

Rate Re-basing: Turning a Sometimes Painful Process into a Data Treasure Trove

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Rate Re-basing: Turning a Sometimes Painful Process into a Data Treasure Trove

Welcome

- Introductions
- Interactive Poll
- Rate Re-basing Background
- Panelist Perspectives
- Table Brainstorm
- Brainstorm Discussion
- Question and Answers



Interactive Poll Information:

We will have interactive polls throughout this panel, and we encourage you to participate.

To join by computer

Pollev.com/jaymicoHEN341

To join by mobile phone

Text **JAYMICOHEN341** to **22333**



Panelists



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Interactive Poll # 1

Respond at [PollEv.com/jaymicoHEN341](https://poll-ev.com/jaymicoHEN341)

Text **JAYMICOHEN341** to **22333** once to join, then **A, B, C, D, or E**

Have you participated in a rate re-basing effort in the past?

In the last 6 months **A**

Less than 2 years ago **B**

2-5 years ago **C**

5+ years ago **D**

Never **E**



Interactive Poll # 2

Respond at Pollev.com/jaymicoHEN341

Text **JAYMICOHEN341** to **22333** once to join, then **A, B, C, D, E...**

What was your role in the process?

State leadership **A**

State staff **B**

Provider **C**

Rate vendor **D**

Individual/family member **E**

Legislature **F**



Interactive Poll # 3

Respond at PollEv.com/jaymicoHEN341

Text **JAYMICOHEN341** to **22333** once to join, then **A, B, C, D, or E**

How would you rate the process?

- 1 - Painful **A**
- 2 - Not so bad **B**
- 3 - Neutral **C**
- 4 - Good but with bumps **D**
- 5 - It was a breeze **E**



Think Outside the Box

1. Make **VISIONING** and **STRATEGIC PLANNING** part of the process

2. Emphasize the importance of **PARTICIPATION** and why it matters

3. Be **CREATIVE** with data analysis to achieve policy goals

4. Rates aren't just boring math, data should inform **INNOVATION**

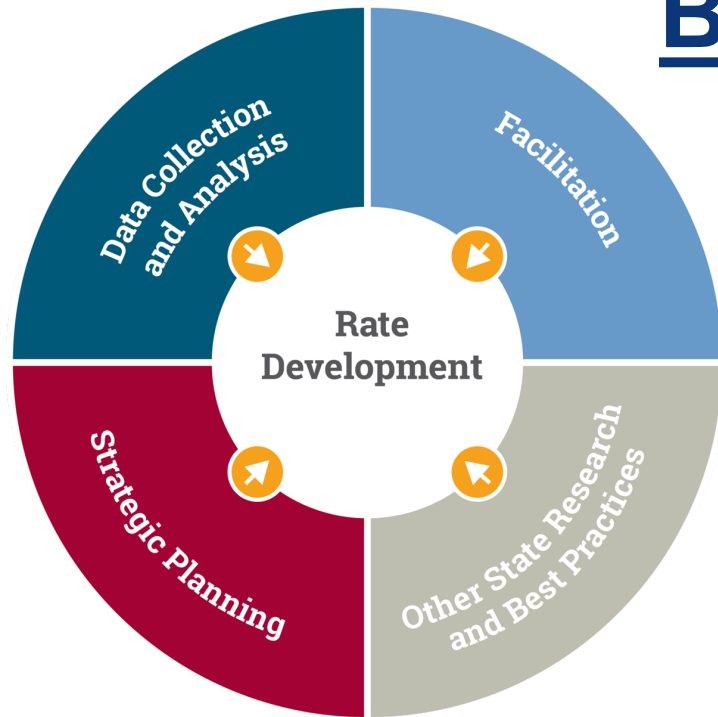
5. Take the fear out of data... You can **UNDERSTAND** it and use it

Creative
Participation **Visioning**
Understand Strategic
Innovation Planning



Rates DO Matter but ...

