**NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES**

# 1915(c) Home and Community-Based Services Community Alternatives Program for Children (CAP/C) Community Alternatives Program for Disabled Adults (CAP/DA)
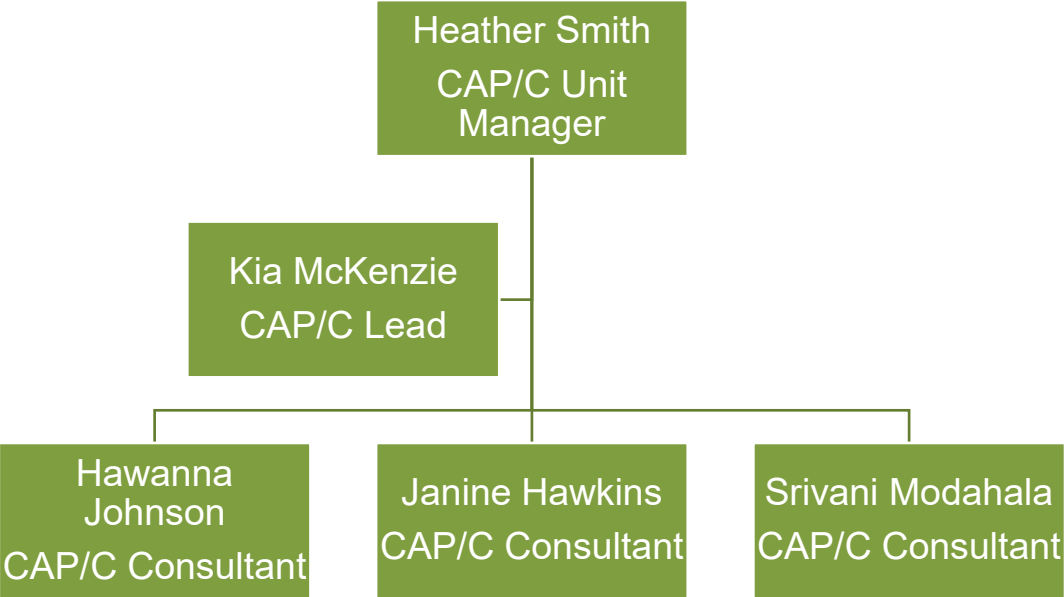
## NC Medicaid LTSS Provider Forum

**June 25, 2024**
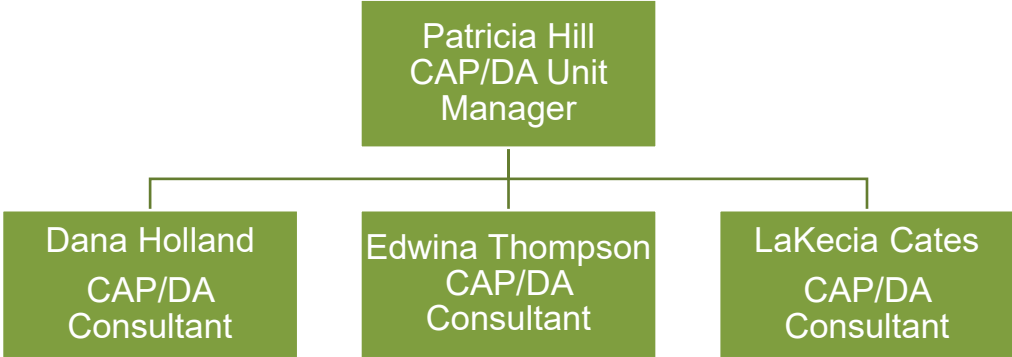
# Overview of Engagement

Topics of Discussion

- Program Leaders and Administrative Oversight

- Program Enrollees & Waitlisted Participants

- Program Demographics

- Program Utilization

- New Access Rule and Implementation Timeline
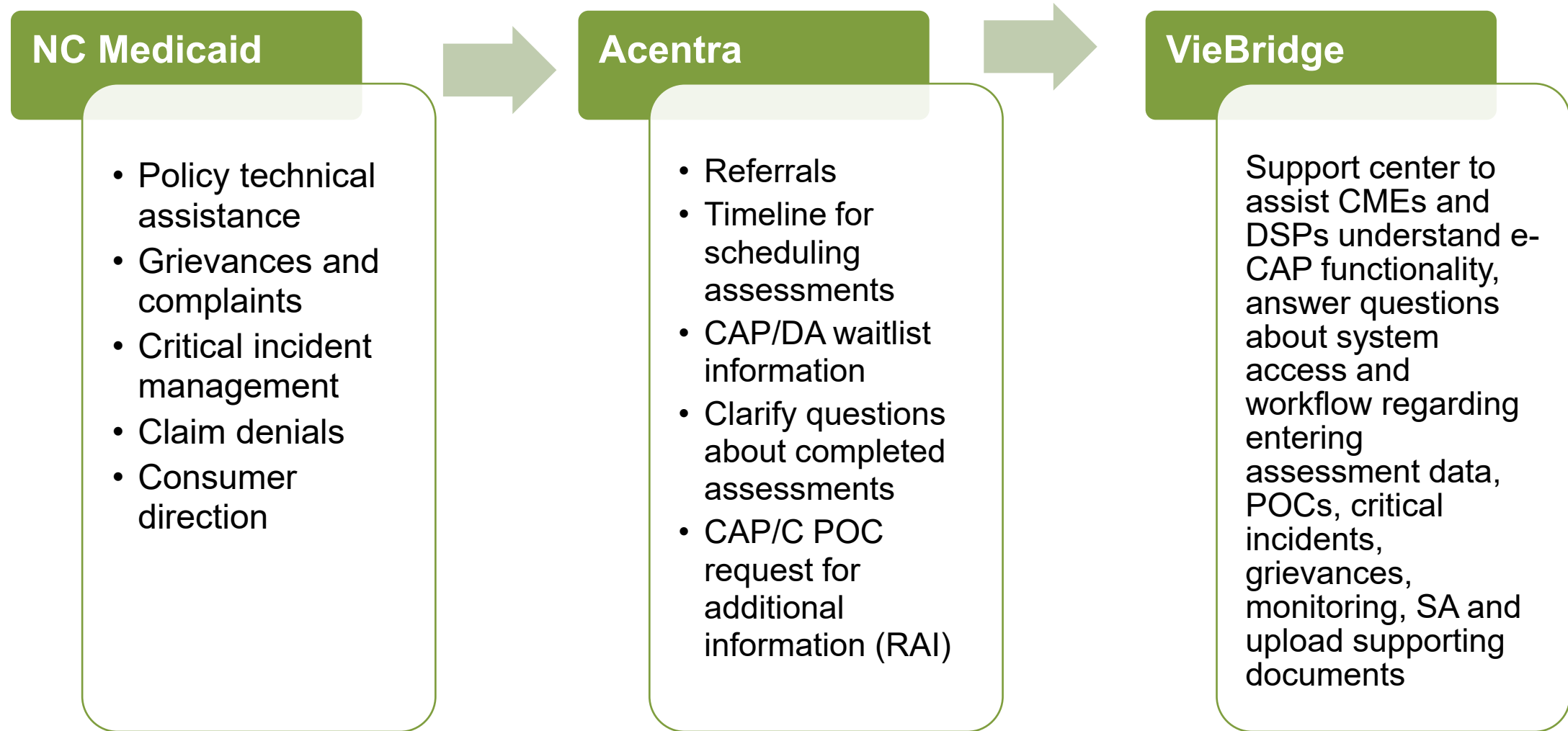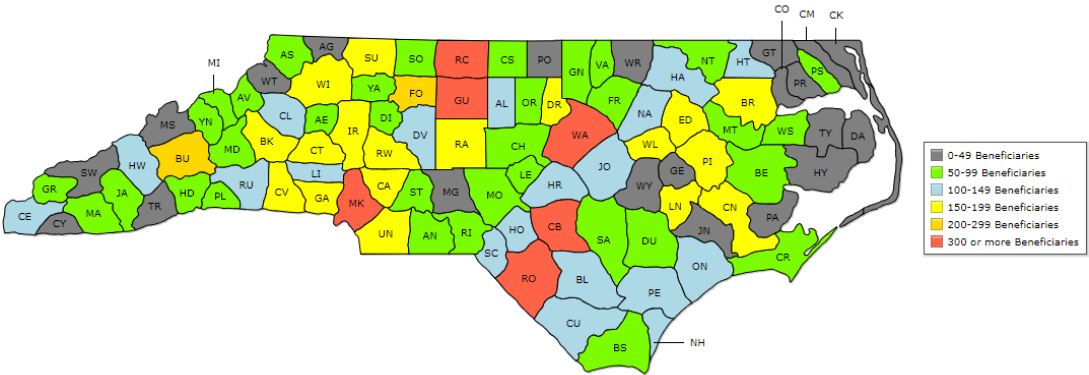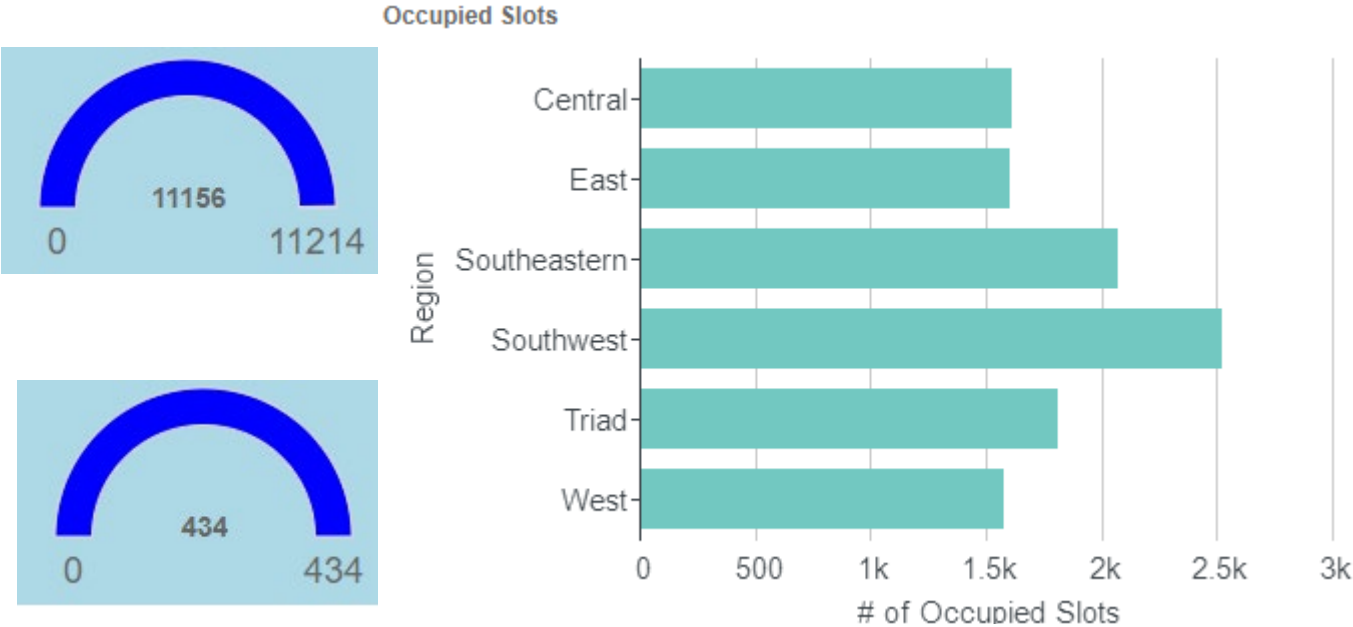
- Current & Future Planning

