

State of New Jersey



# **NJ DEPARTMENT OF HUMAN SERVICES**

---

**DIVISION OF DEVELOPMENTAL DISABILITIES**

# **Updates for Support Coordination Agencies**

**June 9, 2022**

# Webinar Agenda

- Welcome and Purpose
- Emergency Preparedness and Response Plan Requirements
- Review: Face-to-Face Visits
- Review: Vaccination and Testing Requirements
- Update: Support Coordination Agency Landscape
- Manual Reviews: Second Service Requirements, Claiming
- Field Visit Data and Action Plan
- E-signature Updates
- Support Coordination Unit Updates
- Questions

State of New Jersey



# Welcome and Purpose



# Welcome and Purpose

The Support Coordination Unit has launched an updated communication plan, which includes more frequent communications to Support Coordination Agencies.

This presentation is the third in the 2022 series.

# Welcome and Purpose



State of New Jersey



# **New!**

# **Emergency Preparedness and Response Plan**



# Emergency Preparedness and Response Plan

## Emergency Preparedness and Response Plan for Licensed Providers of Services to Individuals with Intellectual and Developmental Disabilities

On May 25, 2022 , the Division, in accordance with P.L. 2021, [Chapter 292](#), the NJ Department of Human Services (DHS) published an [Emergency Preparedness and Response Plan for Licensed Providers of Services to Individuals with Intellectual and Developmental Disabilities \(EPRP\)](#) on its [website](#).

# Emergency Preparedness and Response Plan

- This document is available to each unique Licensed Service Provider (LSP) to assist them in developing an [EPRP](#) that will address the specific needs, geographic area and population they serve. An LSP is any entity licensed, certified, or otherwise authorized by DHS to provide services to individuals with intellectual and developmental disabilities.
- A webinar for impacted LSPs was held on June 2, 2022 at 10am. The EPRP, webinar recording, and webinar slide deck can be found [here](#).





# Emergency Preparedness and Response Plan

EPRP requirements DO apply to Support Coordination  
Agencies!

State of New Jersey



# Review: Face-to-Face Visits



# Face-to-Face Visits

Updated guidance indicates face-to-face visits were required to resume on March 1, 2022.

Inability to complete face-to-face visits and the reason why should be documented in iRecord.



# Face-to-Face Visits


- On March 24, 2022, the Division updated the [SC Visit Guidance](#).
- The changes are not substantive and are intended to align with the [Residential and Day Screening Policy](#).

# Face-to-Face Visits

- Support Coordinator (SC) attempts face-to-face visit.
- For each month that an individual/family declines, the SC documents it in iRecord.
- If three months or more are reached without a face-to-face visit for COVID-related issues, the SC will:
  - Complete the [Support Coordinator Face-to-Face Visit Declination Form](#) and upload it to iRecord.
  - Email [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov) of the issue.
- The Support Coordination Unit (SCU) will contact individual/family, as per [Support Coordinator Field Visits](#).

# Face-to-Face Visits





**New Jersey Department of Human Services**  
**Division of Developmental Disabilities**  
 Support Coordination Unit

**Individual/Family - Support Coordinator Face to Face Visit Declination Form**

**Instructions for Support Coordinator Use**

1. If an individual experiences 3 or more consecutive months without a face to face visit, complete this "Individual/Family - Support Coordinator Visit Declination Form".
2. Upload the Declination Form to iRecord.
3. Ensure Case Notes are up to date and include outreach attempts to schedule visits.
4. Send an email to [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov) with the individual's name and DDD ID# indicating that the visits have been declined and the Declination Form is uploaded.

