

Florida Association of Aging Services Providers e-Newsletter

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Sponsor: Greater Miami Catering/Master Host Caterers Guest Editor: Angela Vazquez, Southwest Social Services Program

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THIS ISSUE
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Message from the President

by John Clark, Council on Aging of West Florida, Inc.

Long Term Care Reform and its Impact

A few years ago, Florida embarked on a new venture; a Statewide Medicaid Managed Care Program (SMMC). The SMMC consisted of two programs; Long Term Care Managed Care and the Managed Medical Assistance Program. The Medicaid Long Term Care Reform has been approved by the Center for Medicare and Medicaid Services (CMS) and this year there will be a staggered implementation schedule in the 11 Regions in Florida (the 11 regions correspond to the 11 Planning and Service Areas). This reform will move all of the Home and Community Based Services (HCBS) Waiver and Assisted Living Waiver consumers into a Managed Care program that will be responsible for managing all their long term care needs. This will be a huge impact on consumers, current HCBS staff and Lead Agencies.

For current waiver consumers, the transition into a Managed Care plan which they will select should

be one that is seamless. With good choice counseling and a clear explanation of what is being done and why, consumers should continue receiving services which will help them remain in their own homes. In fact, the Agency for Healthcare Administration (AHCA) Invitation to Negotiate (ITN) contained lan-



guage that stated the Managed Care Plan must "ensure that an existing enrollee, who is receiving prior authorized services, has continuation of such services, at the cost of the new MCO, without any form of authorization and without regard to whether such services are being provided by a participating or non-participating providers, and ensure the continuation of such services (up to 60 days) until the enrollee receives an assessment, a plan of care is developed and services are arranged and authorized as required to address the long term care needs of the enrollee."

This should provide for a relatively smooth transition for

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URGENT! Elimination of LSP, ADI and other Aging Projects

The Appropriations Committee on Health and Human Services has been meeting over the last several weeks and they have invited many stakeholders to come forward to discuss the benefit/value of certain "projects" in the budget. The Committee had their final meeting on issue of "projects" on Wednesday, February 20th.

At the conclusion of the meeting Senator Grimsley stated that all of the "projects" in the meeting packet (found here: http://www.flsenate.gov/Committees/Show/AHS/) will be ELIMINATED unless Members (Senators) come forward to express the importance of the "projects" and the value to the community. Members (Senators) MUST come forward by March 6, 2013 to make a case to restore funding to the "projects" on the list. The Elder Affairs specific "projects" can be seen in the meeting packet or CLICK HERE. Additionally, Senator Grimsley invites Members (Senators) to come forward to propose new "projects" they see as worthy. To find your Senator visit http://www.flsenate.gov/Senators/Find. The contact information for the Health and Human Services Committee Members can be found here: http://fcoa.org/2013%20FL%20Senate%20and%20House%20Committees%20and%20Leadership.pdf

Local Service Projects (LSP) and Alzheimer's Disease Projects (ADI)/Memory Disorder Clinics are among the items slated to be eliminated.

To listen to the podcast of the meeting visit http://www.flsenate.gov/Committees/Show/AHS/, scroll down the page to the section called Meeting Records. Then select 'podcast' in the row for meeting date February 20, 2013. The Senators closing comments about the "projects" being eliminated begins at 1hour 50 minutes 15 seconds.

Contact Senator Grimsley to advocate for the aging projects on the list to be eliminated.

Email: grimsley.denise.web@flsenate.gov

District Office: 205 South Commerce Avenue, Suite A, Sebring, FL 33870, (863) 386-6016

Tallahassee Office: 306 Senate Office Building, 404 South Monroe Street, Tallahassee, FL 32399-1100

(850) 487-5021

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consumers. Over the long term, the recent announcement by the Governor to request a significant increase in funding for Nursing Home Diversion and Medicaid Waiver Programs will also mean that the MCO will be able to ultimately serve more eligible consumers. However, for the staff and Lead Agencies, who currently operate the Medicaid Waiver Programs, the changes will be more significant and more profound.