- Q and A

# Program Leaders

## CAP/C

```
                    Heather Smith
                    CAP/C Unit
                    Manager
                         │
        Kia McKenzie     │
        CAP/C Lead       │
              ┌──────────┼──────────┐
   Hawanna          Janine Hawkins    Srivani Modahala
   Johnson          CAP/C Consultant   CAP/C Consultant
   CAP/C Consultant
```

## CAP/DA

```
                    Patricia Hill
                    CAP/DA Unit
                    Manager
           ┌─────────────┼─────────────┐
    Dana Holland    Edwina Thompson    LaKecia Cates
    CAP/DA          CAP/DA             CAP/DA
    Consultant      Consultant         Consultant
```

# Program Administration

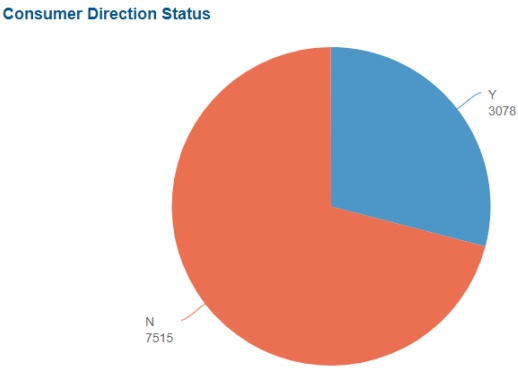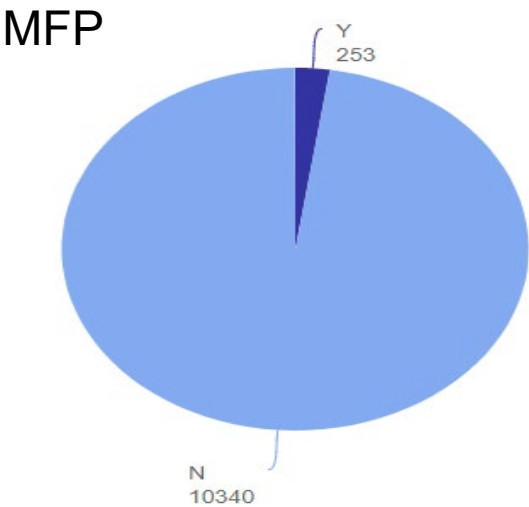| NC Medicaid | Acentra Health | CME |
|---|---|---|
| Administrator of the CAP/C and CAP/DA waivers. <br><br> Responsible for: <br> • Participant enrollment <br> • Management of expenditures and utilization <br> • Confirmation of LOC <br> • Requirements of service plan development <br> • Initiation of prior approval <br> • Requirements of provider qualifications and enrollment <br> • Statewide rate setting methodology <br> • Development and technical support of rules and policies <br> • Quality assurance and quality improvement activities | Review usage of CAP/C and CAP/DA for program enrollment and service approval. <br><br> Responsible for: <br> • Accept and process referrals <br> • Complete SRFs to determine initial indication of LOC <br> • Schedule in-person initial assessments <br> • Conduct in-person assessments <br> • Convene an MDT to determine eligibility for enrollment in the CAP waiver <br> • Review and decide on submitted POCs <br> • Review CAP/DA POCs for qualify assurance | Day-to-day management entity. <br> Responsible for: <br> • Case management including assessment, care plans, monitoring, linking and follow-up. <br> • Complete annual and change in status assessments <br> • Complete service plan that includes the POC <br> • Collaborate with providers to monitor the POC for health, safety and well-being <br> • Complete incident reports and follow-up to ensure HSW |

# Contact Tree

**NC Medicaid**

- Policy technical assistance
- Grievances and complaints
- Critical incident management
- Claim denials
- Consumer direction

**Acentra**

- Referrals
- Timeline for scheduling assessments
- CAP/DA waitlist information
- Clarify questions about completed assessments
- CAP/C POC request for additional information (RAI)

**VieBridge**

Support center to assist CMEs and DSPs understand e-CAP functionality, answer questions about system access and workflow regarding entering assessment data, POCs, critical incidents, grievances, monitoring, SA and upload supporting documents