<b>Individual Name:</b> Click or tap here to enter text.	<b>DDD ID#:</b> Click or tap here to enter text.
<b>SCA Name:</b> Click or tap here to enter text.	<b>SC Name:</b> Click or tap here to enter text.
<b>Dates of Contact to Individual/Family to request Face-to-Face Visit as documented in iRecord notes:</b>  Month 1: Click or tap to enter a date. Month 2: Click or tap to enter a date. Month 3: Click or tap to enter a date.	<b>Does individual have external Self-Directed Employees (SDEs) coming into the home?</b>  <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Typically has SDE but none in place at this time <input type="checkbox"/> Other Click or tap here to enter text.
<b>Date of Last Face to Face Visit:</b> Click or tap to enter a date.	
<b>Reason provided by Individual/family for Declining Visit (check as best applies):</b>  <input type="checkbox"/> Individual medically fragile/immunocompromised/other health issues <input type="checkbox"/> Family member in home medically/fragile/immunocompromised/health issues <input type="checkbox"/> Individual unvaccinated <input type="checkbox"/> Family unvaccinated <input type="checkbox"/> Individual vaccinated but no booster <input type="checkbox"/> Family vaccinated but no booster <input type="checkbox"/> Unsure of Support Coordinator's health/vaccination status <input type="checkbox"/> Not reachable <input type="checkbox"/> Other Click or tap here to enter text.	
<b>Notes:</b> Click or tap here to enter text.	

## SC Face-to-Face Visit Declination Form

# Face-to-Face Visits

## Results of Declination Forms Received

59 Declination  
forms from SCAs

50 Declination  
forms are complete  
and COVID-related

53 Division contacts  
to  
individuals/families

28  
individuals/families  
agreed to SC visit

# Face-to-Face Visits

## Use of Declination Form

The Face-to-Face Visit Declination Form is to only be used for ***COVID-related*** Face to Face declinations.

When NOT to submit a Face-to-Face Visit Declination:

- Individual declines a Face to Face (F2F) due to illness other than COVID related.
- Individual declines a F2F due to hospitalization due to an illness other than COVID related.
- Individual declines a F2F due to scheduling conflict.
- Individual declines a F2F due to the visit being scheduled at the last minute.



# Face-to-Face Visits

If a face-to-face visit is not completed for a non-COVID reason, the SCA should do the following:

- Document the reason that a F2F visit could not occur on the MMT
- SC Supervisor should ensure that the proper Icon is used (i.e. Changing F2F to phone call when uploading).
- The expectation would be that the F2F visit be completed the following month.

State of New Jersey



# **Review: Vaccination & Testing Requirements**

# Vaccination and Testing Requirements

- Providers are reminded that licensed community residences for individuals with intellectual and developmental disabilities (IDD), certified day programs for individuals with IDD and support coordinators are required to comply with [Executive Order No. 283](#) and [Executive Order No. 290](#).
- This requires them to be at least two weeks past having completed their primary vaccine series and up- to-date with their COVID-19 vaccinations (including booster).
- Employers may consider exemptions as applicable.



# Vaccination and Testing Requirements

## Vaccination Survey for Support Coordination Agencies

June Survey – Issued on June 7<sup>th</sup> and Closes June 13<sup>th</sup>

July Survey – Issued on July 4<sup>th</sup> and Closes July 8<sup>th</sup>

August Survey – Issued on Aug. 8<sup>th</sup> and Closes Aug. 12<sup>th</sup>



# Vaccination and Testing Requirements

## Vaccination Survey Participation

March Survey Participation Compliance Rate: 94%

April Survey Participation Compliance Rate: 86%

May Survey Participation Compliance Rate: 98%

State of New Jersey



# Support Coordination Agency Landscape



# SCA Landscape

SCA Landscape	May 2022
Total Number of SCAs on Last Day of Month	181
Total Number of Released SCAs	131
Total Number of Unreleased SCAs	50
Total Number of New SCAs	2



# SCA Landscape

<b>SCAs on a Corrective Action Plan</b>	<b>May 2022</b>
Total Number of SCAs on CAP	32
# of Released SCAs on CAP	1
# of Unreleased SCAs on CAP	31