For many Lead Agencies there will be a considerable loss of revenue impacting the operations of the entire agency. While the impact will vary from agency to agency, there can be no doubt that it will be significant for most. One of the largest impacts will be on the case management and case aide departments of agencies. As these services are transitioned to the MCOs, staffing for those departments within many agencies will be drastically reduced. We would hope that many of our case management staff would find a "new home" in the MCOs that will be performing the case management function as Lead Agency staffs have much experience to offer.

Of course, another challenge to overcome for some agencies, will be contending with staff who leave for a new position, and yet, the Lead Agency will still be responsible for all the duties required of a Medicaid Waiver case management agency until the transition to a MCO is completed. The challenge will be to figure the best way to perform those duties, knowing that you most likely could not hire someone for just a few weeks or months. Providers will be up to the challenge!

As we transition to a new model, Lead Agencies certainly are owed a debt of gratitude for their hard work and many sacrifices over the past decades, but we remain most committed to those we have served for many years. While we have agencies to run, our focus should always be on the consumer. We cannot be so overwhelmed by the forest that we no longer see the trees. Throughout the past decades, and into the future, it has always been, and will continue to be, about the consumer *and* not the agency.

Recognize A Valuable Service Employee You Know with a FASP Award!

The 2013 FASP Awards Committee has begun accepting nominations for the 2013 Minotty Eye Foundation Best Direct Service Employee of the Year.



The deadline for submissions is **Wednesday**, **May 15**, **2013**. FASP Members are encouraged to nominate a Florida aging service employee who has:



- added value to the service being delivered that has benefited the elders served;
- gone above and beyond job requirements to provide customer service and ensure customer satisfaction;
- developed community resources and support to the services being provided; and demonstrated a high level of commitment to excellence.

The Minotty Eye Foundation Best Direct Service Employee of the Year Award acknowledges an employee who makes a difference in the lives of seniors individually or through a unit, group, agency or organization.

Each year, FASP presents this award during the Florida Conference on Aging to honor the dedication of Florida service employees. The 2013 Florida Conference on Aging will be held August 12-14, at the Grande Lakes J.W. Marriott – Orlando, Florida.

Due to the generosity of the Minotty Eye Foundation's sponsorship, the Award winner will receive **one year complimentary membership** and **complimentary registration on Tuesday, August 13th** to receive their award which includes \$500.00 for themselves and \$500.00 for their Agency.

Nominations can be submitted online <u>2013 FASP Award Nomination</u>. If you have any questions, please contact <u>moreinfo@fasp.net</u> or call (850) 222-2575.

New Inclusive Coordinated Transportation Partnership Project Issues RFP

The Community Transportation Association of America, with support from the U.S. Administration for Community Living and in collaboration with the Federal Transit Administration and national partners, has published an opportunity for grants of up to \$20,000 for up to 20 organizations for a six month period to assist in the documentation, further development and replication of models for involving seniors and people with disabilities in the planning, design and implementation of coordinated transportation systems or processes.

It is intended that the practices found to be successful by the Inclusive Coordinated Transportation Partnership Grants will be replicable in other states and communities.

All grant applications must be submitted by email to transitplanning4all@ctaa.org by the deadline: 11:59 p.m. Eastern Time on March 20, 2013. More information on the Inclusive Planning Project Grant and Application can be found online.



A teleconference for interested applicants will be held on March 5, 2013 at 2 p.m. Eastern Time.

Call in number: 800-245-1683. Passcode: 267438.

Care Provider Background Screening Clearinghouse Update

Changes in law passed during the 2012 legislative session significantly modifies background screening for many service providers regulated by a variety of state agencies including health care providers licensed by the Agency for Health Care Administration (Agency) under Chapter 408, Part II, Florida Statutes (F.S.).