# CAP/DA Enrollees and Waitlisted Participants



Data pulled May 31, 2024

# CAP/DA Demographics
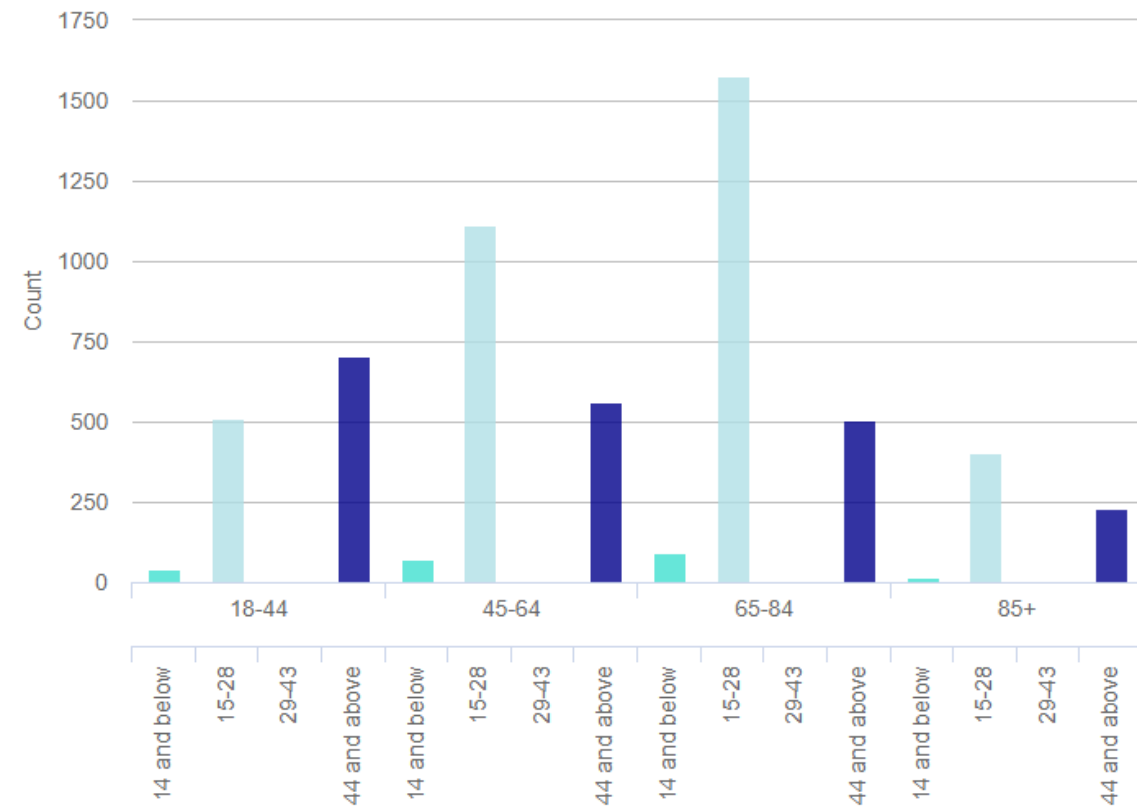


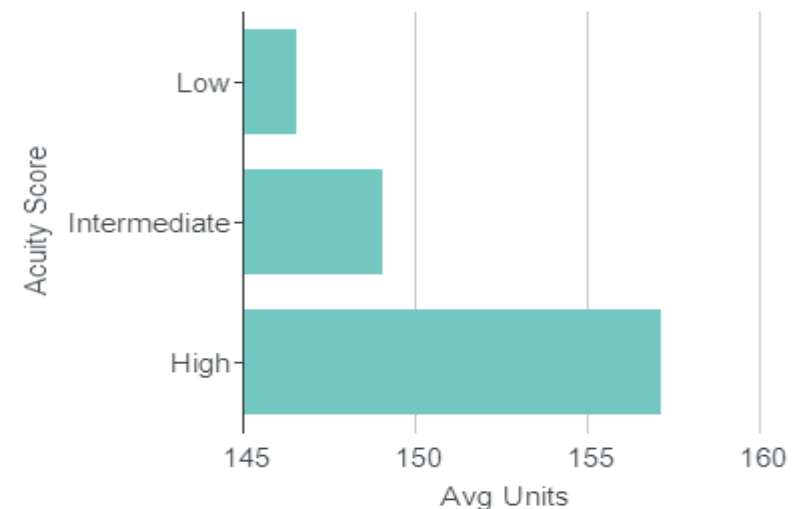**Gender By Age Group**
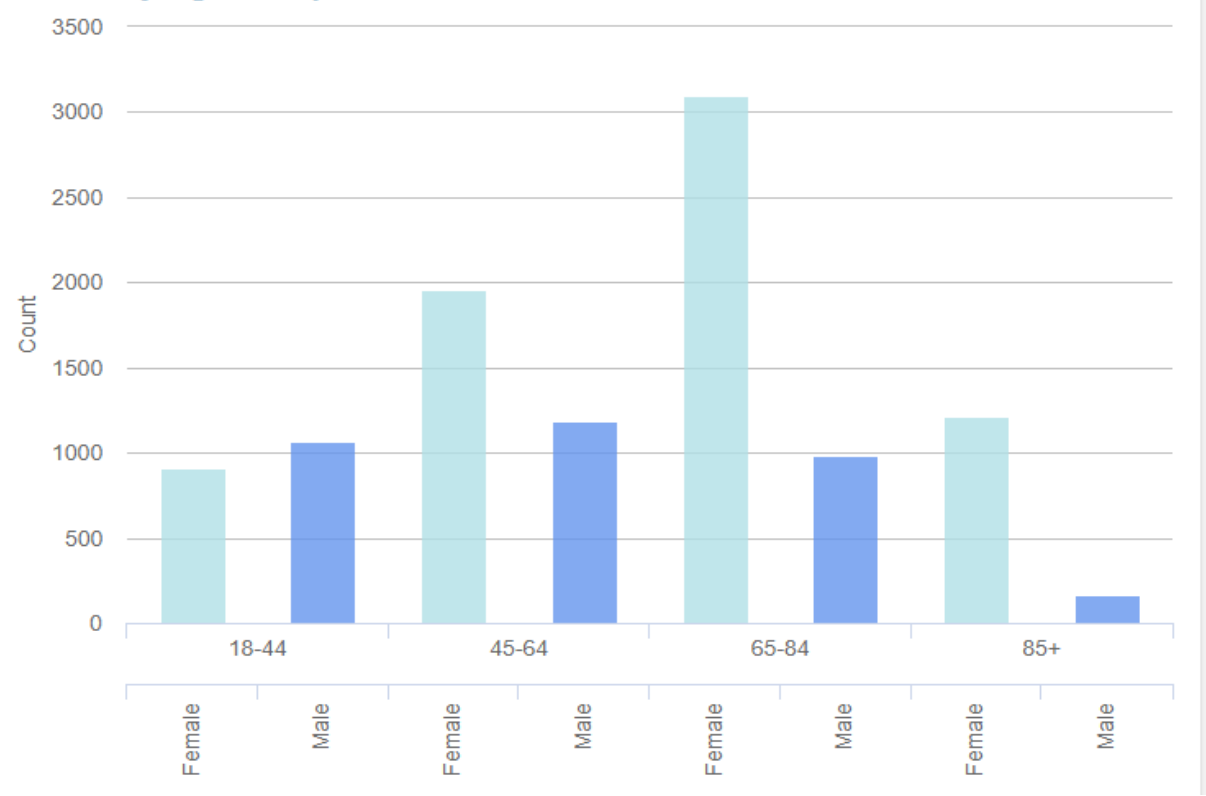
**Ethnicity**

**Race**

Data pulled May 31, 2024

# CAP/DA Acuity Need and IHA Utilization



ADL Cumulative Score By Age Group
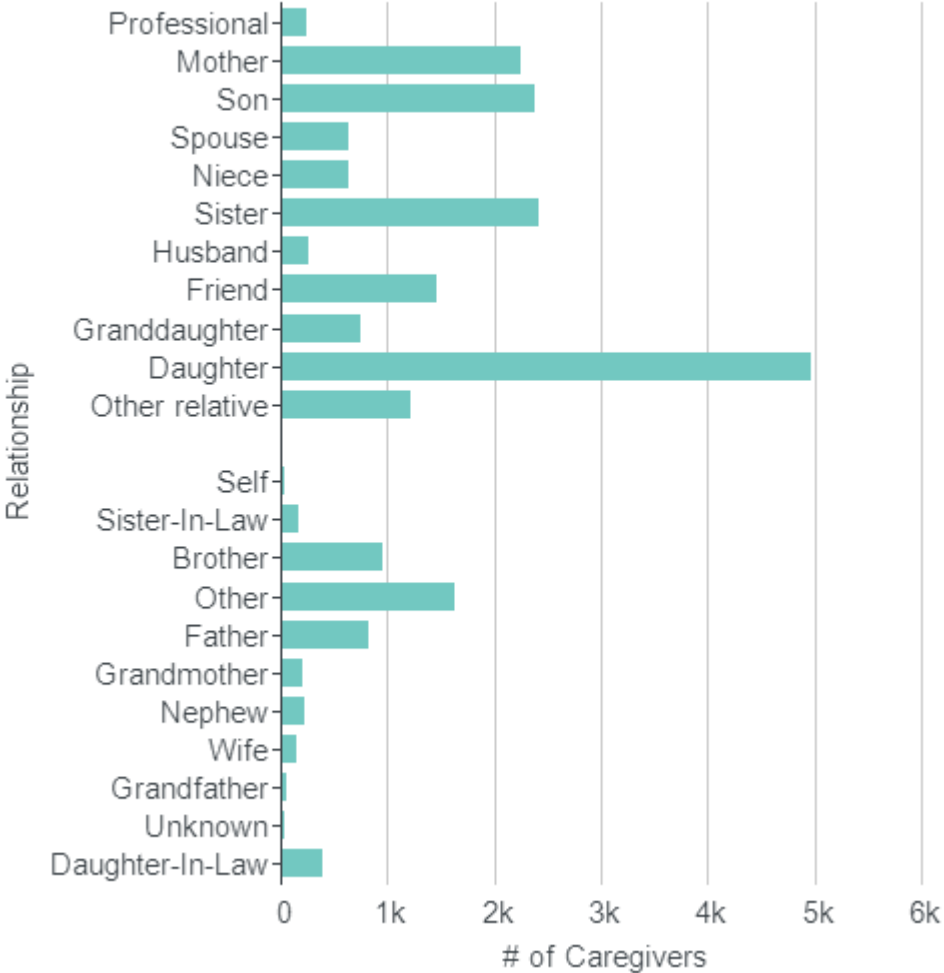


S5135 - Average Weekly Units by Acuity Score
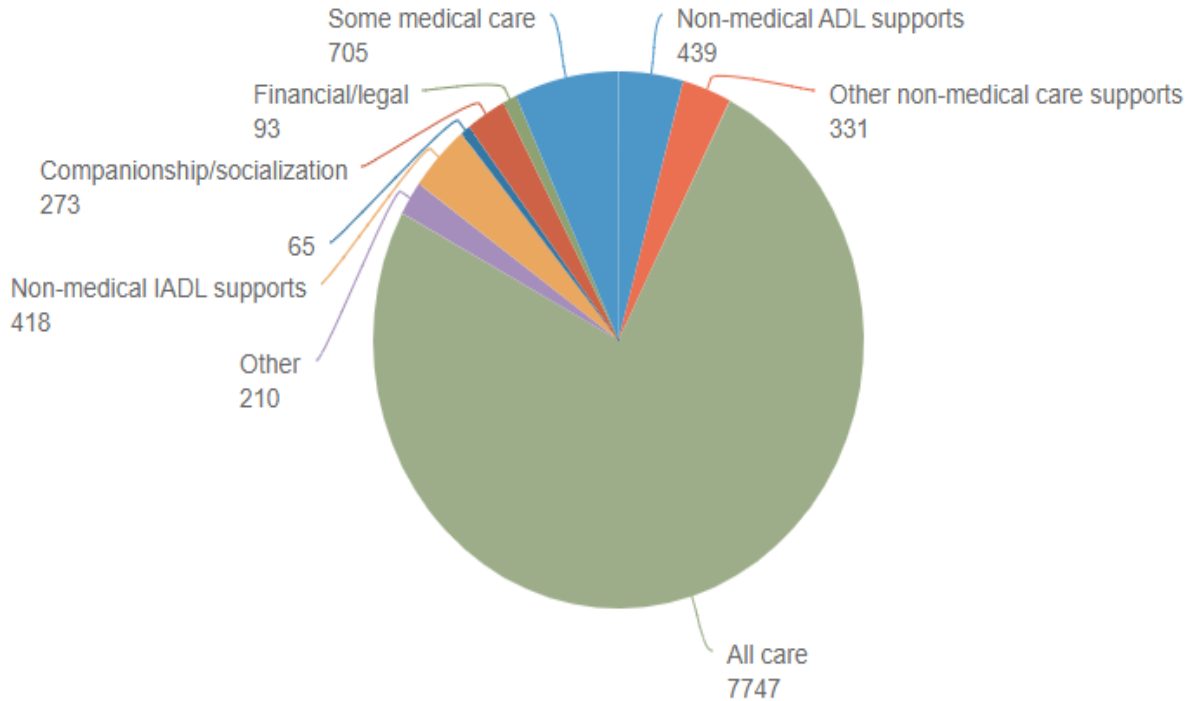