# SCA Landscape

Support Coordination Capacity	Support Coordination Census
33,563	23,854

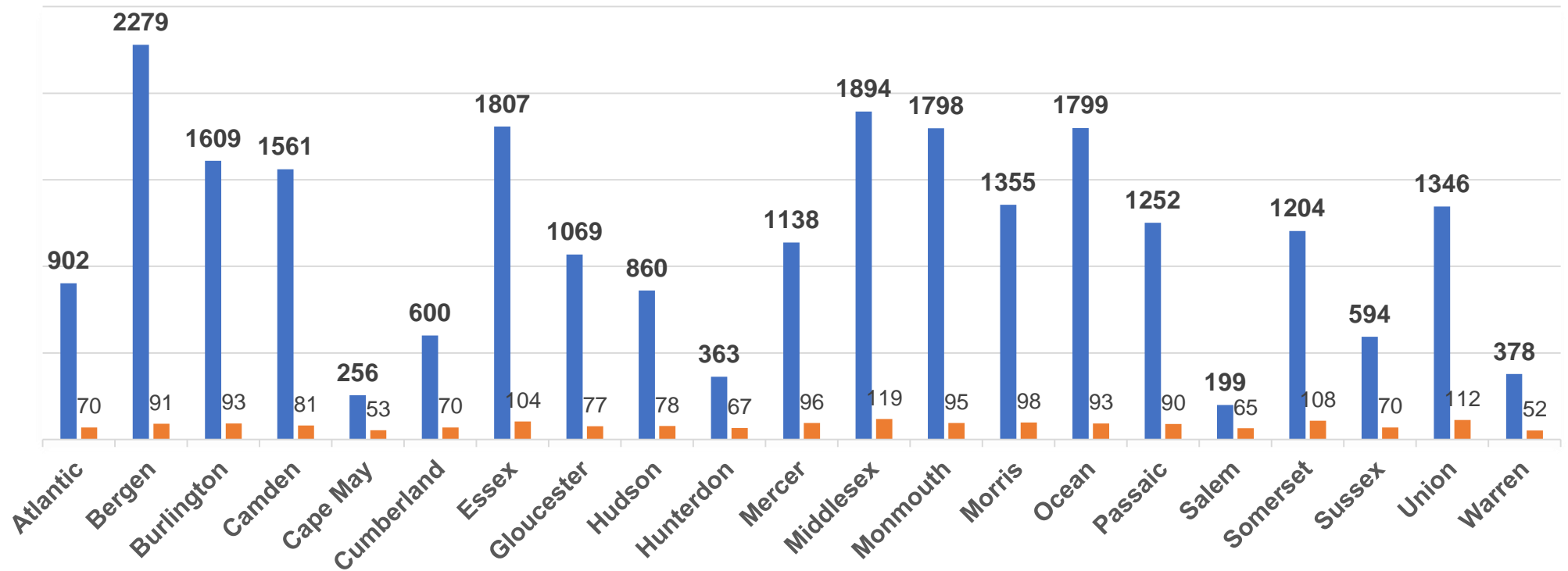
Data as of June 5, 2022



# SCA Landscape

Blue = Number of Individuals  
 Orange = Number of SCAs

## # of Individuals Receiving Services in the Community by County



# SCA Landscape



## Manual Language Re SCA Census

A SCA must provide services in at least one county and for a minimum of 60 individuals.

The Division will start to move toward broad enforcement of this requirement. While a deadline is not yet established, any Support Coordination Agency that serves below 60 individuals is directed to take steps to meet that minimum requirement.

# SCA Landscape

Support Coordination Agencies considering options are welcome to attend a training on this topic.

Please see Education and Training [Calendars](#) for upcoming trainings.

State of New Jersey



# Manual Highlights

# Manual Highlights

- This and future webinars will review selected manual requirements for SCAs.
- The goal of these reviews is to ensure that SCAs are utilizing the manuals as a tool for meeting Division requirements.
- Manual requirements, while sounding administrative in nature, are directly related to the ability to provide excellent service to individuals.

