

Vermont HCBS-COI* Advisory Committee

March 21, 2023

*Home and Community-Based Services - Conflict of Interest



Notice: Meeting Recording

Please note that this meeting will be recorded. This recording and all paper and electronic copies of materials presented or shared on the screen will be subject to Vermont's Public Records Act, 1 V.S.A. §§ 315 et seq., and will be made available to the general public upon request. Participants are responsible for ensuring that no confidential or proprietary information is presented or discussed in the meeting and associated materials. This recording may not be deleted or destroyed except as provided under record retention schedule of the Department of Vermont Health Access.

Agenda

- Welcome and Agenda Overview
- February Meeting Follow-Ups
- HCBS/Case Management Functions and Roles: Discussion
- Public Comments
- Wrap-Up and Next Steps



February Meeting Follow-Ups

**CMS Approval of
Corrective Action Plan**

**Updates on Stakeholder
Engagement Activities**

**Advisory Committee
Member Questions**

Themes from Members

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Vermont's Medicaid Waiver

Defines Case Management:

"Assistance to enrollees in gaining access to needed waiver, medical, social, educational and other services. Case management includes comprehensive assessment; treatment planning and plan of care development; service coordination; monitoring; and collateral contacts with persons involved and/or designated by the enrollee."

Source: [1115 Global Commitment to Health Care Waiver](#)



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“Words Matter”



Tomato, tahmato... words referring to case management functions

- Case Management
- Service Coordination
- Care Management
- Support Brokering
- Service Facilitation
- Support Counseling
- Case Monitoring
- Support Navigation
- Community Coordination

SERVICE COORDINATOR

is a

CASE MANAGER



Other Questions? Thoughts?



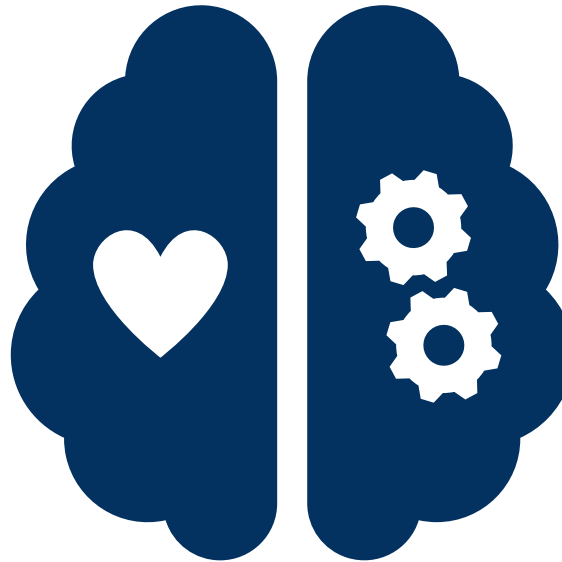
Going Deeper: Case Management Functions

- What are case management functions?
- What are differences in roles between case management and HCBS providers?
- How can tasks and activities be assigned to avoid conflict?

HCBS Case Management

Good Case Management is often called a “linchpin” in HCBS

It helps **people** access services and supports to meet their needs and reach their goals



It helps **systems** operate programs, follow rules, and ensure service quality

Case management is the bridge between program participants (people) and the state authority (systems)

... and it is NOT the delivery of direct services and supports

([Merriam-Webster](#) defines a linchpin as something that serves to hold together parts that function as a unit)

HCBS / Case Management Functions

Case Management Role	Eligibility* and Enrollment	Needs Assessment	Person-Centered Planning	Referral and Linking	Service/Resource Approval	Service Monitoring & Ongoing Coordination
 <p>Helps people</p>	<ul style="list-style-type: none"> • Learn about services • Apply for services • Make program choices 	<ul style="list-style-type: none"> • Identify their service and support needs 	<ul style="list-style-type: none"> • Identify what is important to and for them • Identify goals and strategies 	<ul style="list-style-type: none"> • Understand options • Make choices about services and supports 	<ul style="list-style-type: none"> • Know what resources will be available to them 	<ul style="list-style-type: none"> • Problem-solve • Make sure they are getting their services • Stay healthy and safe
 <p>Helps systems</p>	<ul style="list-style-type: none"> • Enroll eligible people • Keep records • Follow rules • Seek equity 	<ul style="list-style-type: none"> • Understand peoples' needs • Follow rules • Seek equity 	<ul style="list-style-type: none"> • Match people's preferences and needs to options • Be culturally responsive 	<ul style="list-style-type: none"> • Ensure people have choices • Maintain local knowledge 	<ul style="list-style-type: none"> • Plan and budget • Manage resources • Seek equity 	<ul style="list-style-type: none"> • Monitor/improve service quality • Reduce over/under utilization