House Bill 943 created a "Care Provider Background Screening Clearinghouse" or "Clearinghouse." The purpose of the Clearinghouse is to provide a single data source for background screening results of persons required to be screened by law for employment in positions that provide services to children, the elderly, and disabled individuals. The Clearinghouse shall allow the results of criminal history checks to be shared among specified agencies when a person has applied to volunteer, be employed, be licensed, or enter into a contract that requires a state and national fingerprint-based criminal history check. (Section 435.12, Florida Statutes).

The Clearinghouse is scheduled to go live for all Agency regulated providers on January 1, 2013. Please click here to see the full Clearinghouse FAQ for important information about the Clearinghouse implementation scheduled for January 1, 2013 or visit http://ahca.myflorida.com/MCHQ/Centreal Services/Background Screening

Here are just a few of the Frequently Asked Questions:

What benefit(s) do I (the provider) get from employees being part of the Clearinghouse?

The Clearinghouse will provide numerous benefits to providers, including reduced costs and more upto-date information. The Clearinghouse will allow the results of criminal history checks to be shared among specified state agencies, thereby reducing duplicative screenings for individuals requiring screening across multiple state agencies. In addition, with the implementation of the Clearinghouse, applicants will now have their fingerprints retained for a period of 5 years. The retention of fingerprints will allow the Florida Department of Law Enforcement (FDLE) to report any new arrest/registration information to the specified state agencies. In turn, if during that 5 year period the individual is arrested and/or added to a registry, a notification will be sent to the employing provider. The retention of fingerprints will also provide a cost savings for those employees that are in the Clearinghouse but have had a lapse in employment greater than 90 days. After a 90 day lapse in employment, these applicants would only be required to pay for a new national criminal history check (currently \$16.50).

Do I have to participate in the Clearinghouse?

Beginning Jan. 1, ALL fingerprints will be retained. For only the cost of a photo (most are under \$5) and signing the privacy policy, an individual will be in the Clearinghouse.

The benefit of the Clearinghouse is for persons who would otherwise have duplicate criminal record checks. Any applicant who applies for a position to work with a vulnerable population and is required to be screened by a specified agency will have less expense than current expenses if he or she:

- Is continuously employed for 5 years
- Has to have two checks (e.g., licensing and employment or licensing and Medicaid)
- Changes employment (e.g., works for a day care center and moves to a nursing home)
- Leaves employment and returns after 90 days (this will require a national check only)
- Volunteers with these agencies/populations, as well as being employed
- Volunteers with multiple agencies

The applicants who will not save are those who apply and do not continue in their licensing, employment or volunteering capacities (e.g., move out of state).

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Are there any additional costs associated with the Clearinghouse?

Screenings completed for the Clearinghouse will cost \$64.50* + the applicable Livescan fee. This fee includes the following:

- \$24.00 state criminal history fee
- \$16.50 national criminal history fee
- \$24.00 FDLE fingerprint retention fee

If a person already exists in the Clearinghouse, but has had a 90 day lapse in employment, the **resub-mission** (national criminal history check) will cost \$16.50. As you can see, in this situation the Clearinghouse is providing employers/providers with a \$48.00 savings.

*Fees are subject to the FDLE/FBI and may change in the future. Any changes in fees will be communicated to providers.

What if there are no Live Scan service providers who have photo capability in my area?

If there is not a Livescan Service Provider with the capability to transmit photographs in your area, the applicant may still be screened and have their fingerprints retained by FDLE. The results of the criminal history check, however, will **not be** entered into the Clearinghouse and will **not be** shared with other state agencies.

LiveScan Site / Service Provider Page

Information for LiveScan Service Providers regarding the Agency's background screening process and requirements.

Announcing FASP e-Newsletter's 2013 Health Care Sponsor



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(left to right) John Clark, Paula Tietian, Karen Deigl

Is "Council on Aging" in Your Organization's Name?