S5125 - Average Weekly Units by Acuity Score
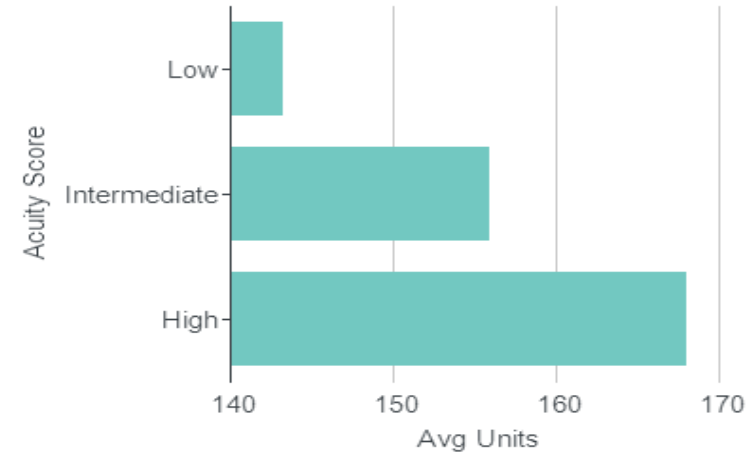
Data pulled May 31, 2024

# CAP/DA Primary Caregiver Relationships

## Caregiver Relationships to Beneficiary



| Total Caregivers |
| --- |
| 21505 |

## Primary Caregiver By Principal Role



Some medical care
705

Non-medical ADL supports
439

Financial/legal
93

Other non-medical care supports
331

Companionship/socialization
273

65

Non-medical IADL supports
418

Other
210

All care
7747

Data pulled May 31, 2024

# CAP/DA SERVICE OPTION UTILIZATION

■ Provider-Led ■ Consumer-Directed ■ Coordinated Caregiving



- 7362
- 3074
- 149

SERVICE OPTIONS

# CAP/DA HCBS UTILIZATION

■ AHD ■ IHA ■ PAS ■ MOW ■ PGS ■ Respite ■ PERs ■ HM



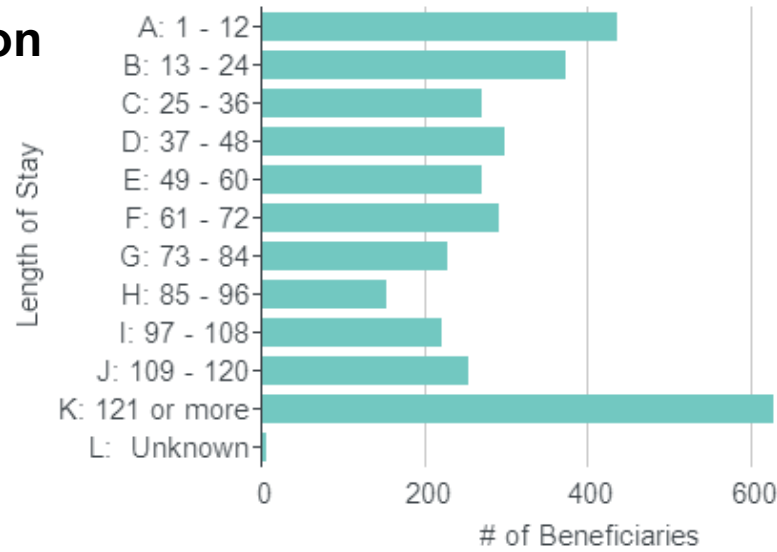- 193
- 7318
- 3056
- 694
- 1351
- 3719
- 4727
- 985
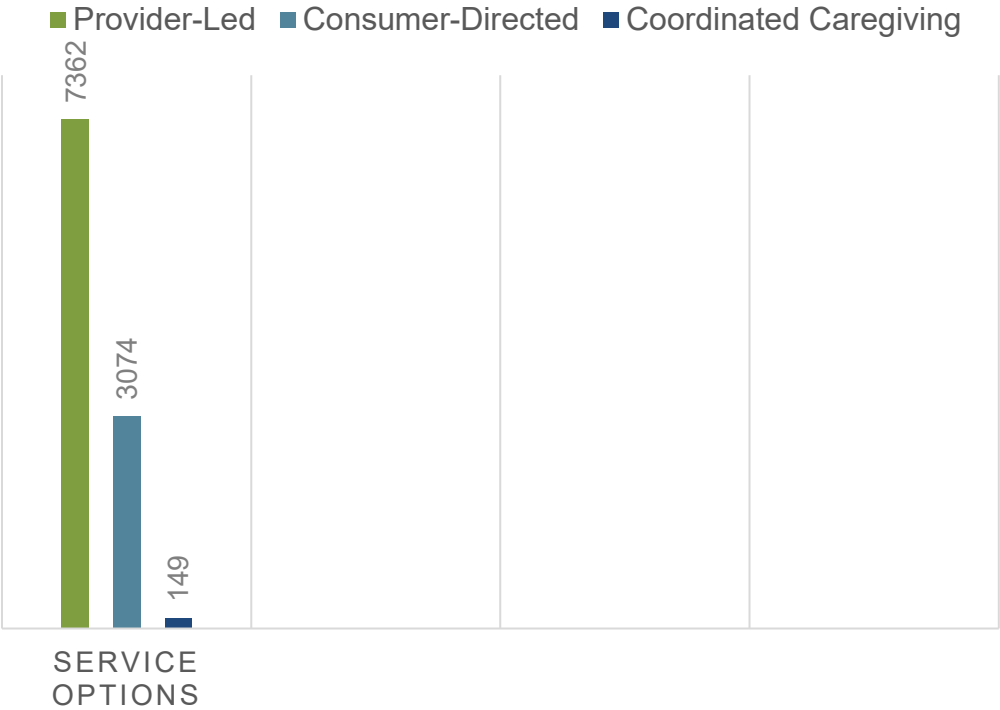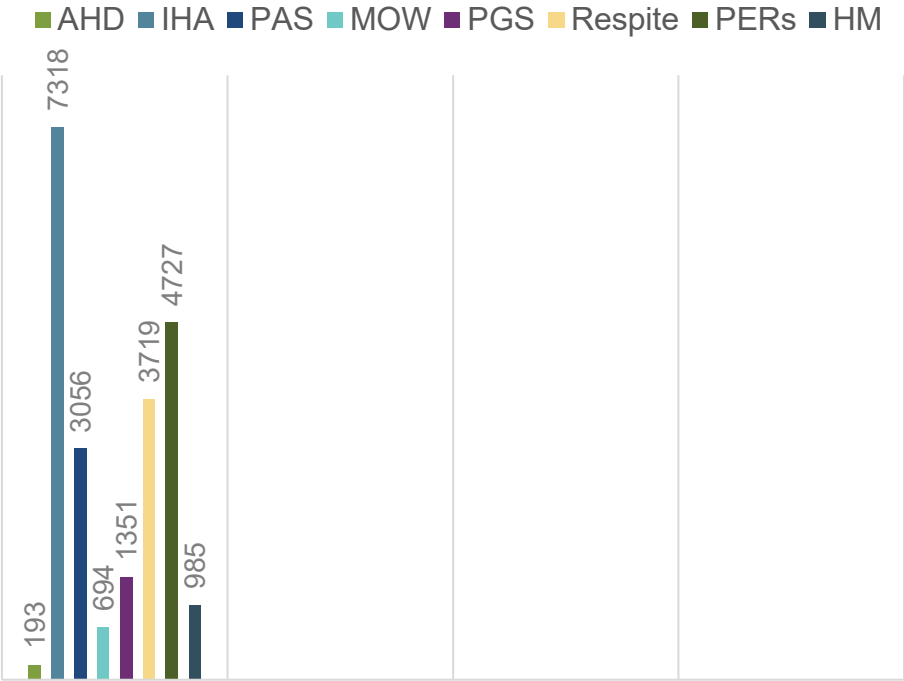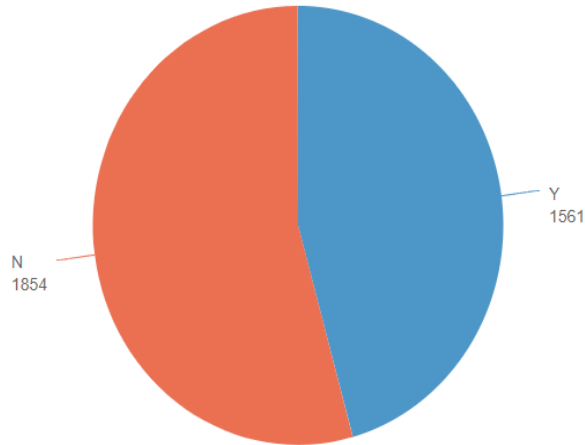
Data pulled May 31, 2024