Better Outcomes Are the Ultimate Goal



Panelist Perspectives – New Mexico



➤ Data routinely collected

- CMS Assurances
- Division-wide key performance indicators such as Individual Service Plan implementation and percentage of people accessing Customized Community Supports (CCS) in a non-disability specific setting
- Incident reports and events that pose a risk (ER visits, choking, falls, injuries, law enforcement, etc.)
- Aspiration risk list and reports
- Provider status and capacity
- Significant medical or behavioral waiver recipients
- Emergency services
- Appointment tracking
- Changes in residential services

Panelist Perspectives – New Mexico



➤ **Most Painful Aspects of the Rate Re-basing Process**

- Getting providers to be open to the process
- Establishing trust
- Resistance to participate
- Providers requesting to be paid to participate
- Getting providers to share their financial information
- Contending with the negative perspective tied to rate setting and past experiences with previous rate studies and results
- Adding additional time to accommodate meetings to hear from stakeholders and change the process and tools, cutting timelines very short for contractor and State staff
- Had to seek technical assistance from CMS
- Had to change the process to address concern and resistance from providers

Panelist Perspectives – New Mexico



➤ **Most Positive Aspects of the Rate Re-basing Process**

- Overall good participation for most service types
- Positive feedback on process and additional meetings-providers felt heard
- Overall satisfaction with process and results
- Flexibility with contractor and state staff to make changes

➤ **Overall Lessons Learned**

- Need to revise provider agreement to require participation
- Allow more time for stakeholders to be heard and give input
- Allow more face-to-face meetings with contractors and providers

Panelist Perspectives – New Mexico



- **Examples of Data You Used to Inform System Innovation and Change**
 - Breakdown of Consultant and Case Management functions-how are people really spending their time?
 - Recommendations around technology (AT and PST), specialized medical equipment and environmental modifications
 - Transportation information, data and best practices
 - How people may be billing incorrectly for services rendered (billable versus non-billable)
 - Use of standardized assessment tool
 - Waiting list management
 - Require providers to direct support professionals \$15.00/hour through legislation
 - Use data and rate assumptions to increase productivity
 - Review and reduce administrative requirements in waiver standards that do not have direct impact on outcomes for people receiving support
 - Revise criteria to utilize incentive rates for therapy and behavior support consultation

Panelist Perspectives – New Mexico



➤ **Biggest Surprise (AH-HAH) Moment from the Data Collection Process**

- Thinking of how to use rates to improve practices and outcomes for people
- How rates can be used to incentivize work activities (innovative services and reduce dependence on 24 hour paid supports and increase independence)
- Amount of time being spent on administrative requirements versus direct support to individuals

Panelist Perspectives - Illinois



➤ Data Routinely Collected

- Direct service worker cost certification worksheets
- Annual audits

➤ Most Painful Aspects of the Rate Re-basing Process

- Obtaining adequate responses to the three data collection surveys
- Building trust with the provider community that sharing of data was necessary to evaluate existing rates to satisfy federal CMS requirements for re-basing rate

➤ Most Positive Aspects of the Rate Re-basing Process

- Incorporating federal waiver regulations specific to the provision of integrated settings into the rate re-basing data collection process
- Independence of rate study vendor in rate analysis
- Stakeholder participation in focus groups

Panelist Perspectives - Illinois



➤ Overall Lessons Learned

- Need to conduct additional outreach to the provider community to ensure understanding of data collection survey tool
- Federal CMS requirement for re-basing rates every five years will ensure all waiver rates are reviewed – uniform review process across all waiver direct services

➤ Examples of Data You Used to Inform System Innovation and Change

- Rate re-basing process allowed the Department to consider the federal 2014 waiver regulations specific to integrated settings for Adult Day Services via the data collection survey tool

➤ Biggest Surprise (AH-HAH) Moment from the Data Collection Process

- Need to continuously review data collection process

Panelist Perspectives - Colorado



- **Data routinely collected**
 - Service utilization and expenditure trends

- **Most Painful/Positive Aspects of the Rate Re-basing Process**
 - Obtaining reliable cost data / stakeholder engagement & education

- **Overall Lessons Learned**
 - Rely on industry standards where possible
 - Engage stakeholders early and often
 - Evaluate geographic factors and other variables

Panelist Perspectives - Colorado

- **Examples of Data You Used to Inform System Innovation and Change**
 - Tracked use of the exception process (Level 7 rates) to use as indicator for rate level changes
 - Opportunity to drive program goals and objectives through rate incentives

- **Biggest Surprise (AH-HAH) Moment from the Data Collection Process**
 - Employing utilization data to expand the provider base

Interactive Activity

Table Brainstorm

Underutilized Data

List 3 types of data currently collected that are being underutilized

Current Data Gap

Identify a data gap and how it could be captured through a rate study process

Common Policy Challenges

What rate setting data could be leveraged to inform policy decisions and innovation



Questions & Answers

Contact Us

Contact Us

| | |
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