State of New Jersey



# Manual Highlight: Second Service Requirements



# Manual Highlight: Second Service Requirements

- As per section 5.4 of both the Supports and CCP manuals, remaining on the waiver is contingent on accessing at minimum two waiver services (Support Coordination being one).
- Agencies that claim for Support Coordination services are responsible to ensure waiver compliance is met in this area.



# Manual Highlight: Second Service Requirements

## ***5.4 Individual Disenrollment from the Community Care Program***

...the State may dis-enroll an individual from the program and/or discontinue all payment, as applicable, to a provider/self-directed employee, if one or more of the following circumstances occur....(I) The participant is not accessing CCP waiver services other than Support Coordination for greater than 90 days.

## ***5.4 Individual Disenrollment from the Supports Program***

...the State may dis-enroll an individual from the program and/or discontinue all payment, as applicable, to a provider/self-directed employee, if one or more of the following circumstances occur...(I) The participant is not accessing Supports Program services other than Support Coordination for greater than 90 days.

# Manual Highlight: Second Service Requirements

## The Second Service Project

- As part of a collaborative effort with the Service Case Management Unit, the SCU will be sending SCAs lists of everyone whose plan is approved without a DDD funded service included.
- Service Case Management will systematically review the individuals on the waiver who currently have not had a service claimed on (other than Support Coordination) for a period greater than 5 months and provide follow up to the SCAs that support them.



# Manual Highlight: Second Service Requirements

## Identification

- SCU will identify individuals with no funds obligated (No services entered into their plan).

## Communication

- SCU will send communication to each SCA. Communication will disclose the ID numbers for the people in question and instructions on required actions.

## Resolution

- SCA will provide support and document actions in iRecord.
- Ongoing monitoring by Service Case Management on funds being expended.

# Manual Highlight: Second Service Requirements

## Goals of Second Service Project (1/2)

- Each individual in waiver programs are identifying and receiving the support they require to increase independence/participate meaningfully in their communities.
- Each individual receiving, and desiring to receive, Division services via waivers will remain program eligible as it relates to second service requirements.

# Manual Highlight: Second Service Requirements

## Goals of Second Service Project (2/2)

- Individuals who do not desire services connected to waivers will be disenrolled from waivers. Such individuals remain eligible for Division services, if desired, via the Service Case Management Unit.
- Support Coordination Agencies will have a clear understanding of waiver eligibility requirements and ensure that all individuals on waivers have at least one additional service to Support Coordination.

# Manual Highlight: Second Service Requirements

## Support Coordination Agency Expectations

- Every 2 months, SCAs will receive correspondence from the Support Coordination Unit related to individuals on the SCA's roster that do not have a second service entered into the plan.
- Support Coordinators would need to complete an outreach to individuals/families of the people identified.
- Support Coordinators should update ISPs and/or add notes to iRecord, as appropriate.
- It is noted that the current health emergency may allow for flexibilities.

# Manual Highlight: Second Service Requirements

## Communication with Individuals/Families/Guardians

The following should be reviewed during the outreach:

- Explain the waiver requirement of having a second service added into the service plan.
- Complete a review with the individual/family on the services that can be accessed through the waiver.
- Support the individual/family in identifying Providers.
- Complete an iRecord note with the follow up steps taken for resolution (Service added/voluntary disenrollment/not interested in services or disenrollment).

State of New Jersey



# Manual Highlight: SCA Claiming



# Manual Highlight: SCA Claiming



Support Coordination Agencies are directed to review section 12.3 of the waiver manuals.

# Manual Highlight: SCA Claiming

## Claim Submission

As per Section 12.3 of the Waiver Manuals, claim submission requires:

- Compliance with the requirements outlined in Section 12 of the manual.
- Proper documentation of service delivery along with any deliverable documents necessary to substantiate the claim in the case of an audit.
- The service that was provided has a valid prior authorization.
- Staff are properly trained, vetted, and credentialed to deliver services rendered.