# CAP/C Enrollees

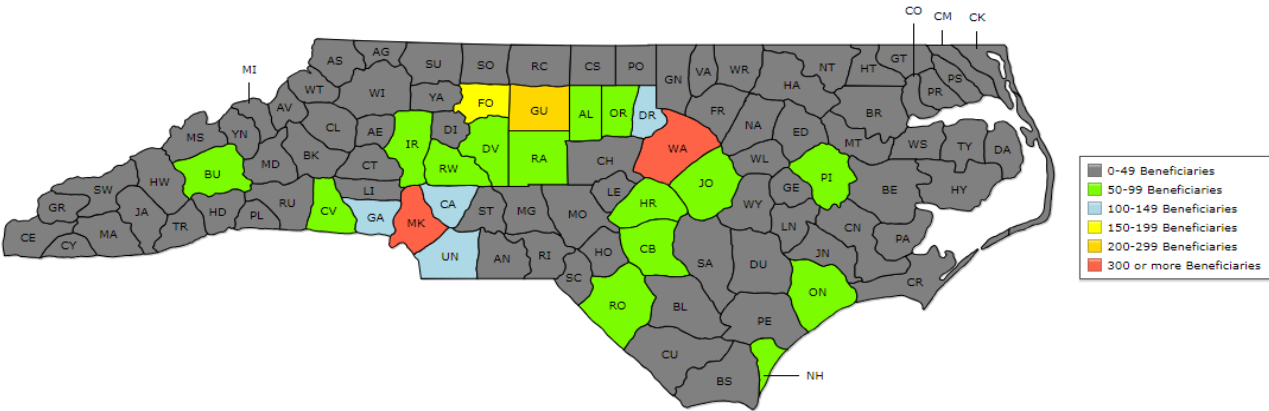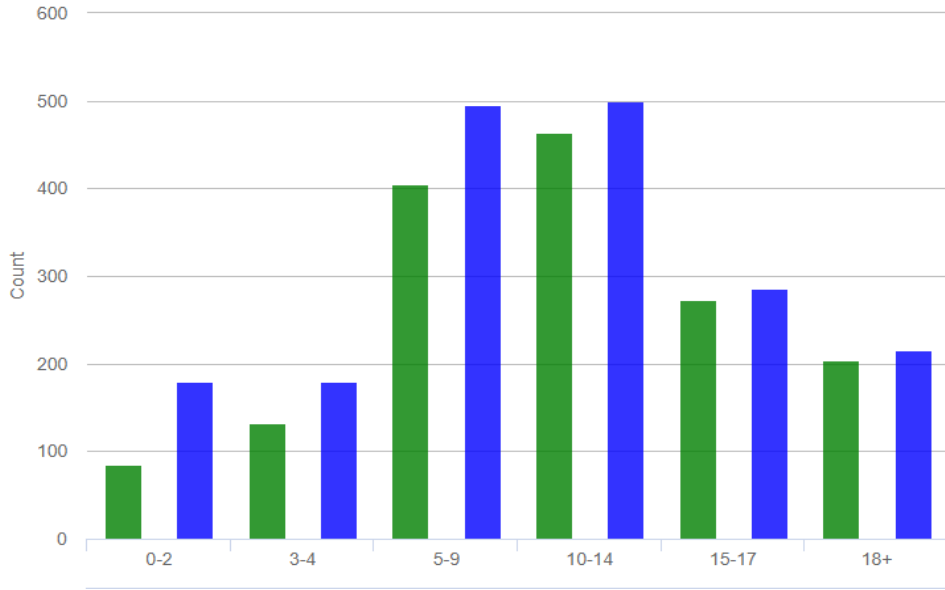## CAP/C Slot Distribution



## All Beneficiaries By Length of Stay (In Months)



## Consumer Direction Status



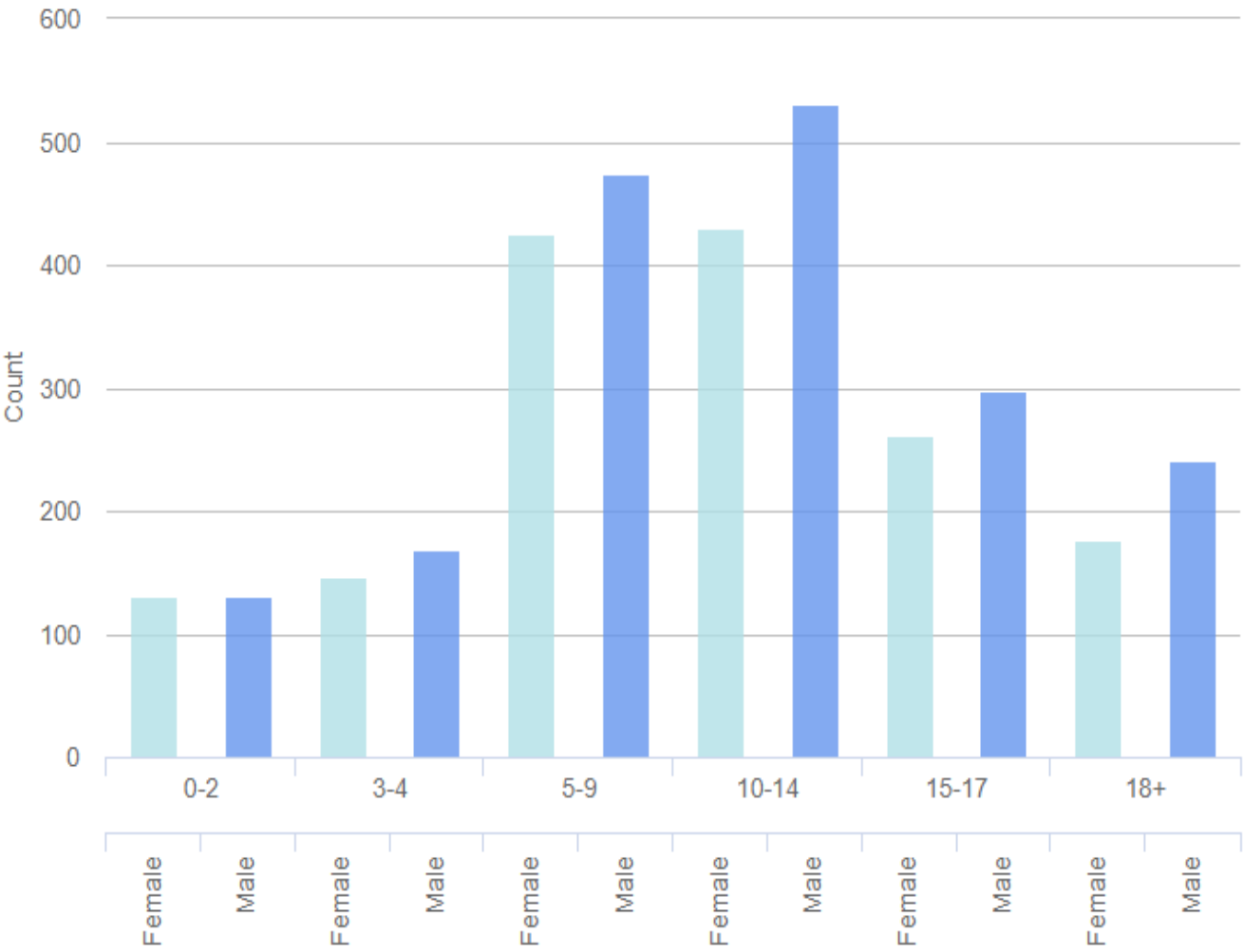## Consumer Direction By Age Group



Data pulled May 31, 2024

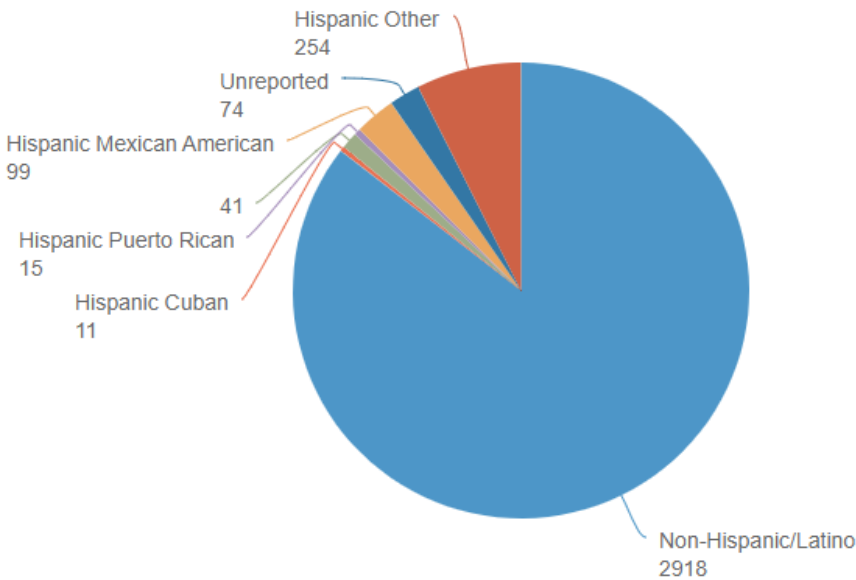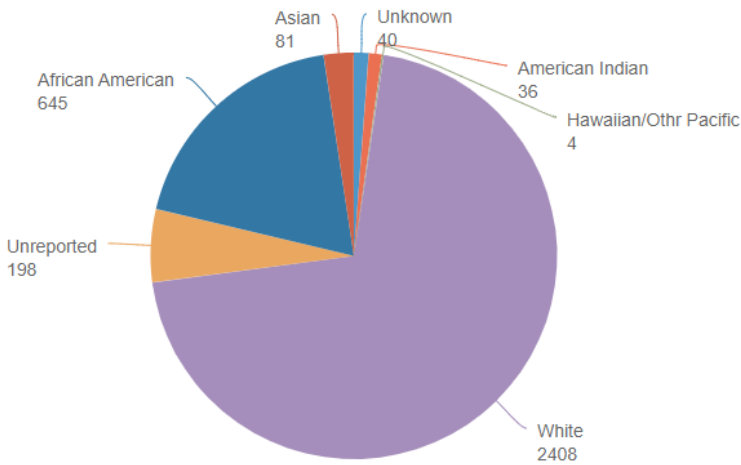# CAP/C Demographics

## Gender By Age Group



Data pulled on May 31, 2024

## Ethnicity



Hispanic Other 254
Unreported 74
Hispanic Mexican American 99
41
Hispanic Puerto Rican 15
Hispanic Cuban 11
Non-Hispanic/Latino 2918

