

## OPEN MEETING MINUTES

Name of Governmental Body: Children's Long-Term Support (CLTS) Council			Attending: Wendy Heyn (Chair), Patti Becker, Kerry Blondheim, Anouvong "Toto" Chanthavixay, Anne Dent, Lisa Hanks, Pamela Hencke, Barbara Katz, David McGinley, Marianne Novella, Cherie Purdy, Angela Radloff, Walt Schalick, Tracey Stanislawski, Lisa Stephan, Beth Swedeen, Sandra Tierney, Elizabeth (Liz) Williams, Windsor Wrolstad  Excused: Katy Morgan-Davies, Kelly Blaschko  Public Members: Angela Milne, Lisa Reindl
Date: 5/8/2024	Time Started: 9:00 AM	Time Ended: 2:35 PM	
Location: Holiday Inn at the American Center, Madison and Call-In Option			
Minutes			Presiding Officer: Deb Rathermel

### Welcome:

- Call to Order, Greetings, and Introductions
- Council Members Updates and Announcements
  - Barbara Katz reminded Council of Circles of Life Conference in one week.
    - Pamela Hencke shared that she and Wendy Heyn are presenting at this conference.
  - Patti Becker wanted to bring awareness of a recent training with a large number of CLTS staff attending.
  - Beth Swedeen shared information on a webinar on supported decision-making that trained over 300 people, including large number of CLTS staff.
  - Wendy Heyn suggested following the Disability Rights Coalition website. Announced upcoming lunch and learn webinar on guardianship and voting, presented by DRW staff.
  - Cherie Purdy questioned if information is available in Wisconsin about paying family caregivers.
    - Barbara Katz shared there are several family members in the state looking into this issue. Several statutory changes need to occur before this can be addressed.
  - Deb Rathermel shared that there are currently 21 of 25 council members. There are two parent applications and one provider application.
- Approve Meeting Minutes from February 14, 2024 Meeting Minutes:
  - Kerry Blondheim moved to approve.
  - Cherie Purdy seconded. Motion passed.

### Public Comments:

- No public comments.

### CLTS Program Data: Dan Kramarz, Section Manager, Bureau of Children's Services (BCS)

- **Enrollment & Disenrollment:**
  - Enrollment: Steady growth of newly enrolled CLTS participants with > 22,000 participants enrolled. On average, 400 children are newly enrolled each month. Around 2,250 children are funded but not enrolled as of December 2023.
  - Disenrollment: Primary reasons for disenrollment are transition to adult long-term care and no longer accepting services. During unwinding from the Public Health Emergency (PHE), there has also been an increase in disenrollment due to no longer being functionally eligible. Renewal eligibility screens were not completed during the federal PHE.
- **Q1 2024 Appeals:**
  - Total Number of Appeals: 31 (27 service appeals and 4 eligibility appeals)

- CLTS Appeal Decisions: Of the 31 appeals, most were dismissed, meaning DHA agreed with original decision. Several appeals (7) are awaiting final decisions.

#### **Council Discussion on CLTS Data:**

- A council member asked if Medicaid (MA) continuous enrollment policy for children will impact the no longer accepting services category.
- A new disenrollment reason, loss of contact, has been added to account for this population, allowing the child to continue to receive MA continuous coverage as written in MA policy.
- A council member asked if there is more data on why a children chose to disenroll prior to aging out.
  - In response to this, it was shared that this data is not captured by DHS.
  - County members on council shared it is captured, but not tracked.
  - Council member indicated the reason why could be helpful as the reason may be broader than not receiving all services on their child's plan.
- A council member inquired if it is possible to leave the program and continue MA.
  - Waiver Medicaid is directly linked to CLTS program eligibility. Katie Beckett MA is not tied to CLTS program enrollment.
- A council member asked why a participant would go a Waiver MA route rather than other disability-determination required MA programs.
  - A council member shared her experience of her child receiving Waiver MA within thirty days vs. waiting about 8 months until Katie Beckett MA eligibility was determined.
  - A County council member shared they work toward eligibility in a disability-related MA program as children need a disability determination to support a timely transition to an adult long-term care program.
  - A council member asked if families need to know what form of MA they have.