Recently, Florida's Attorney General Pam Bondi's office issued a press release about a nursing home management company called "Council on Aging of Florida". The press release indicated the Executive Director and the Assistant Director were arrested for Medicaid fraud. The highly unusual good fortune that fell to FCOA was the sentence in the brief press release that read: "The Council on Aging of Florida is a nursing home management company, and it is not affiliated with the Florida Council on Aging." FCOA has written a letter of appreciation to the Attorney General and spoken with the person who prepared the press release.

Nonetheless, FCOA received calls from reporters and remains concerned about additional press as the case moves forward. Will we always be so fortunate to have the clarification? Possibly not. And, the local CBS affiliate put it on their website with the name incorrectly listed: "Florida Council On Aging Executive Director Arrested". A friend in a local PR firm alerted us and the station quickly changed it, but we saw how easily these mistakes can occur.

Any local provider with Council on Aging associated with their name should also be prepared. This case is likely to get additional press as the case moves through the courts and/or is settled. Be proactive to protect your agency! Reach out to your press contacts, particularly the newspapers, and use this opportunity to cement your organization's good name and honorable mission. Use this event to, once again, remind your community of who you are and of the great works that you do. It will help with your fundraising and your advocacy as well.

DOEA/FASP Executive Committee Meeting Summary- February 1, 2013

FASP Executive Committee Members Present

John Clark, Ellen Campbell, Liz Lugo, Ginna O'Connor, Sarah Stroh

DOEA Members Present

Richard Prudom, Marcy Hajdukiewicz, Thane Hutchinson, Adam Lovejoy, John Manalo

Management Firm Staff Present

Margaret Lynn Duggar, Barbara Denmark

Joint Letter from FASP & F4A

FASP and Florida Association of Area Agencies on Aging (F4A) sent a joint letter to Secretary Corley regarding the elimination of the Service Cost report and the questions about the Cash Advance Policy. DOEA responded to the two questions on Cash Advances:

1. Can we get an additional month of advance to go from 2 months advance to 3 months advance?

The Department can go up to 3 months depending on the justification from the AAA on why the provider needs 3 months instead of 2 months. DOEA reported that as soon as the contract is executed, then the provider can request an advance.

2. Could DOEA recoup those advances in the last quarter?

That would be problematic for the Department for cash flow reasons. If the Department were to recoup in the last quarter it could inhibit them from paying bills. The Department could possibly delay the recoup but it would then need to be a higher rate then 1/12th possibly 1/6th.

As a follow-up to last August's meeting with Secretary Corley and the discussion on Repayment of Advances, FASP has formed a committee of 5 CFOs who have met over the past few weeks. This committee will formulate a response and meet with DOEA to discuss further.

Elimination of the Service Cost Report

The elimination of the Service Cost Report was agreed to by both the FASP and F4A. When will the elimination of this report take effect? DOEA reported that some of the AAA stated that the report is useful to them and that they do use the report; DOEA will talk with F4A to clarify. FASP contacted F4A to clarify the reports elimination and F4A emailed their response directly to DOEA that the Service Cost Report should be eliminated.

NOTE: In a personal meeting with Margaret Lynn Duggar on February 5th, Richard Prudom promised this issue would be resolved by February 8, 2013.

Medicaid

Was it new or current funding that was used to release all the recent Medicaid waivers? DOEA reported that it was current funding. DOEA has taken the responsibility of the waitlist management in-house and they reviewed it on a state wide basis. They have a robust system in place that looked at expenditures, people in the system and people in the pipeline. In January, it was realized that they would be able to release approximately 8,000 people from the waitlist.

Choice Counseling

The ADRC will handle all program education. Automated Health System (AHS) has contracted with Agency for Healthcare Administration (AHCA) for non-aging choice counseling.

