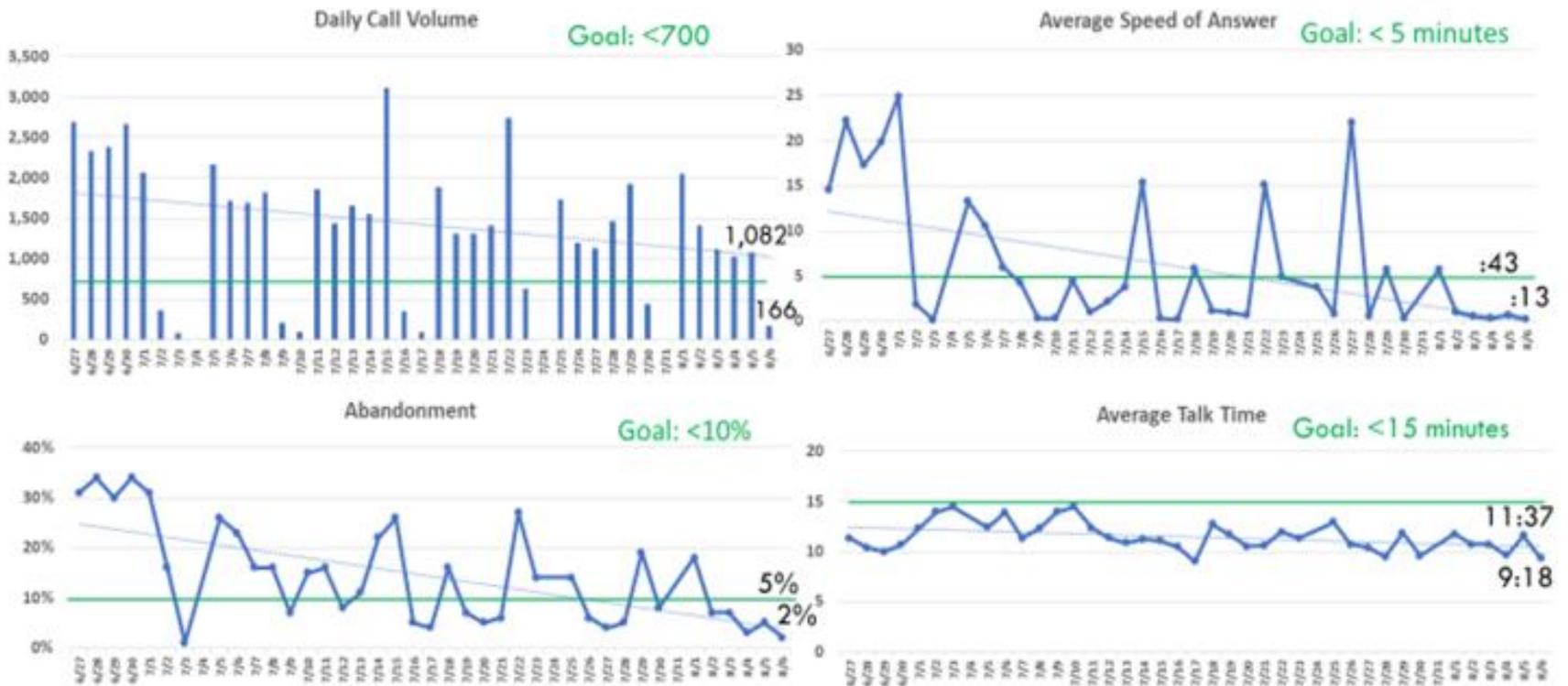
MCO Plan Change Reasons

Reason	Count
Prefers another MCO's benefits	663
Family/Friend Recommendation	81
Would not give reason	72
Doctor left plan	18
Can't stay with current nonparticipating doctor for treatment	14
Someone other than those listed above recommendation	13
Dissatisfied with Medical MCO Services	12
PCP Recommendation	11
MCO has denied/reduced my services	11
Prefers nonparticipating doctor or hospital	11
Dissatisfied with MCO's services/marketing rep	11
Dissatisfied with dental program/provider	6
Dislikes Making Appointments	5
Mail Plan Change - No reason given	5
Location of doctors inconvenient	5
Receives bills for services	3
Out of plan services wanted	3
Dislikes using referrals	2
Moved/Moving Out of Area	2
Language Problem	2
Disabled/Handicapped-Doctor's office not easily accessible	1
Dissatisfied with hospital	1
Pharmacist recommendation	1
Dissatisfied with range or length of services - too limited	1
Dissatisfied with vision program/provider	1
Grand Total	955