# Manual Highlight: SCA Claiming

## SCA Deliverables

The deliverables listed below serve as documentation that services were provided within the month in order for SCAs to claim for services:

- Monthly contact documented on the Monthly Monitoring Tool.
- Quarterly face-to-face contact documented on the Monthly Monitoring Tool.
- Annual face-to-face home visit documented on the Monthly Monitoring Tool.
- Completed PCPT & approved ISP by 30 days of waiver enrollment or when a new ISP is generated.



# Manual Highlight: SCA Claiming



## SCA Documentation and Claims (1/2)

As per Section 12.3 of the Waiver Manuals, there are serious consequences to fraudulent documentation; thus, SCAs must take precautions to ensure compliance with all applicable laws and regulations.

- Billing for services not rendered such as billing for canceled appointments or no shows.
- Billing for misrepresented service such as services provided by unqualified staff or incorrect dates of service.
- Billing for duplicate services.

# Manual Highlight: SCA Claiming



## SCA Documentation and Claims (1/2)

- Serious record keeping violations such as falsified records or no record available.
- Missing signatures.
- Developing a service plan that does not relate to the assessment/evaluation.
- Reusing identical content in multiple notes, plans, tools, documents, etc.
- **Documentation is considered unacceptable if it is missing altogether (such as missing notes) or illegible.**

