

NOTICE: All provider agencies that receive this publication are required to distribute this update in a timely manner to all therapists and/or case managers contracted or employed by your agency. You are encouraged to distribute to others that may benefit from this information as well. Thank you!

Transitions

- The CSB would like to thank all of you for your many kind words and remembrances of Lourie Pohl, the CSB SLP Consultant who passed away in May of this year. We miss her so very much every day! We deeply miss her kind heart, wry sense of humor, her unparalleled knowledge of this specialty area, her incredible “word-Smithing” abilities, and her passionate dedication to the individuals she worked with. She contributed so much to this area of practice and leaves a lasting legacy in development of current practice standards for SLP intervention with the adult I/DD population. Lourie played a key role in establishment and development of the SAFE clinic and leaves a lasting legacy through the many SLPs and therapists she trained, mentored, and touched in so many ways.
- As you know, Fran Dorman, the CSB PT Consultant retired at the end of June. Fran gave so much of herself to this DDS community and to the teams and individuals she served. Fran is known far and wide for her considerable expertise in seating and positioning for the I/DD population. Fran was the driving force in development of the Specialty Seating Clinic which has served hundreds of individuals with unique positioning challenges, providing state of the art positioning and mobility solutions. Fran’s unparalleled clinical expertise; her deep personal and clinical wisdom; her caring support of the individuals, therapists and teams she worked with; her passionate advocacy for those with I/DD; and her ready sense of humor are all sorely missed at the CSB. We wish her every joy and happiness in her retirement!
- Thank you so much for your patience during this time of transition. We will do our best to continue the legacy of service and support exemplified by those who have gone before us.
- Mary Beth Schubauer, PT, MS, ATP, has been working with Fran since 2011. They worked together to transition Mary Beth into the lead therapist position within the Specialty Seating Clinic and, most recently, to transition the responsibilities of the CSB PT Consultant role to Mary Beth. Mary Beth will continue her work in the SSC as well as in the role as the CSB PT Consultant. We are so excited to have her enthusiasm, deep sense of commitment, professionalism, and clinical expertise as part of the CSB team. Mary Beth has a clinical background in pediatric PT with specific interests in adaptive equipment and sports, having worked in a wide variety of settings including a New York State Developmental Center and school-based settings from early intervention through high school. She enjoys cycling, travelling, gardening, and outdoor activities. She continues to work toward completion of her PhD in Sport Administration at the University of New Mexico and hopes to one day build an adaptive sports center in Albuquerque!
- CSB is anxiously awaiting a short-term contract for SLP services. Once finalized we will share contact information with everyone. Please note this will also soon go out through the Request for Proposals (RFP) process.

Clinical Exception Process for Jackson Class Members (JCM)

- Although JCMs are gradually transitioning to 2018 service codes and standards beginning with ISP start dates on or after 6/1/18, the Clinical Exception process still applies to JCMs. For ongoing JCM budgets the CM cannot approve more than 58 therapy hours per ISP budget! If more than 58 hours are needed for the therapist to implement the Therapy Intervention Plan, the therapist must submit a Clinical Exception Request and other needed documentation identified on the Clinical Exception Request form to the CSB for review.
- Please note that Budget requests for JCM of over 58 hours of ongoing therapy services per ISP budget year should demonstrate that the individual requires the requested additional therapy intervention to meet critical health and safety needs and/or that unexpected changes in medical or living conditions have occurred that require additional therapy intervention to meet identified critical needs.
- Requests over 72 hours are reviewed through a “Super Exception” process that involves an additional step that includes review by a DDS Deputy Director. A “Super Exception” is requested using the same Clinical Exception Request form.
- Clinical exception requests should be submitted by the therapist at least 8 weeks before additional approved units are anticipated to be needed. *Please utilize the new “Application for JCM Clinical Exception Form” that is available on the Therapy Services Website.* You may contact your CSB therapy consultant for a fillable copy of this form. The website also has complete instructions for the clinical exception process. As always please feel free to contact the CSB or your discipline’s therapy consultant for further information.