FMS Transition

FMS Transition



FMS Transition

Date	Inbound			Callbacks			Combined							
	Volume	Abandoned	%	Volume	Abandoned	%	Volume	Abandoned	%	Average Speed of Answer	Average Talk Time	Calls Answered Without Queuing	Unique Callers	Active Agents
6-Aug	156	3	2%	0	0	0%	166	3	2%	:13	9:18	165	93	19
5-Aug	1,082	95	9%	22	1	5%	1,104	96	9%	:43	11:37	806	571	98
4-Aug	1,032	28	3%	4	1	25%	1,036	29	3%	:19	9:38	876	581	56
3-Aug	1,118	77	7%	22	2	9%	1,140	79	7%	:34	10:44	823	587	53
2-Aug	1,412	105	7%	196	8	5%	1,568	113	7%	1:01	10:44	814	674	56
1-Aug	2,052	409	20%	862	101	12%	2,914	510	18%	5:43	11:45	749	954	60
30-Jul	441	35	8%	3	1	33%	444	36	8%	:24	9:34		263	22
29-Jul	1,922	399	21%	631	88	14%	2,553	487	19%	5:47	11:51		909	54
28-Jul	1,457	76	5%	25	2	8%	1,482	78	5%	:32	9:27		733	59
27-Jul	1,125	49	4%	1	0	0%	1,126	49	4%	:13	10:23		558	60
26-Jul	1,196	65	5%	81	10	12%	1,277	75	6%	:51	10:44		661	55
25-Jul	1,726	245	14%	550	69	13%	2,276	314	14%	3:47	12:55		860	59
23-Jul	631	87	14%	237	31	13%	868	118	14%	4:55	11:19		376	24
22-Jul	2,741	891	33%	1215	177	15%	3,956	1,068	27%	15:08	11:58		1307	55
21-Jul	1,413	84	6%	48	2	4%	1,461	86	6%	:39	10:36		753	60
20-Jul	1,305	62	5%	84	11	13%	1,389	74	5%	:56	10:31		623	54
19-Jul	1,311	89	7%	138	14	10%	1,449	103	7%	1:10	11:41		671	52
18-Jul	1,889	338	18%	850	92	11%	2,739	430	16%	5:50	12:45		822	60
17-Jul	90	4	4%	0	0	0%	90	4	4%	:13	9:02		77	15
16-Jul	353	18	5%	2	1	50%	355	19	5%	:20	10:26		199	20
15-Jul	3,111	1,000	32%	1,316	166	13%	4,427	1,166	26%	15:22	11:04		1,472	63
14-Jul	1,554	334	21%	429	95	22%	1,983	429	22%	3:50	11:13		798	68
13-Jul	1,648	186	11%	270	24	9%	1,918	210	11%	2:08	10:52		822	68
12-Jul	1,437	112	8%	95	16	17%	1,532	128	8%	1:00	11:22		709	64
11-Jul	1,854	307	17%	602	77	13%	2,456	384	16%	4:29	12:21		865	63
10-Jul	90	14	16%	4	0	0%	94	14	15%	:19	14:31		61	12
9-Jul	205	15	7%	3	0	0%	208	15	7%	:19	13:58		134	12
8-Jul	1,821	316	17%	537	72	13%	2,358	388	16%	4:14	12:18		902	63
7-Jul	1,693	311	18%	695	68	10%	2,388	379	16%	5:59	11:19		828	49
6-Jul	1,720	463	27%	674	99	15%	2,394	562	23%	10:32	13:55		875	46
5-Jul	2,171	671	31%	837	123	15%	3,008	794	26%	13:17	12:25		1,020	48
3-Jul	81	1	1%	0	0	0%	81	1	1%	:11	14:29		56	20
2-Jul	361	56	16%	62	12	19%	423	68	16%	1:51	13:58		193	22

8/4 (Thursday)

- Lowest weekday volume yet again!
 - Only 1,032 Calls
- Fast Response Times
 - Average Speed of Answer :19
 - Abandonment: 3%
 - <30 calls
 - 876 calls answered with no wait
- Extended hours today: 7am-8pm

FMS Transition

DCW CLOCK IN/OUT DATA FOR CLE & DCW

6/5-8/4

	Source				Status			
	Total	Ivrie	Ewlie	Portal	Total	Approval lock	Approved	Submitted
Shifts	665,416	59,256	405,434	200,726	665,416	552,438	108,937	4,041

	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	
	7/22/2022	7/23/2022	7/24/2022	7/25/2022	7/26/2022	7/27/2022	7/28/2022	7/29/2022	7/30/2022	7/31/2022	8/1/2022	8/2/2022	8/3/2022	8/4/2022	
unique DCW w Shift	10,873	10,882	10,885	10,887	10,969	10,975	10,976	11,000	11,005	11,008	11,027	11,046	11,068	11,081	92%
unique DCW w/o Shift	1,138	1,129	1,126	1,124	1,042	1,036	1,035	1,009	1,004	1,001	981	952	1,012	1,003	8%
Total DCW	12,011	12,009	12,009	12,009	12,008	11,998	12,080	12,084							
unique DCW paper	1,480	1,480	1,480	1,480	1,581	1,581	1,581	1,581	1,581	1,581	1,596	1,623	1,640	1,657	14%
unique CLE w Shift	8,789	8,791	8,792	8,793	8,846	8,848	8,849	8,858	8,860	8,861	8,872	8,882	8,892	8,902	94%
unique CLE w/o Shift	624	622	621	620	567	565	564	553	551	550	538	520	534	527	6%
Total CLE	9,413	9,411	9,411	9,411	9,410	9,402	9,426	9,429							

Questions?

