STATE OF NEW JERSEY

**DEPARTMENT OF HUMAN SERVICES**
DIVISION OF DEVELOPMENTAL DISABILITIES
PO BOX 726
TRENTON, NJ 08625-0726
*Visit us on the web at :*
www.state.nj.us/humanservices/ddd

CHRIS CHRISTIE
GOVERNOR

KIM GUADAGNO
LT. GOVERNOR

Jennifer Velez
*COMMISSIONER*

Dawn Apgar
*Deputy Commissioner*

TEL. (609) 631-2200

## Follow-up Questions & Answers from the Webinar

1. **How will the rates be determined and paid?**
   There will be a single, monthly rate per person paid to a Medicaid provider delivering the support coordination service. The rate will take into consideration all of the factors involved with delivering the service. The Division of Developmental Disabilities (Division) has engaged a nationally known rate setting agency who will work with stakeholders to develop a proper methodology for developing an all-inclusive rate. Prior to implementation of the Supports Program, Support Coordination providers will utilize a voucher system to be paid by the Division.

2. **What is the expected turnaround time for payment in the event that the Division has a question about a support coordination voucher?**
   Provided that the voucher is accompanied by a complete and accurate justification with proper supporting documentation, the expected turnaround time to process a voucher will be 7-10 business days. Process time for incomplete vouchers lacking the proper backup or justification will vary depending on the scope of the issue and the response time of the agency to correct any deficiencies. Please note that once the Medicaid claiming process is set up through Molina, and the voucher system is no longer utilized, claiming can be done on as little as a daily basis, allowing the provider agency greater flexibility over generating payments.

3. **Will there be any type of reimbursement for training costs, i.e., staff training hours, etc?**
   Training costs will be considered within the rate setting methodology allowing an all-inclusive rate. Training will not be reimbursed as a separate and distinct service.

4. **How will the rate setters be able to get rates by June? Will provider agencies be able to provide input?**
   Meetings and a timeline for the study will be communicated in the very near future to all stakeholders. Stakeholder workgroups will be established to actively participate with the rate setter. We have asked that the rate setter expedite the setting of the support coordination rate with the hope that the rate can be established by June. If we are unable to provide the final rate by June, an interim rate will need to be constructed based on the analysis up to that point in time.

5. **If there is an interim rate, when will agencies be provided with the interim rate to start the program?**
   May 2013.

6. **If the established interim rate is higher than the "real" rate, once that has been established, will the agency have to pay back anything?**
   The Support Coordination agency will not be responsible for paying back anything if the final rate is lower than the interim rate. The Support Coordination agency would simply begin receiving reimbursement at the final rate once available.

7. **What will happen if a participant is not compliant with the Supports Program?**
There will be a formal discharge process for participants who are not compliant with the Supports Program policies and Participant Agreement.  This will be detailed in the Supports Program Policy Manual.

8. **How will a participant's budget be determined?**
A Supports Program participant's budget is determined based upon a functional needs assessment. The Division currently utilizes the Developmental Disabilities Resource Tool (DDRT) for this purpose.  This tool is utilized to determine Division functional eligibility criteria as well as level of need.  A majority of DDRT assessments are completed online unless the participant/family has specific needs that preclude them from that means of assessment completion.

9. **How many consumers are expected to participate in the Supports Program?**
Approximately 10,000 are eventually expected to be participants in the Supports Program by the time it is fully implemented.  During the interim phase, approximately 1,200 individuals (both graduates and other "new presenters") are expected to require support coordination. Of these, the data suggests the breakdown by county will be approximately: Atlantic = 2%; Bergen = 10%; Burlington = 6%; Camden = 10%; Cape May = 1%; Cumberland = 2%; Essex = 7%; Gloucester = 3%; Hudson = 6%; Hunterdon = 2%; Mercer = 5%; Middlesex = 7%; Monmouth =6%; Morris = 5%; Ocean = 7%; Passaic = 7%; Salem = 1%; Somerset = 5%; Sussex = 1%; Union = 6%; and Warren = 1%.

10. **How is the eRecord accessed?**
The electronic record (eRecord) is a system currently hosted and maintained by the Division.  It can be accessed by utilizing an Internet Explorer web-browser from any computer with an internet connection.  Providers will receive access to the eRecord during the completion of their support coordination training.

11. **Will the eRecord be considered part of the mandatory confidential client file or does a duplicate record need to be kept at the agency?**
The eRecord should be sufficient to contain all pertinent documents for participants within the Supports Program.  We do not currently anticipate the need to keep any duplicate records at agency locations.

12. **How will an agency get participants? Will it be an eblast system or direct referrals?**
Agencies will receive clients through 2 methods: (1) Individuals will have the option to choose their support coordination agency at the time of intake or at any future point; and (2) Individuals who do not have an preference or who cannot be assigned to their support coordination agency of choice due to capacity or availability, will be assigned through an electronic selection process.

13. **When matching a participant with services, will the Support Coordinator provide a few agencies to be looked at our just the one(s) that the Support Coordinator feels is the best match?**
The Support Coordination agency must ensure that the participant is provided with sufficient options for the services/supports they require so that they have freedom of choice.

14. **Can you please provide additional information about the Conflict Free policy and what we, as a potential Support Coordination Agency would need to provide if we also wanted to provide direct services in the Supports Program?**
Best practice regarding conflict-free care management would dictate that support coordination providers operate completely separately from direct service providers.  In some cases, DDD will allow an agency to provide both support coordination and other services so long as they never deliver both to the same individuals.

