

PrimePartners

for Case Managers

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Update on Provider Signature Requirement for Elderly Waiver (EW) Members

Leah Roell, RN, Care Coordinator

The Minnesota Department of Human Services (DHS) requirement, effective January 6, 2017, that lead agencies must obtain a signature from each Home and Community Based Service (HCBS) provider on all new and updated Elderly Waiver (EW) support plans has not yet been implemented by the managed care organizations (MCOs) in Minnesota, including PrimeWest Health.

Because the requirement and its subsequent updates led to several questions, implementation was delayed. DHS has now provided clarification about the requirement, and MCOs have been meeting to determine the best way to implement it and provide necessary training. PrimeWest Health and the other MCOs in Minnesota are looking to partner with DHS for a statewide training to be held in late September or October.

At this time, there are no changes to PrimeWest Health processes. Please watch for announcements as we finalize plans for training. PrimeWest Health does not expect counties to implement this change until training has been provided.

As you await further announcements, PrimeWest Health encourages you to review the **Provider-signature requirements for HCBS support plans** page in DHS's **Community-Based Services Manual (CBSM)** and the associated **frequently asked questions page** (last updated June 14, 2017). 

Elderly Waiver (EW) Service Agreements vs. Service Authorizations

Elizabeth Warfield, RN, BSN, PHN, Care Coordinator

The terms "service agreement" and "Service Authorization" are sometimes used interchangeably. While there are some similarities between the two, they have very different uses.

Service agreements for Elderly Waiver (EW) services

A Service Agreement allows an Elderly Waiver (EW) provider to bill PrimeWest Health and receive payment once services have been provided. County case managers create EW service agreements in the care plan and are responsible for working with providers to make sure the service agreement matches the claim. There are no associated authorization numbers, and a service agreement is not a guarantee of payment. In order for an EW

claim to be paid, the claim must match the service agreement. The service agreement created in the care plan must provide the following information:

- The service – type, procedure code, number of units, rate per unit, and the frequency and date span a service has been authorized for
- The member – name, date of birth, Person Master Index (PMI) number, diagnosis code, and case mix
- EW provider – name and National Provider Identifier/Unique Minnesota Provider Identifier (NPI/UMPI)
- The managing county and county case manager's name

Service Authorizations

PrimeWest Health participating providers need to get a Service Authorization for certain services before PrimeWest Health will cover them. Non-participating providers are required to get Service Authorizations for most services. Both participating and non-participating providers request a Service Authorization by submitting a **request form** to PrimeWest Health along with other pertinent information. Providers are encouraged to get a Service Authorization prior to providing the service. County case managers help facilitate the Service Authorization process as needed, including directing members to call PrimeWest Health with any questions and reminding providers to submit all pertinent medical information.

If a Service Authorization request is approved, an authorization number is generated and both the member and the provider are notified. This is not a guarantee of payment. To receive payment, the member must be eligible for coverage when the service is provided and billing policy guidelines must be followed.

The takeaway

Service agreements are only required for EW services and are created by the county case manager who works with the provider to ensure accuracy between the service agreement and associated claims. Service Authorizations are generally initiated by a provider for certain services that may or may not be covered depending on coverage criteria, medical necessity, and other information. Service Authorizations are reviewed for coverage determination by PrimeWest Health and authorized services are assigned an authorization number. Neither a service agreement nor a Service Authorization is a guarantee of payment.

For more information, see **Chapter 5, Service Authorization**, of the PrimeWest Health *Provider Manual*. 

Parkinson's Disease and Mental Health

Alicia Buse, RN, BSN, PHN, Care Coordinator

Parkinson's disease is a progressive disorder that affects the nervous system, causing tremors, slowed movement, and impaired balance and coordination. Initial symptoms may be subtle and gradually increase in severity. Because of the physical changes caused by Parkinson's disease and uncertainty about the future associated with worsening symptoms, many people with Parkinson's disease also suffer from depression and anxiety.

As a county case manager, you can help members with Parkinson's disease manage depression and anxiety by helping them develop coping strategies and teaching stress reduction techniques, such as deep breathing. Exercise is another way to improve mental health that also helps improve motor function. Encourage members with Parkinson's disease to talk to their provider about what exercises are right for them. Also, be sure to let members know about resources available to them such as psychologists and support groups. Having someone to talk to can play a big role in mental health.

You can find more information about Parkinson's disease through the Parkinson's Disease Foundation website, **www.pdf.org**. This is also a good resource to share with members—it includes educational materials, contact information for a helpline/email service, and tips on living with Parkinson's disease.