# Manual Highlight: Second Service Requirements

**Claims submitted without adherence to standards outlined in the manual(s) will require Medicaid repayment.**

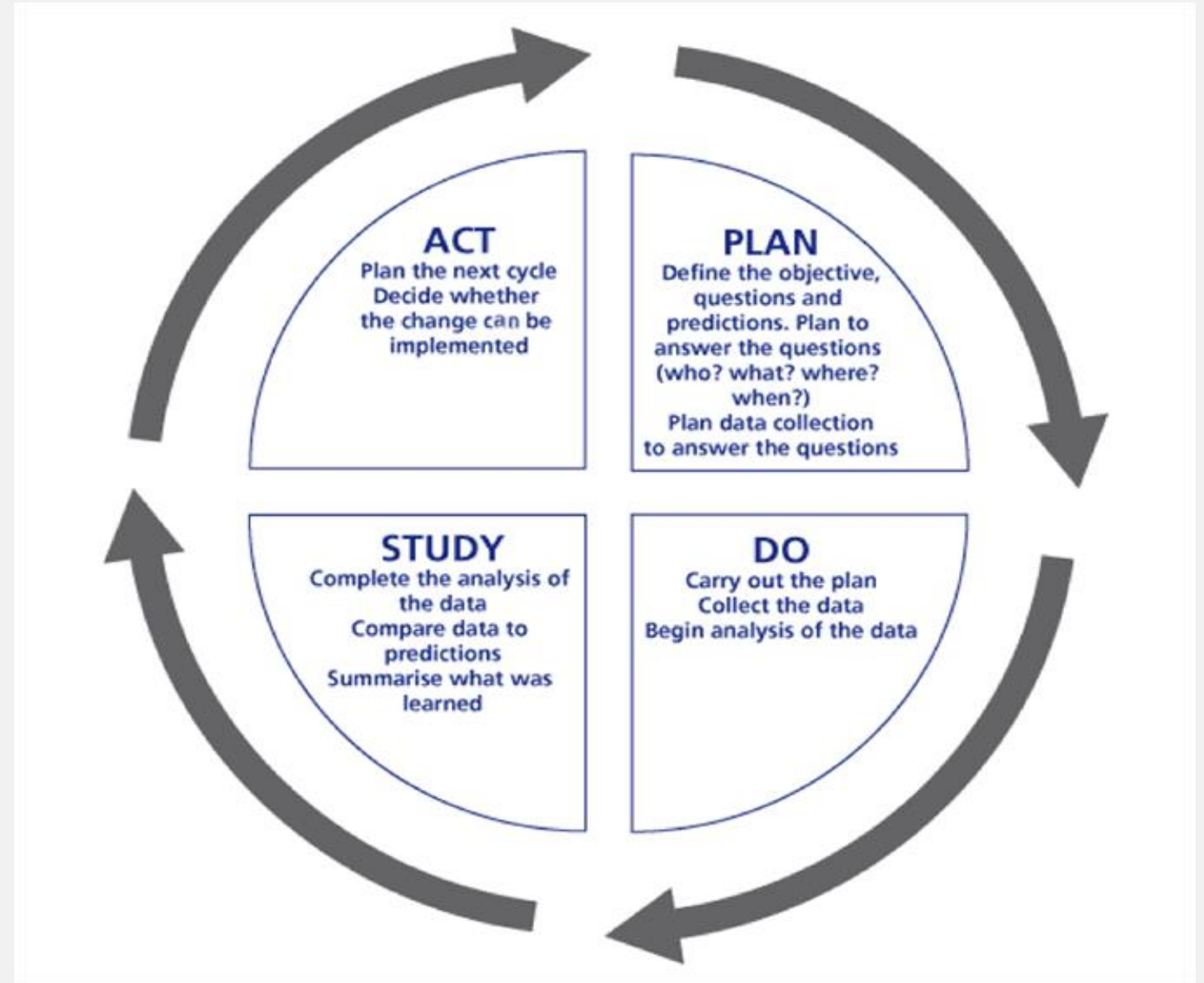
State of New Jersey



# Field Visit Findings and Next Steps

# Field Visit Findings and Next Steps

## The PDSA Cycle





# Field Visit Findings

1

- DHS makes unannounced visits to licensed providers.

2

- Findings shared with provider and SCU.

3

- SCU communicates with SCA, tracks, analyzes findings.

4

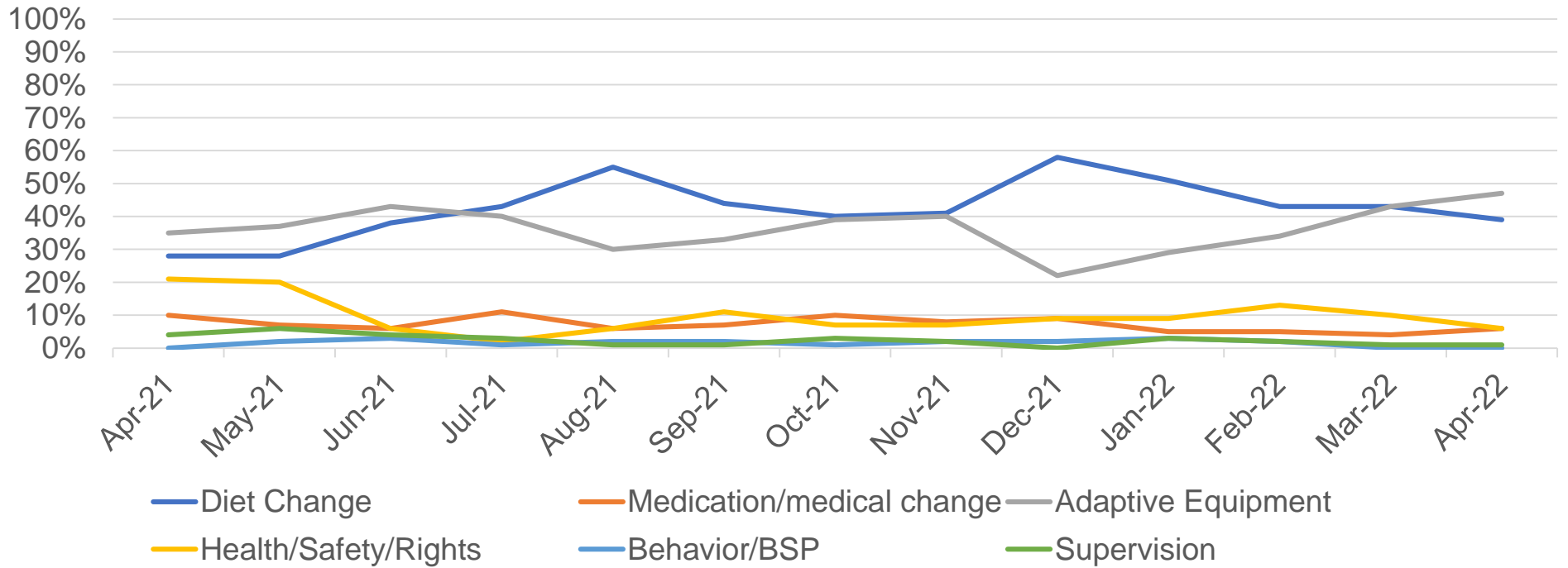
- SCU determines training needs, communication issues and opportunities for overall improvement.