Accessing Short-Term CSB Therapy Services

- In some counties in NM there are no OTs, PTs, or SLPs listed on the SFOC form that the individual/guardian can choose to provide that DD Waiver therapy service. If this occurs, the IDT must get together to discuss if the team should refer the individual to the CSB for Short-Term CSB Therapy Consultation Services. These services have also been known as therapy “gap services” or therapy “safety net” services.
- The IDT must meet to discuss the following:
 - Are the therapy services requested essential to the individual’s health, safety, daily functioning, or achievement of ISP Visions and Outcomes?
 - Are the therapy services requested appropriate to refer to other Insurance Providers (Use of Dr’s order and insurance card)?
 - Can the therapy services requested be provided by another therapy discipline, other IDT members, or by integrating strategies into the ISP?
- If short-term CSB therapy consultation services are needed, the CM must fill out the *newest version* of the Therapy Need Identification Form with input from the IDT. This form asks the team to identify the *specific outcomes* the IDT would like to see from CSB Therapy Consultation Services. It also identifies what other information must be forwarded with the Therapy Services Identification form so the CSB consultant is able to respond to the request. The guardian must agree with the decision to seek CSB consultation and stated outcomes.

- The newest version of the Therapy Need Identification Form and informational sheets regarding accessing services as well as what to expect from these services are posted on the Therapy Services website. See website information at the end of this newsletter.
- The Therapy Need Identification form and associated information is then forwarded to Felicia Vidro, Therapy Services Coordinator through Therap SComm.
- Our resources are often stretched very thin so your help in following these procedures is very much appreciated!

Mark Your Calendars!

- The **2nd Annual Assistive Technology and Mobility Conference** will be held **October 18 & 19** at the APS Lincoln Complex. Once again, the CSB's Specialty Seating Clinic is collaborating with the APS Access & Communication Technology Team to offer 2 full days of courses related to School and Community based interventions.
- The conference is free and CE's will be provided for OT, PT, & SLP.
- Please contact the Specialty Seating Clinic at specialty.seating@state.nm.us for more information or to be placed on our mailing list.
- This conference is filling up fast. Please sign up soon.

The Rate Study is Beginning

- Save The Date! The Public Consulting Group (PCG) who will be conducting the Rate Study for the DD Waiver, Mi Via Waiver, and the Medically Fragile Waiver will have a kick-off meeting for providers and interested parties on Tuesday, September 25th from 1-4 PM. The location is 5400 Gibson Blvd SE Albuquerque at the NM DVR auditorium. Feel free to contact Felicia Vidro or check the DDS website for updates and information throughout the rate study process.
- It is very important that therapists and therapy agencies take an active role in the process so the PCG can receive enough participation to generate accurate information when recommending service rates.
- Your participation may be requested to fill out surveys or attend stakeholder meetings. Thanks in advance for your help in this very important process!

Medicaid Audit Information

- Please note that several DD Waiver therapists have recently received notices of document requests as part of a Federal Medicaid audit from Chickasaw Nation Industries. Be aware that other companies may also be contracted to do this work. Virtually any provider's claims are subject to random selection as part of the ongoing Payment Error Rate Measurement (PERM) program. It does not mean you have made any errors. Audits are routinely completed in each state every 3 years. New Mexico is now part of the active audit cycle.

- Please reply promptly to any requests for your documentation related to billing for the specified person and date. All DD Waiver providers need to comply with any audit requests in accordance with Article 1.21 of the Provider Participation Agreement.
- Below is a link to the website regarding general information about this program:
<https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Medicaid-and-CHIP-Compliance/PERM/index.html?redirect=/perm>
- Please feel free to contact either Betsy Finley or Felicia Vidro at any time for further information. (See contact information at the end of this newsletter).