## Race



Asian 81
Unknown 40
African American 645
American Indian 36
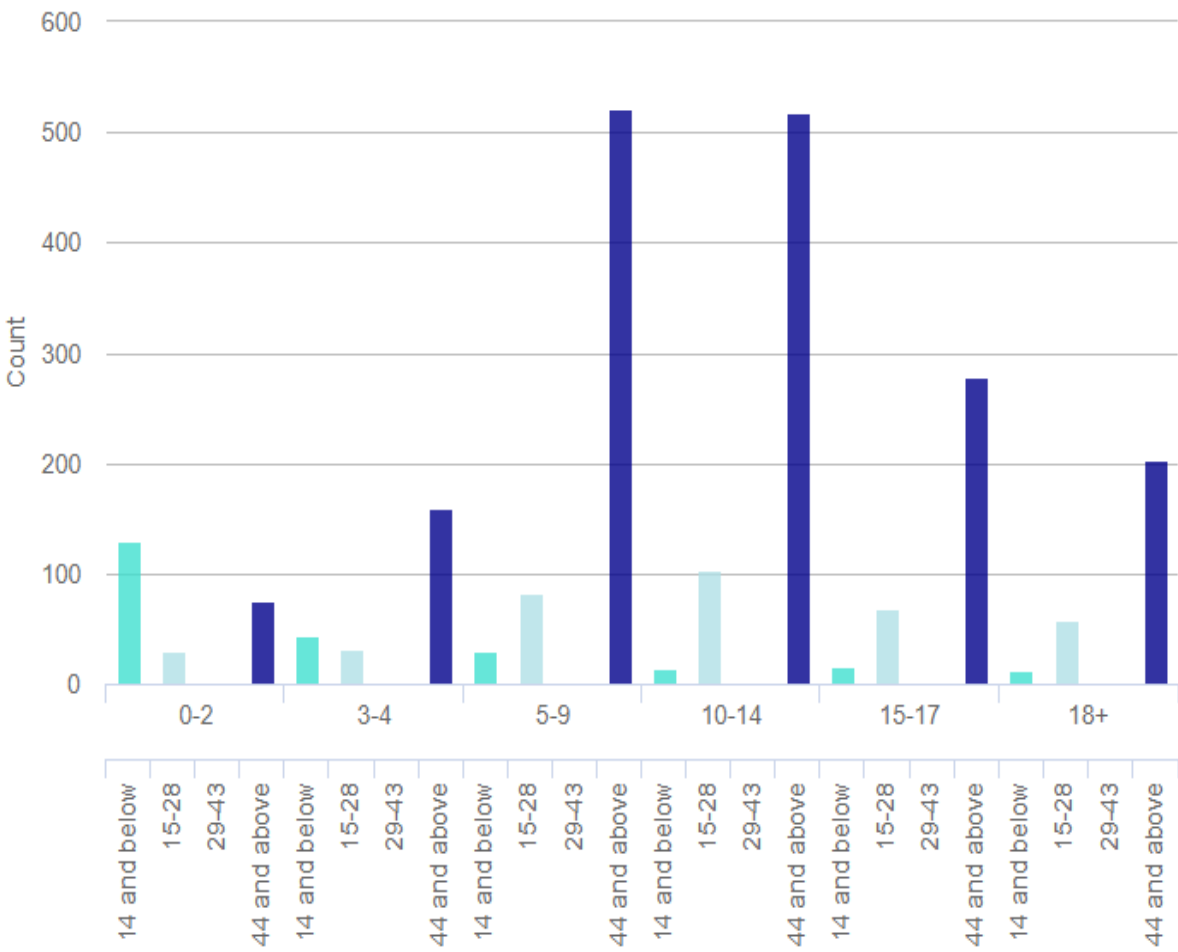Hawaiian/Othr Pacific 4
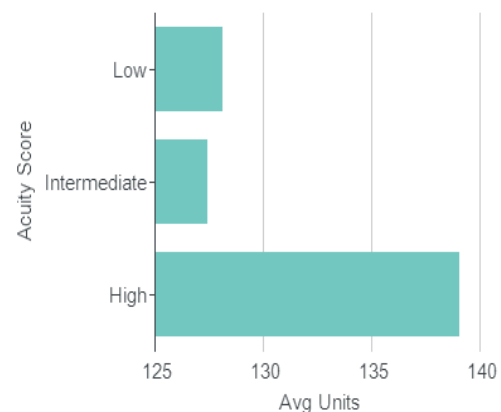Unreported 198
White 2408

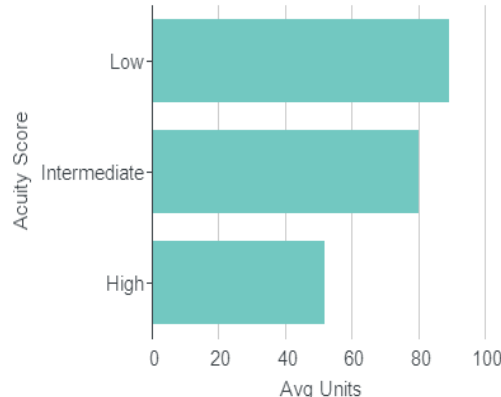# CAP/C Acuity Need and IHA/PNA Utilization
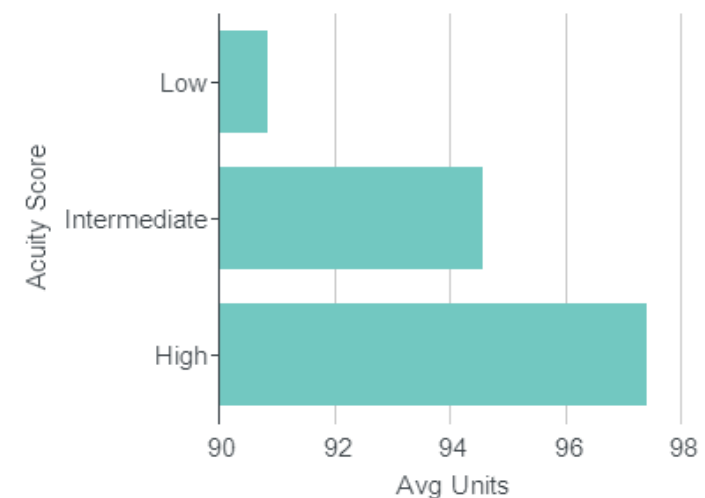


ADL Cumulative Score By Age Group



S5125 - Average Weekly Units by Acuity Score



T2027 - Average Weekly Units by Acuity Score



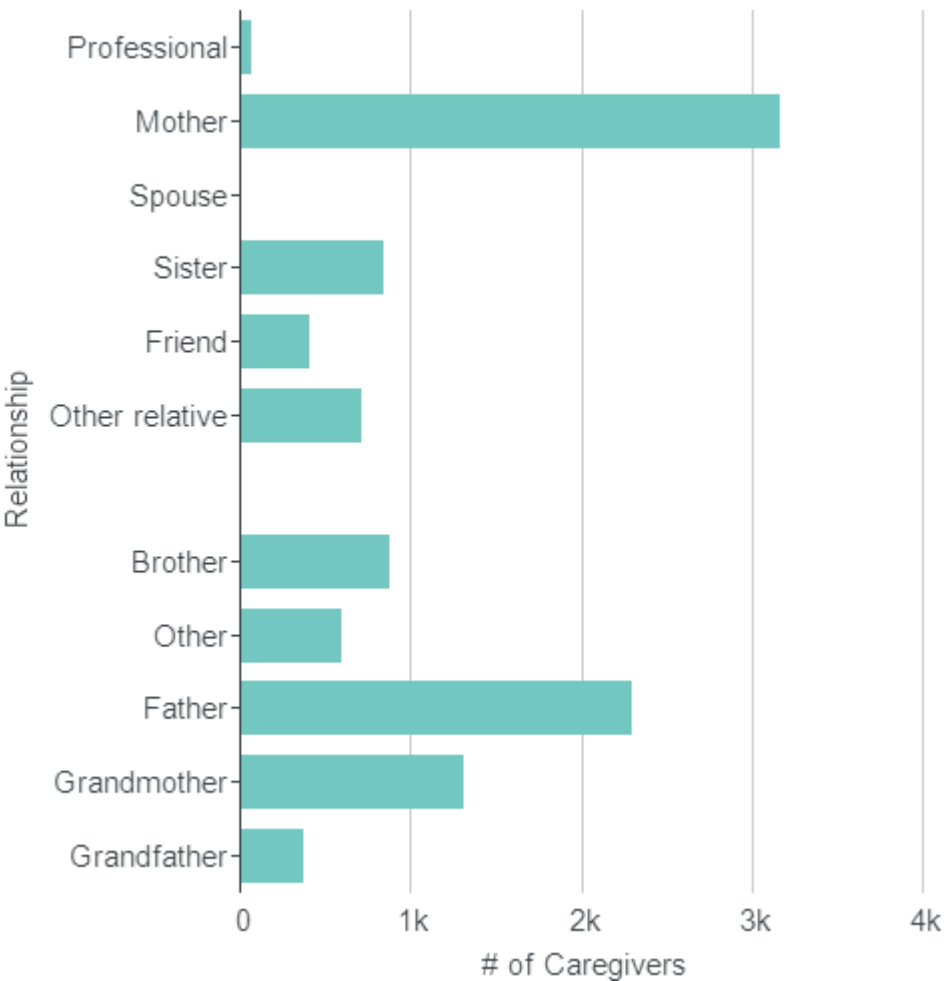T1019 - Average Weekly Units by Acuity Score