The Enrollment Broker will be sending letters out to clients. There are five different topics:

- 1. Here is the new program and what it is about
- 2. Welcome to the new program Listing of service providers in your area pick among them who to call if you need information
- 3. If you didn't choose a service provider yet please do so
- 4. Thank you for choosing a service provider
- 5. After first 90 days they can change provider otherwise locked in for the remainder of the year.

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DOEA is working with AHCA on developing a flyer that case managers can hand out that explains the program and that informational letters are on their way.

The first roll out of Choice Counseling will be with PSA 7 on August 1, 2013 then PSAs 8, 9, 1, 2, 10, 11. The PSA 7 Enrollment Broker will be contacting Service Providers to handout information and provide training. Face-to-Face training will occur before the go live date.

Background Screening

The cost of the Background Screening through the Clearinghouse is significantly higher than just going through DOEA. The rate went from \$53.50 to \$83.50. This new rate not only includes a photo but also includes the \$6 per year retention fees for years 2 thru 5. All fees are paid in first year and nothing else over the next 4 years. Once screened thru the clearinghouse the person will not have to be screened for any other HHS Agencies. The Federal Bureau of Investigations (FBI) and Florida Department of Law Enforcement (FDLE) have agreed on common purpose screening for all HHS Agencies. AHCA will start in January and each agency will start in a different month. FASP has requested that DOEA place information about DOEA's current and future screening practices on their website.

DOEA Legislative

The only policy issue that DOEA is pushing this year is a streamlining bill to bring the ombudsman process in-line with the Older Americans Act to make the program more effective. The bill's House sponsor is Representative Ken Roberson, Chair of the Sub-Committee related to Health Care. Senator Hayes put the bill into drafting while DOEA confirms a sponsor. DOEA is tracking a PCB that will be heard in Children Family and Elder Affairs that deals with ALFs and there are a couple of ombudsman provisions in the bill. DOEA will be meeting with Committee Chair Sobel next week about adding as much of their ombudsman bill as possible to the PCB. DOEA will send the final language to the FASP Board.

DOEA presented their budget to the Appropriations Sub-Committee. The Chair of the Appropriations Sub-Committee requested all reviews of budget be presented at the 50,000 foot level. The Governor's office has announced a \$24.2 million income funding for the Nursing Home Diversion waiver program and the ADA waiver program.

Adam Lovejoy and Thane Hutchison scheduled Secretary Corley to visit with 31 legislators to discuss the mission of Department of Elder Affairs, how important it is and how critical the services that they provide are to seniors. He emphasized the relevance of the Department moving forward as we transition towards Managed Care.

It is important to know that Secretary Corley has been front and center from day one with legislators so they get to know who DOEA is, and what they are all about. The Secretary presented DOEA as lean and mean and that they get great value for the taxpayers' dollars. DOEA was impressed with the members' reactions when the Secretary explained the volunteer efforts and the sheer number of people and what that means if you were to quantify in dollars to their effort. It is a phenomenal story of the whole Aging Network. One of the Secretary's main talking points was about how the Aging Network works and the partnership between the Department and all the providers.

Electronic Signatures

Is there any progress in allowing the electronic client files without having to maintain a paper backup? Starting with the CARES offices, DOEA is trying to get rid of all the paper. Technology has caught up with the indexing needs of the Department. The Department has gone into electronic assessment and that is considered the official record so a paper form is not needed. DOEA has developed an electronic policy that is routing thru the Department prior to going to the Deputy and Secretary for signature. Electronic Signatures are included in the draft of the policy.

Transition of Med waiver to Managed Care

DOEA is developing protocols and procedures with the Area Agencies on Aging (AAAs). All providers will be notified in the near future on how transferring of client files will need to be done.

FASP Board Member - It can be time extensive and costly from a staffing point to make paper copies or scanning files – Is there going to be a mechanism in place to recover costs or reimbursement? DOEA will take that in consideration as they develop the protocols.