Source: Resources for Integrated Care, "Geriatric-Competent Care: Diagnosis and Treatment of Parkinson's Disease," June 28, 2017, **www.resourcesforintegratedcare.com/sites/default/files/Diagnosis_and_Treatment_of_Parkinson%27s_Disease.pdf**. 

Minnesota Department of Human Services (DHS) Special Needs BasicCare (SNBC) Dental Access Improvement and Evaluation Project

Leah Anderson, Dental Services Coordinator

In January 2017, managed care organizations (MCOs), including PrimeWest Health, started working on interventions outlined by the Minnesota Department of Human Services (DHS) to improve dental access and utilization for Special Needs BasicCare (SNBC) members. This is a 3 – 5 year program aimed at increasing the number of SNBC members who receive at least one dental visit during a calendar year. DHS has provided MCOs with three mandatory interventions: Dental Case Management, Special Needs Community Dentist and Staff Mentoring Program, and Teledentistry Demonstration. There are also three optional, but encouraged, interventions: Expand Dental Service Contracts, Provider Education, and Support Community Dental Treatment Clinics. MCOs are required to work collaboratively on the three mandatory interventions.

Of particular interest to county case managers is the Dental Case Management intervention. As you know, PrimeWest Health already includes dental activities in case management, and routine dental care is encouraged. The DHS recommendation for this area is that all MCOs agree upon similar processes for dental case management. To be consistent and to meet the DHS requirements, the role of county case managers in this intervention is to use any additional resources that PrimeWest Health provides to enhance dental care for SNBC members.

As part of the Dental Case Management intervention, PrimeWest Health will contact SNBC members who have not had a dental visit in the last 12 months, either by phone or letter. We will also be providing SNBC members with education about how oral health affects overall health, discussing barriers to receiving dental care, and connecting SNBC members with a dental provider who can meet their needs. This outreach is expected to begin later this year. If we contact any of the members you work with, we ask that you encourage them to take advantage of the dental services available to them.

If you have any questions regarding this project, please contact **Leah Anderson**. 

Summer 2017 Lunch and Learn Recap

Elizabeth Warfield, RN, BSN, PHN, Care Coordinator

On July 12, 2017, PrimeWest Health hosted a Lunch and Learn at the Broadway Ballroom in Alexandria, MN. The featured presenter was Scott Nyegaard, a motivational interviewing trainer from the Legacy Group in Bemidji, MN. PrimeWest Health is working with Mr. Nyegaard to identify motivational interviewing materials that we can share with county case managers. We will send an email announcement when the materials become available.

The Lunch and Learn also included a presentation covering various updates related to Home and Community Based Services (HCBS) given by Maureen Melgaard-Schneider, PrimeWest Health's Senior Services Manager. If you have questions about the HCBS presentation, please email them to Maureen at maureen.ms@primewest.org. 

Medicaid Management Information System (MMIS) Managed Care Screening Document Changes

Elizabeth Warfield, RN, BSN, PHN, Care Coordinator

On July 20, 2017, the Minnesota Department of Human Services (DHS) held a video conference covering upcoming Medicaid Management Information System (MMIS) managed care screening document changes scheduled to go into effect September 1, 2017. During the session, DHS reviewed the new screening document type "H" (Health Risk Assessment [HRA]), new assessment value "50" (person not located), and new requirements regarding the entry of non-waiver Personal Care Assistant (PCA) assessments in MMIS.

Several questions were posed during the session, and DHS identified multiple things it plans to clarify in a soon-to-be released bulletin. The following webinar speakers from DHS requested questions be directed to them:

- Sue Kvendru, sue.kvendru@state.mn.us
 - Questions about Minnesota Senior Health Options/Minnesota Senior Care Plus (MSHO/MSCH)
- Deborah Maruska, deb.maruska@state.mn.us
 - Questions about Special Needs BasicCare (SNBC)
- Lynn Glockner, lynn.glockner@state.mn.us
 - Questions about MMIS 

Disability Linkage Line® Will Soon Become Disability Hub MN

Elizabeth Warfield, RN, BSN, PHN, Care Coordinator

In August 2017, the Disability Linkage Line® will become Disability Hub MN. The service will remain a free, statewide resource network for Minnesotans with disabilities, but will be updated to include a stronger focus on person-centered practices, to offer more opportunities for communication and engagement, and to make it easier for Minnesotans with disabilities to access the resources and tools they are looking for.

Disability Hub MN will be located online at disabilityhubmn.org. The phone number, **1-866-333-2466** (toll free), will stay the same as will the network partnership with MinnesotaHelp.info. 

Important Dates

✓ County supervisor meeting

Meetings are held the third Thursday of the month, from 10 a.m. to 2 p.m., at PrimeWest Health in Alexandria, unless otherwise noted.

August 17

September 21

October 19

November 16

December 21

Contact Information

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