5

- SCU maintains data and tracks trends of SCAs.

# Field Visit Findings

## SCU Evaluation of Field Visit Issues April 2021-April 2022





**Documentation is a SHARED  
responsibility**

# Field Visit Next Steps

1. [ISP Worksheet](#) (recently updated): A communication tool between providers and SCA.
2. **Communication.** Support Coordinators should ask about changes to diet, adaptive equipment, medications, behavior, health/safety/rights and supervision during monthly contacts and document in the MMT.

# Field Visit Next Steps

- 3. Routinely Update ISP.** Support Coordinators should update the ISP as needed – the Support Coordinator does not need to wait until the annual ISP.
- 4. Trainings.** Trainings on diet/nutrition and related documentation are forthcoming from Division.
- 5. Quality Improvement.** Consider tracking and action planning within SCA if issues are communicated from Division.

State of New Jersey



# E-Signature Updates

# E-Signature Updates

## What Is E-Signature?

- The E-Sign feature allows for Individualized Service Plans (ISPs) to be electronically signed via an email link or through iRecord.
- It has been successfully utilized to sign over 5,000 plans since implementation.
- The feature is intended as a method for signature only and should not be initiated as a method for distribution of the plan for review/comment/revision.

# E-Signature

## Plan Distribution and Signatures

- The “Send Plan” tile allows for easy electronic distribution of the draft plan via email for DDD providers listed in the plan and anyone who has been identified as a contact with HIPAA authorization (check box selected).
- E-Sign should only be initiated after the plan has been reviewed and revisions completed.
- All that are required to sign (Individual, Guardian, or both) the document should be selected concurrently by selecting the check box next to their names.



# E-Signature

## Identifying Who is Responsible to Sign the Document

- Prior to initiating a signature (wet or E-sign) the Support Coordinator is required to ensure that iRecord accurately represents the individual's guardianship status.
- If an individual has a guardian, documentation of the adjudication must be uploaded to the iRecord. The legal guardian field must be checked in the contact tile.
- If the individual has multiple guardians and both wish to sign the document, the guardians should “wet sign” the signature page and the SC would upload the signed plan into the plan signature tile. ***Multiple guardians cannot E-Sign.***



# E-Signature

## Frequently Asked Questions

The [Electronic Signature FAQ](#) has been revised to address questions received by Support Coordination Agencies. It can be found on the Division's [Support Coordinator Information](#) Web Page.

State of New Jersey



# Support Coordination Unit Updates

# Support Coordination Unit Updates

## Evaluation

Evaluation of UNRELEASED SCAs continues quarterly.

Reviews are documentation reviews only

Goal is to support SCAs in achieving released status

Majority of unreleased SCAs have a CAP

Evaluation of RELEASED SCAs has begun in a pilot manner.

Selected SCAs have been notified for current projects

Evaluation indicators are being added



# Support Coordination Unit Updates

## Education & Training

Month	Audience	Number of Trainings	Number of Attendees
January 2022	SCAs	8	779
February 2022	SCAs	6	1,110
March 2022	SCAs	10	807
April 2022	SCAs	10	513
May 2022	SCAs	15	1073

# Support Coordination Unit Updates

## Education & Training

- The Support Coordination Unit [Monthly Calendar Link](#).
- The College of Direct Support is available to Support Coordination Agencies 24 hours' day/7 days' week. College of Direct Support [link](#).
- Elizabeth M. Boggs Center on Developmental Disabilities [link](#).
- Helpdesk for Education and Training: [SCUTraininghelpdesk@dhs.nj.gov](mailto:SCUTraininghelpdesk@dhs.nj.gov)



# Support Coordination Unit Updates

## Support Coordination Unit Communication Updates

Next Support Coordination Agency Webinar:  
Thursday, August 11, 1-2pm.