Data pulled May 31, 2024

# CAP/C Primary Caregiver Relationships

## Caregiver Relationships to Beneficiary



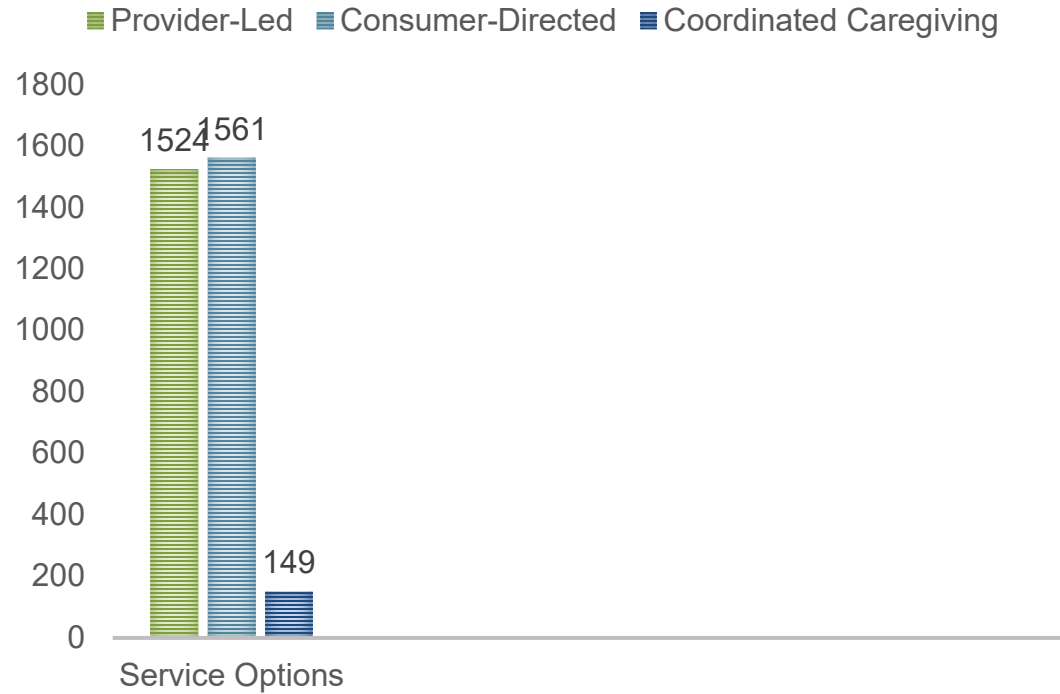| Total Caregivers |
|---|
| 10572 |

## Primary Caregiver By Principal Role



- Some medical care: 69
- Non-medical ADL supports: 7
- Financial/legal: 2
- Other non-medical care supports: 3
- Other: 4
- All care: 3314

Data pulled on May 31, 2024

# CAP/C SERVICE OPTION UTILIZATION

# CAP/C HCBS UTILIZATION



Legend (left chart): Provider-Led, Consumer-Directed, Coordinated Caregiving

- Provider-Led: 1524
- Consumer-Directed: 1561
- Coordinated Caregiving: 149

Legend (right chart): HM, IHA, PAS, PNA, PGS, Respite, ME, VH

- HM: 182
- IHA: 365
- PAS: 727
- PNA: 1082
- PGS: 82
- Respite: 2142
- ME: 115
- VH: 75

Data pulled May 31, 2024

# Acentra's Progress on Service Eligibility for CAP/C

## CAP/C Referrals



## CAP/C ASSESSMENTS



Nov. 2023 — Dec. 2023 — Jan. 2024 — Feb. 2024
Mar. 2024 — Apr. 2024 — May-24
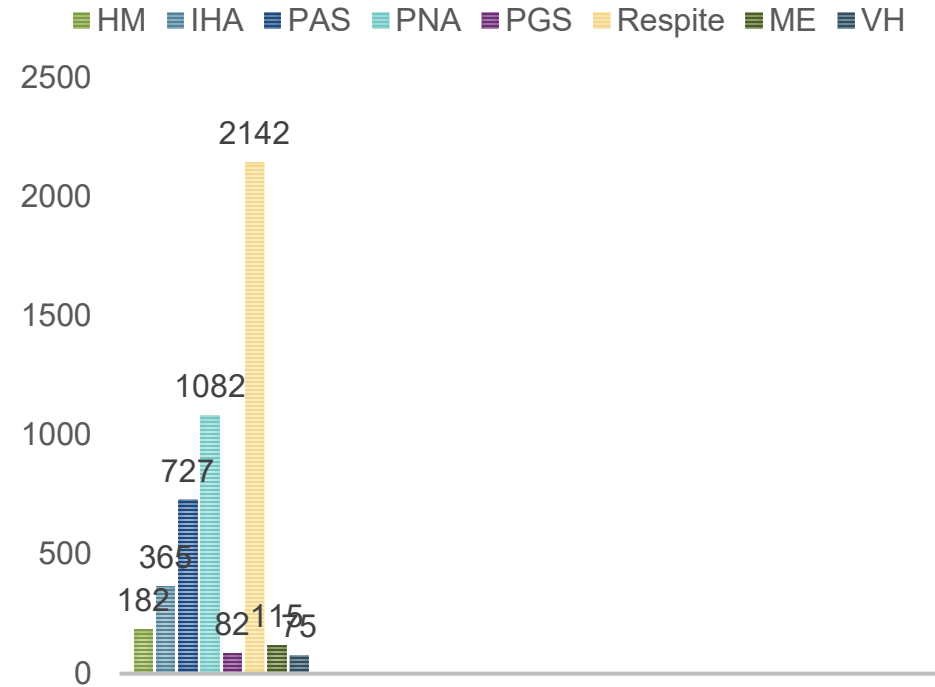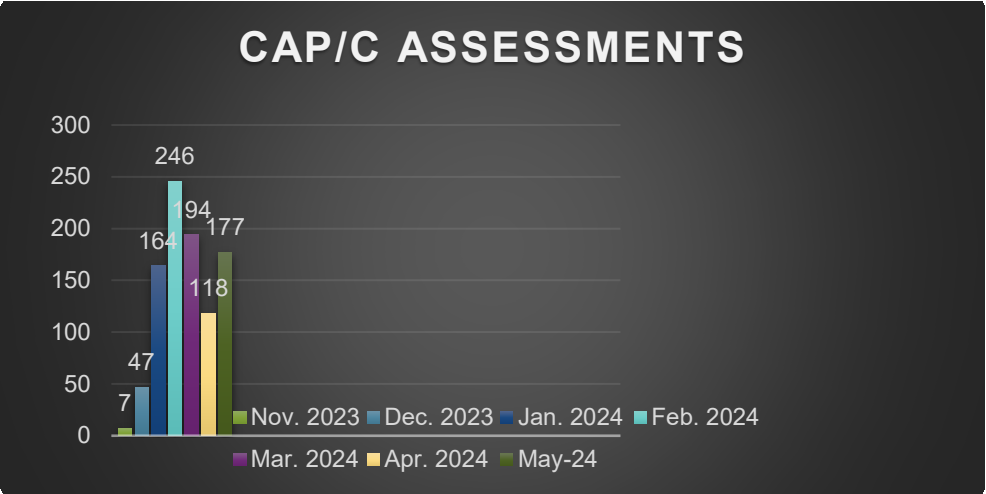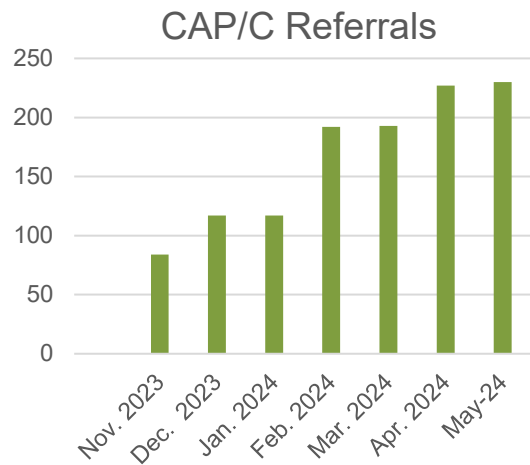
## Avg. Time to Complete



## CAP/C POCs



Nov. 2023 — Dec. 2023 — Jan. 2024 — Feb. 2024 — Mar. 2024 — Apr. 2024 — May-24

## Longest Time to Review



Current Avg. Time for CAP/C POC Reviews: 5 days
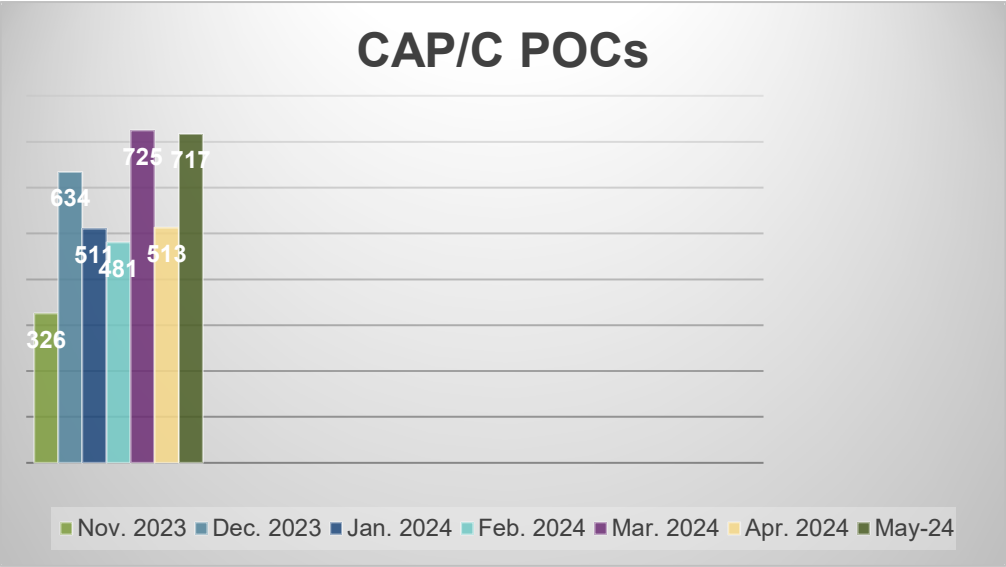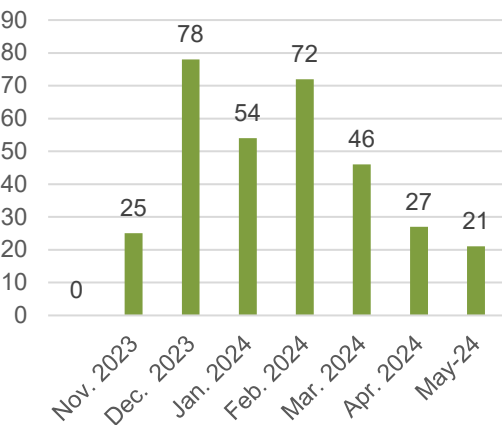
Data pulled May 31, 2024