#### **CLTS Enrollment Timeliness Compliance:** David Sorenson, Section Manager, BCS

- BCS created an actionable proposed plan based on the CLTS Council recommendation from August 2023.
- A three-tiered escalation plan is being proposed to support timely enrollment of children in the CLTS program: It would include a corrective action plan (CAP), followed by requirement to repay funds, and finally withholding of the county waiver agency's administrative allocation.
- This plan is anticipated for implementation following a memo that is expected to be released August 2024 which includes fully executing the efforts in January 2025.

#### **Council Discussion on CLTS Enrollment Timeliness Compliance:**

- A council member shared appreciation for BCS in developing a solution on a concern identified by the CLTS Council.
- A council member asked how county enrollments are monitored and the number of county waiver agencies this would affect.
- A council member asked if there are concerns with some counties deciding to no longer provide CLTS services.
- A council member asked if the corrective action plan will be public.

#### **Project Orientation:**

##### **EPSDT:** Susan Seibert, Deputy Director, Bureau of Clinical Policy and Pharmacy

- Susan provided an overview of the EPSDT/HealthCheck Other Services (HCOS) project. The objectives of the project are to ensure pediatric medical necessity is understood by internal and external parties and improve outreach and training opportunities.
- This includes:
  - Focus on holistic health/medical care needs of children; training provided to prior authorization reviewers.
  - Focus on over-the-counter medication coverage and addressing pharmacies need to complete prior authorizations when not on the standard coverage list. Guidance being simplified.

- Reviewing and updating all ForwardHealth topics, handouts, and flyers on EPSDT/HealthCheck and HealthCheck Other Services in 2024.
- HealthCheck Other reviews are included automatically with a Medicaid submission and are looking to cover medical equipment needs first.

**Council Discussion on EPSDT Project:** Susan Seibert, Maureen Morand, and Lori Garsow

- Council members asked how others, members and providers, hear about HCOS/EPSDT and learn of updates.
- A council member shared that families struggle with pharmacies and the awareness of need for prior authorizations for some over-the-counter medications.
- A council member shared that pharmacists may lack knowledge about HCOS and identified that MA Provider Services reps may lack knowledge of HCOS.
- A council member identified that physician and clinic staff shortages also appear to negatively affect access to HCOS benefits. Parent knowledge of HCOS benefits would help increase access.
- A council member suggested that DHS secure a list of online medical information accessible and unique to pharmacies and pharmacy corporations.
- A council member recommended DHS create a member portal to view their eligibility and authorization information and to search options when access is identified as their issue.
- A council member shared that there seems to be a disconnect between outcomes from seating clinics and action steps by DME providers.
- A council member shared that they find it challenging to support the child when a specialty clinic recommends unique and hard-to-access nutrition prescriptions to learn later that common nutrition options are available. The council member would like to have HCOS information updates address this issue.
- A council member shared a growing concern with DME providers refusing to submit prior authorization requests for prescription items because the reimbursement rate is not as high as they would like CLTS to supplement payment.
- A council member identified a desire to provide member's parents/guardians with a clear understanding of rationale for items that would be considered restrictive devices resulting in MA denials.
- A council member recommended that DHS create a system that allows for disclosure of cost-effective DME options to members.
- A council member expressed interest in members ability to contact the MA prior authorization team when issues are suspected, or determinations not understood, and to trust that members/parents are the expert in their child's health.

**CLTS Program Participant and Family Handbook:** Tara Sommersberger, Family & Children's Service Coordinator, BCS

- Project outcome is to develop and publish a CLTS program participant and family-friendly handbook by January 2025.
- Survey emailed to all families on CLTS listserv in three languages provided valuable information to support development of the handbook. Over 700 responses were received.

**Council Discussion on CLTS Program Participant and Family Handbook:** Tara Sommersberger

**Topics suggested by Council members:**

“Industry” Creation/Review

- Family involvement in writing or reviewing the handbook.
- Council review and/or workgroup.
- Readability and graphic testing.

Supports and Services

- “We don't know what is available” – help us be prepared with what is available.
- High-cost request process.
- Correlate needs to supports and services available.
- Transportation: in state and out of state.
- Medical mileage.

### Appeals

- The overall appeal process.
- What does a family do when an SSC says “no.” Families indicate that they don’t always receive a NOA because SSCs consider it a soft “no.”
- What are NOAs, and when do they get sent?

### Medicaid

- Types of Medicaid.
- Renewals.
- HealthCheck Other.
- Flowchart of Medicaid.