[Register here](#)

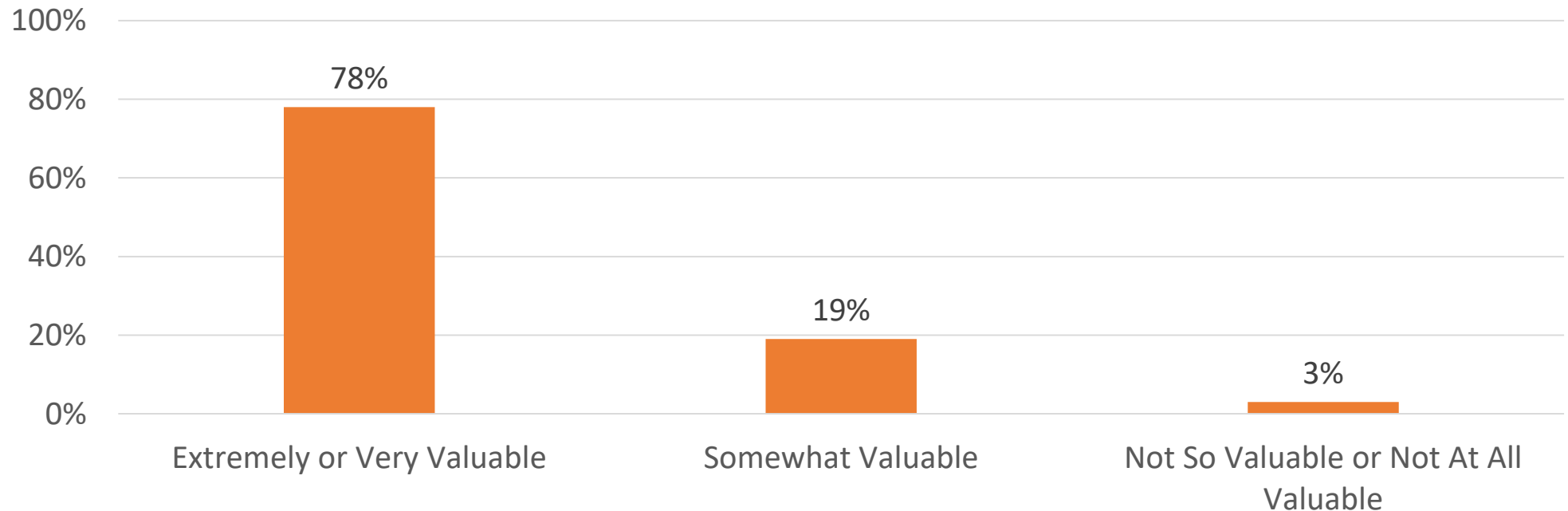
The Divisions SC Webpage now lists all SCA Webinars for the remainder of the year. 2022 SCA Webinars may be found [here](#).

# Support Coordination Unit Updates



## Newsletters for Support Coordination Agencies

Overall, please indicate how VALUABLE you find the newsletter to Support Coordination Agencies.





# Support Coordination Unit Updates

## Care Management Update: Status of Inactive Cases

- Individual remains eligible for DDD services.
- Individual will need to contact local Intake Office if they become interested in services in the future.
- Individual's DDD waiting list status remains unchanged.
- Individual maintains BGS worker, if one is assigned as guardian.

# Support Coordination Unit Updates



## Webinar Feedback

Participants attending this webinar will have the opportunity to provide feedback related to this presentation. The feedback tool should immediately appear when the webinar has ended.



# Questions?