The language in the ITN (Continuation of Services) is key to a seamless transition of clients: "the managed care organization must ensure that an existing enrollee who is receiving prior authorized services has continuation of such services at the cost of the new MCO without any form of authorizations and without regard to whether such services are being provided by participating or non-participating providers and insure the continuation of such services up to 60 days until the enrollee receives an assessment, a plan of care is developed and services are arranged and authorized as required to address the long term care needs of the enrollee."

701B Implementation and Training

Online training is in process and planned for early summer with implementation a month or two after that. Case Managers will be able to take the training in sections and to retake any sections for clarification. This training will be able to replace UCAT training. The department is trying to be more conscience of people's time. There will also be a few video examples of role playing to help Case Managers to be able to deal with the any discomfort of asking extremely personal questions.

Upcoming Events

March 2013

March 20, 2013: Miami, FL, *Interprofessional Geriatric Training*. Earn up to 20 CEU/CME on-site or via live broadcast (7 CEU/CME) and by accessing online video education sessions (additional 13 CEU/CME) between March 28th and May 31, 2013. Visit http://www.miami.edu/magec/events.htm for more information.



April 2013

April 30, 2013: Tallahassee, FL *Ambassadors for Aging Day* —see press release below.

May 2013

May 23-24, 2013: Orlando, FL, Florida Hospice & Palliative Care Association Annual Conference— *Journey: Mapping Our Past, Paving New Roads.* Visit http://www.floridahospices.org/forum for more information.

June 2013

June 2-5, 2013: Portland, OR. *AIRS Conference—Blazing the Trail in I&R* Visit http://www.airs.org/i4a/pages/index.cfm?pageid=3412 for more information.

August 2013

August 12-14, 2013: Orlando, FL, Grande Lakes JW Marriott. Florida Conference on Aging. *Changing in Aging.* Visit http://www.fcoa.org or call 850-222-8877 for more information.

Ambassadors for Aging Day

Join us April 30, 2013, at the 13th Annual Ambassadors for Aging Day at the State Capitol.

Over 1,000 attendees travel from across the state to participate in this event, which honors Florida seniors and caregivers with performers, exhibitors, free health screenings, SHINE counseling, free lunch, and a noon program including speakers such as the Governor, Lt. Governor, cabinet officials, and legislators.

The event serves as an opportunity for Florida's leaders to celebrate the many accomplishments of our seniors, while allowing seniors to learn more about the programs and services available to them.

Visit http://elderaffairs.state.fl.us/doea/afad.php for more information.



FASP is on Facebook - Are You?



Do you or does your organization have a Facebook or Twitter account? We would love to "like" "Friend" and/or "follow" you too.

FASP - Florida Association of Aging Services Providers Facebook page

http://www.facebook.com/home.php?#!/pages/FASP-Florida-Association-of-Aging-Services-Providers/186392068069967

FASP - Florida Association of Aging Services Providers Twitter http://twitter.com/FLAgingServProv



DOEA - Florida Department of Elder Affairs Facebook page

http://www.facebook.com/pages/Florida-Department-of-Elder-Affairs/128604923878650?sk=wall

FCOA - Florida Council on Aging Facebook page

http://www.facebook.com/home.php?#!/pages/Florida-Council-on-Aging/74320166787

FCOA - Florida Council on Aging Twitter

http://twitter.com/#!/FCOA1



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The intent of the FASP Newsletter is to keep you informed about program updates and information relating to aging services providers. If you have any comments about the newsletter, suggestions on ways to improve it and/or items you would like included, please contact FASP Symplement at 1850 einfo@fasp.net or by phone at (850) 222-3524.

The mission of FASP is to support and advocate for public and non-profit organizations engaged in the provision of community-based services to Florida's elders to improve their quality of life.

Mark your calendars now!

The 2013 Florida Conference on Aging will be held
August 12-14, 2013
at the
Grande Lakes J.W. Marriott in Orlando

Early Registration available online now