Miscellaneous Notices

- Documentation Reminder. Therapists – *Please strive to get your documentation into the CM on time.* CMs should not have to repeatedly request therapist documentation that is needed for the CM to do their jobs. Many therapists get needed documentation in on time, however, if you are routinely late – you know who you are. Please do better with this! Timeliness of documentation will be part of CSB QA/QI Review. The Therapy Documentation Table is a “cheat sheet” that outlines what documentation is due, when it is due, and to whom it is to be distributed. The table may be found on the Therapy Services Website. Both therapists and CMs have found this table to be a helpful reference.
- Training DSP or IDT members by phone is never billable under the DD Waiver!
- Although Medicaid has identified that “Telemedicine” is billable if it meets certain parameters, telehealth or telemedicine is not billable for therapy services under the DD Waiver at the current time. We are seeking more specific direction from DDSD and HSD regarding options for telehealth in situations where it might be appropriate.
- *When must therapists attend IDT meetings?*
Therapists are expected to attend the Annual ISP Meeting, the Semi-annual ISP meeting (if one is held), and IDT meetings that directly involve therapy service issues. However, therapists do not have to attend every IDT meeting! Some individuals have frequent meetings to discuss specific behavioral issues, transition planning, specific issues with service agencies, certain medical issues, etc. Therapists are not required to attend these meetings unless they directly involve that therapy service. *In fact, therapists are asked not to attend excessive meetings that do not directly involve their therapy services! This can deplete therapy budget time that is needed to address other vital therapy needs.* You are asked per the standards to use your best clinical and ethical judgement in this regard.
- Please see the “Training Requirements for Therapists” chart (available on the CSB Website) for information on requirements/registration for other training available for therapy providers as offered through DDSD. We are aware that the required course “Effective Individual Specific Training” is not readily available and are looking into possible solutions.
- The Regional Office Request for Intervention (RORI) is now called the Regional Office Request for Assistance (RORA). Please see the DDSD Website to download the new RORA form and for specific RORA instructions. Remember that this process is meant to be a constructive way to request support from the Regional Office.

CSB Training Opportunities

➤ *Aspiration Risk Management (ARM) and Participatory Approach (PA)/ Standards*
 These are required trainings within the first year of service for all therapy providers in the DD Waiver and are geared toward therapists who are new to providing services through the NM DD Waiver or for therapists who would like a “refresher” on these topics. PA/Standards Trainings will address the current DD Waiver Standards and any associated updates to therapy documentation and therapy services processes. Changes due to issues with training venues or very low registration numbers are possible. **Please register at least 2 weeks in advance** especially for Metro trainings which tend to fill up quickly. Note that we have added 2 more training this Autumn and Winter in Metro and Las Cruces based on provider’s requests!

Upcoming PA/Standards and ARM trainings

Location	Training	Date
Las Cruces	ARM	Friday, September 28, 2018
Albuquerque	PA/Standards	Thursday, November 1, 2018
Albuquerque	ARM	Friday, November 2, 2018
Albuquerque	ARM	Friday, December 7, 2018
Albuquerque	ARM	Friday, January 18, 2019

Pre - Registration is required for these trainings! You must register at the trainnewmexico site below. Make sure to follow all registration directions. If the training is not listed on the site, you may need to wait until a time closer to the date of training to register. <http://trainnewmexico.com>

Please contact Kincie Byrd with specific questions related to ARM and PA training opportunities. Kincie.Byrd@state.nm.us

DDSD/CSB Websites and Contacts

- The new DDSD Website is up and running! You may access the new website at the following web address: <https://nmhealth.org/about/ddsd/pgsv/ddw/>
 - On the right column select “Developmental Disabilities Waiver” then select “Publications”. The 2018 DD Waiver Standards can be found as well as a large variety of other DDSD publications and resources.
 - To find Therapy Services resources and publications please explore the following link trail: Select “Developmental Disabilities Waiver” → “Services and Supports” → “Professional and Clinical Services” → “Clinical Services” → “Therapy Services”, etc.
 - We are aware that there are still many issues with finding resources on the new DDSD Website and with forms that are no longer usable/ fillable. Please contact your clinical consultant if you need resources that you can’t find on-line. We can point you in the right direction or send the resource directly to you.

Contacts for the clinical consultant representing your discipline:

- Mary Beth Schubauer, Physical Therapy MaryBeth.Schubauer@state.nm.us
- Julie Mehrl, Occupational Therapy Julie.Mehrl@state.nm.us
- CSB AT/Therapy Coordinator: Felicia Vidro Felicia.Vidro@state.nm.us
- CSB Bureau Chief: Elizabeth Finley Elizabeth.Finley@state.nm.us