To view our full Conflict Free Policy please go to the Supports Program Provider Portal at:
http://www.state.nj.us/humanservices/ddd/programs/sppp.html.

15. **Who will be required to have a background check?**
Any staff who will be performing Support Coordination or acting as Support Coordination supervisors will require fingerprinting and background checks as per New Jersey State law, regardless of pre-conditions for employment in the agency prior to the agency's decision to provide support coordination.

16. **Is the background check is the same as has been done previously (fingerprinting and central registry), and if so, will the staff be required to go through the process a second time?**
Yes, this is the same background check as previously performed. If you are an existing Division agency, you are already performing these checks on your employees routinely as per State and federal regulations. An employee who has already completed this process will not need to complete it again.

17. **Will the current Support Coordinators who do not have degrees be grandfathered in or allowed ample time to earn a degree?**
In order to perform the role of a Support Coordinator the individual must meet the qualifications listed in the *Supports Program Service Definitions & Qualifications* located on the Supports Program website located here: [http://www.state.nj.us/humanservices/ddd/programs/supportsprgm.html](http://www.state.nj.us/humanservices/ddd/programs/supportsprgm.html). All qualifications must be met prior to the individual providing Support Coordination services.

18. **How will you have a qualified supervisor if your agency is new to providing Support Coordination?**
Supervisors will gain knowledge through training and support from the Division.

19. **Can the Support Coordinator have another role within the agency, or must they do support coordination full-time?**
The Support Coordinator can have other roles within an agency; however, the Support Coordinator must meet all the criteria as prescribed within the Supports Program Policy Manual and cannot simultaneously act as a Support Coordination Supervisor (i.e. they cannot also perform the functions of one who approves service plans).

20. **Will the Support Coordinator be responsible for the Essential Life Plan (ELP) also, or does the Individualized Service Plan (ISP) replace the ELP?**
The ISP will replace the ELP. However, during the initial phase of implementation, prior to individuals being enrolled on the Supports Program, individuals who already have ELPs will continue to use them.

21. **How can providers participate in ISP development when they will not be identified until after the plan is in place?**
The providers must be identified as part of the ISP plan. Support Coordinators will need to work closely with providers during the plan development in order to complete the plan and create the appropriate provider linkages. Once an individual is already served by a provider, s/he will be able to request their participation in the plan development at any future time.

22. **Is the Support Coordinator Supervisor a Division employee or a supervisor at the provider agency?**
The Support Coordination Supervisor is an employee of the provider agency.

23. **Should Support Coordinator Supervisors plan to attend the 3-day training and complete the online trainings through the College of Direct Supports?**
Yes.

24. **Can a Support Coordinator Supervisor also carry a Support Coordination caseload?**
No.

**25. Can one Support Coordinator manage a 60 participant caseload?**
The Division will not be determining or requiring specific caseload rations at this time; Support Coordinators must be able to effectively manage their caseload to ensure that the service is properly delivered.

**26.  Is it a minimum of 60 individuals per agency or per Support Coordinator?**
The requirement is a minimum of 60 participants per agency.

**27. Who will develop the satisfaction survey?**
The Division will develop the satisfaction survey with input from stakeholders.

**28. What would the answering service be required to do? Take a message and contact the Support Coordinator, or something else?**
Yes.  They would need to triage, and the Support Coordinator will need to respond accordingly.

**29. Is the prior authorization and approval similar to the monitoring role of current Division monitors?**
Prior authorization is the means by which Medicaid (through Molina) is authorized to remit payment for claims from providers.  The approval of plans will be performed by a Support Coordination Supervisor with some exceptions.  State staff will be required to approve some aspects of the Individualized Service Plan (ISP), (i.e. goods and services, plans which exceed pre-determined limits on some specific services, etc.).

**30. What is the difference between Support Coordination and Support Brokers, as well as their qualifications?**
Please review the Descriptions and Qualifications listed in the *Supports Program Service Definitions & Qualifications* located on the Supports Program website located here: http://www.state.nj.us/humanservices/ddd/programs/supportsprgm.html.

**31. Is there any way that providers can help with finalizing the forms and tools that the Division is working for the Supports Program?**
Yes.  Please view the forms and tools as they are released on the Supports Program website here: http://www.state.nj.us/humanservices/ddd/programs/supportsprgm.html and send any questions, comments and suggestions to our email address at DDD.SuppProgHelpDesk@dhs.state.nj.us.

**32. Where can I print out the PowerPoint Presentation that was part of the webinar?**
The PowerPoint Presentation has now been added to the Supports Program Website titled "Initial Phase of Support Coordination for the Supports Program 04/15/13 Webinar."

**33. I am ready to sign up to become a Support Coordination provider, what do I need to do next?**
- If you have not already, please review the webinar for providers interested in providing support coordination entitled, "Initial Phase of Support Coordination for the DDD Supports Program" along with the PowerPoint sides from the presentation here: http://www.state.nj.us/humanservices/ddd/programs/sppp.html.

- Once you have reviewed the webinar then you will need to fill out the Provider Application. You can find the application located here: http://www.state.nj.us/humanservices/ddd/programs/sppp.html.

- The Division will be scheduling mandatory Support Coordination training for providers interested in providing Support Coordination.  The date, time and location for these trainings will appear on our Supports Provider Portal located here: http://www.state.nj.us/humanservices/ddd/programs/sppp.html.