# Acentra's Progress on Service Eligibility for CAP/DA

## CAP/DA Referrals
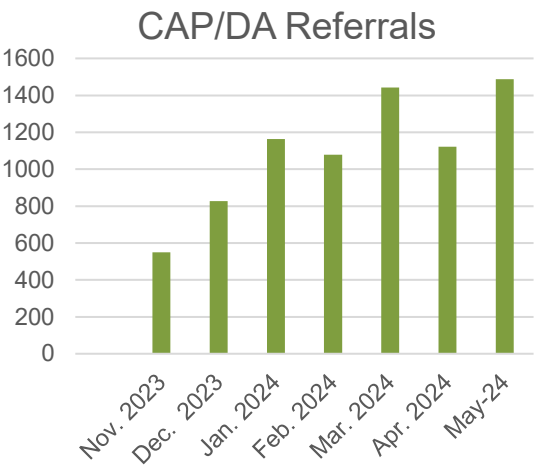


## Average Time to Complete Assessments



## CAP/DA ASSESSMENTS



|  |  |  |  |
|---|---|---|---|
| Nov. 2023 | 52 |  |  |
| Dec. 2023 | 157 |  |  |
| Jan. 2024 | 394 |  |  |
| Feb. 2024 | 1440 |  |  |
| Mar. 2024 | 1458 |  |  |
| Apr. 2024 | 765 |  |  |
| May-24 | 177 |  |  |
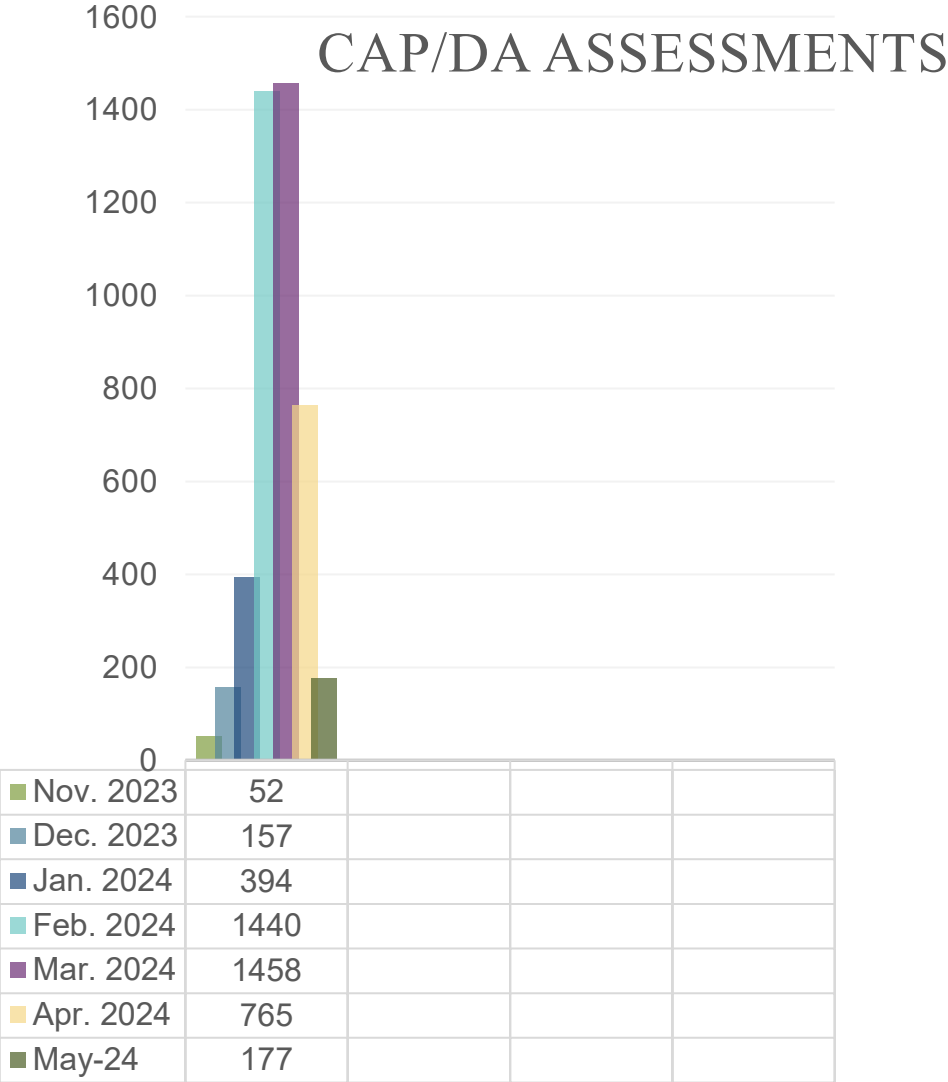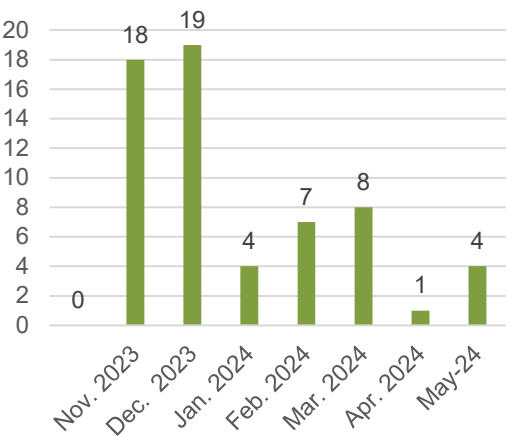
Data pulled May 31, 2024

## HCBS Access Rule published May 10, 2024

- **Person-Centered Service Plan** – strengthen oversight of person-centered services plans in HCBS. **Timeline**: beginning three years of rule published date

- **Enhancement of Grievance System** – *receive and respond to beneficiary grievances.* **Timeline**: beginning two years of rule published date

- **Enhancement of Incident Management System** – *meet nationwide standards for monitoring HCBS program.* **Timeline***: beginning three years of the rule published date

- **HCBS Quality Measure reporting** – report on waiting lists, service delivery timelines for IHA services. **Timeline**: identifying measure no later than December 3, 2026

- **Website Transparency** – promote public transparent related to admin of HCBS public reporting of quality, performance and compliance measures. **Timeline**: beginning three years of the rule published date

ahcancal.org/Reimbursement/Medicaid/Documents/Final%20Access%20Rule%20Table.pdf

# Current Planning

Preliminary alignment with HCBS Access Rule published May 10, 2024

- **Person-Centered Service Plan** – evaluate historical plan (2022 and 2023) to identify # of plans with no service changes from one CNR year to the next to identify rules with service plan planning for CNR. **Potential timeline implementation for CAP/DA**: January 2025

- **Enhancement of Grievance System** – retrain in entering grievances in e-CAP and how to assist families with resolving grievances. **Timeline**: Training in August with full rollout **by August 31, 2024,** for CAP/C and CAP/DA.

- **Enhancement of Incident Management System** – update incident types and clearly specific definitions in e-CAP. Retrain case managers and providers in recording and managing incidents. Stand up critical incident committee.  **Timeline**: Training in August with full rollout by August 31, 2024.

- **HCBS Quality Measure reporting** – create a dashboard with utilization **data to include referrals, length of time to enroll in waiver,** waiting lists, service delivery timeline. **Timeline**: August  2024

- Website Transparency – posting of dashboard on NCLIFTSS/NC Medicaid websites. *Timeline:* August 2024 ***publish date***

# Future Planning

## Timeline for CAP/DA Waiver Renewal



Renewal of the CAP/DA Waiver
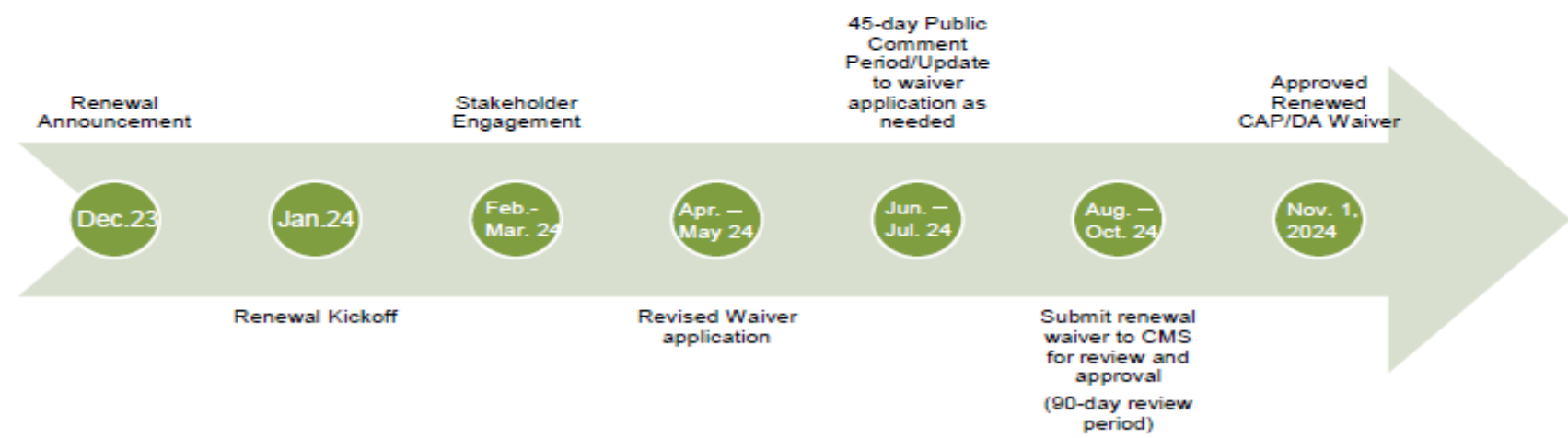
# Q & A

# Contact Information

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patricia.hill@dhhs.nc.gov

NCLIFTSS

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- CAP Referral Questions: 833-522-5429
- CAP Referral email: NCLIFTSS@kepro.com.
- Website: NCliftss | Home (kepro.com)