### Deciding Together

- What is Deciding Together?
- How do I prepare for Deciding Together process?
- What does the Deciding Together process “look like?”
- What happens during the first home visit?
- Families want Deciding Together materials before first home visit.

### **BCS Conference 2024:** Debbie Borquist-Conlon, Project Manager, BCS

- A statewide BCS conference is being planned for November 2024. The theme is “Connecting for Kids.”
- The intended outcomes are to foster professional relationships, share important knowledge, and provide a rich learning environment for attendees (children’s program managers and care managers).

### **Council Discussion on BCS Conference 2024 project:** Debbie Borquist-Conlon

#### **Speakers and topics suggested by Council members:**

- Relationships with families and SSCs – how to work when there are relationship barriers, how to work with families that may be “difficult” or are in “challenging” – families who are unhoused.
- Clarify who will be invited – Counties indicated a lot of interest.
- DCF – great opportunities for presentations.
- Parent panel – what worked well for engagement - here is what didn’t work.
- The importance of honorariums for family panel participants.
- Early Choices Matter – Family Voices confirmed this presentation.
- County Staff turnover in staff – staff are often fresh out of school – could use some skill building for example – Motivational Interviewing.
- Transitions from children’s services to adult services.
- Panel of adults with disabilities.
- Helping families understand and help create goals, outcomes and build effective connections with families.

### **CLTS Transition:** Andrea Warman, Policy Analyst, BCS

- Current plan is to complete three action steps in anticipation of project initiation by Fall 2024:
  - Create a service benefit crosswalk from CLTS to adult long-term care programs,
  - Explore an integrated transitional coordination, and
  - Develop a video to expand on CWA transition roles and responsibilities.

### **Council Discussion on CLTS Transition:** Dan Kramarz and Andrea Warman

#### **Topics suggested by Council members:**

- Resources, materials, and guidance understanding CLTS transition to adult long-term care
- Concerns with adult long-term care transition
- Recommendations for consideration to research/develop around transition to adult long-term care
- Technology advancement to support easy access by participants to CLTS and adult records

- Address general issues with transition process

**Third Party Administrator (TPA) Transition:** Becky Granger, Deputy Director, BCS, and Tip Pom, Section Manager, BCS

- The contract procurement authority with current TPA provider, WPS, is ending. The decision was to procure a contract with Gainwell as the provider since Gainwell is also the provider for the DHS Medicaid system.
- Multiple engagement opportunities through interactive forums are being offered to county waiver agencies and providers, which is resulting in valuable input.
- The CLTS program TPA will transition to Gainwell with a “go live” date of May 2025.
- Functionalities to support county waiver agency identified needs are being incorporated into the Gainwell TPA program.
- Gainwell accepts Health Information Portability and Accountability Act (HIPAA) compliant claim formats and they are direct entry of claims into the ForwardHealth Portal, 837i and 837p, and CMS 1500 and UB-04.

**Council Discussion on TPA Transition:** Jess Ford-Kelly and Tim Feit

- Council members requested access to a portal to view their child’s remaining units and dollars in their account as well as pending submissions and denials.
- Discussion regarding provider billing practices. Since providers do not bill daily, information on a portal for parents would not be in real-time.
- A county council member has “community providers” that are not used specifically for one program, such as CLTS. There is concern for a loss of providers if the providers must register for both CLTS and the ForwardHealth portal.
- Council members identified that paperwork providers need to complete is a barrier to them enrolling in CLTS.
- Council members would like a visual of the Gainwell TPA process.
- Discussion on advocacy groups encouraging providers to bill on a more regular basis.
- Discussion regarding free software portal from CMS that creates reports and suggested a user guide.
- A provider council member voiced concern with the search function in the current TPA portal. It is not user-friendly to perform a search and be sent back to the directory in the portal. Council member suggested to find a way to save information while performing a search.
- There was discussion about the new TPA portal functionality.
- Discussion about electronic health records ability to interface with the new Gainwell TPA system.

**Wrap-Up and Action Items:**

- 2024 Meeting Dates: August 14 and November 13, 2024.

**Motion to adjourn:** Lisa Hankes made a motion to adjourn, seconded by Wendy Heyn at 2:35 PM.

Prepared by: Lori Garsow on 5/8/2024.