*Eligibility determinations are a state agency responsibility that can only be delegated to another governmental entity

Avoiding Conflict: Roles & Responsibilities

	Eligibility* and Enrollment	Needs Assessment	Person-Centered Planning	Referral and Linking	Service/Resource Approval*	Service Monitoring & Ongoing Coordination
Unconflicted Organizations	<ul style="list-style-type: none"> • Help people learn about and apply for services (neutrally) • Determine eligibility/renewals 	<ul style="list-style-type: none"> • Conduct standard functional needs assessments • Gather data and information, document the person's needs 	<ul style="list-style-type: none"> • Facilitate discovery, identify what is important to and for the person • Identify goals and strategies 	<ul style="list-style-type: none"> • Offer unbiased choices in services, supports and available resources • Assist with access to services 	<ul style="list-style-type: none"> • Make equitable, criteria-based, data-driven decisions in reviewing and approving service plans 	<ul style="list-style-type: none"> • Make sure people are getting their services • Monitor progress • Problem-solving, advocating for the person
Service Providers	<ul style="list-style-type: none"> • Refer people to unconflicted organization for eligibility and enrollment 	<ul style="list-style-type: none"> • Contribute information and data, observed risks or needs • Assessment when part of direct service 	<ul style="list-style-type: none"> • As preferred by the person, participate as a contributor • Suggest ideas, strategies, approaches 	<ul style="list-style-type: none"> • Communicate regarding capacity, staffing, strengths • Coordination when part of direct service 		<ul style="list-style-type: none"> • Deliver HCBS • Support/track progress to goals • Communicate re: changes, problems, needs

*State functions

Discussion: Roles and Functions

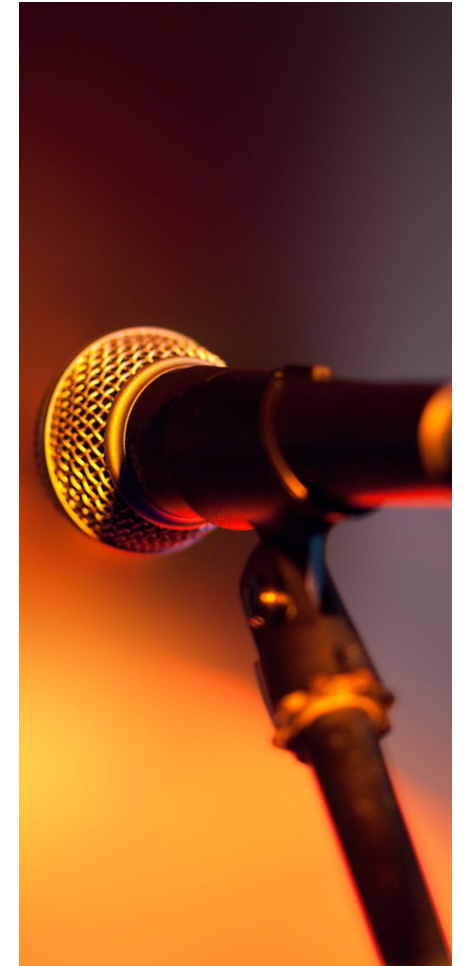
	Needs Assessment	Person-Centered Planning	Referral and Linking	Service Monitoring & Ongoing Coordination
Important tasks or activities?	<ul style="list-style-type: none"> Gather data and information, document the person's needs 	<ul style="list-style-type: none"> Discovery, identify what is important to and for the person, goals and strategies 	<ul style="list-style-type: none"> Assist with access to services and supports 	<ul style="list-style-type: none"> Make sure services are working well, health and safety needs are met, quality of life, progress towards goals
Who is responsible?				
Conflict?				



Questions? Thoughts?

Public Comment

- If you would like to speak during the public comment period, please let us know by sending a note in the chat with your name.
- The HMA team will call on attendees and unmute the audio for one person at a time.
- Attendees wishing to speak are asked to focus their remarks on the meeting topics.
- Speakers should make an effort to limit public comments to three (3) minutes.
- Advisory Committee Members and State staff will not respond to questions posed during the Public Comment session.
- General feedback or questions about Vermont HCBS Conflict of Interest issues can be emailed to ahs.medicaidpolicy@vermont.gov at any time.



Wrap-Up and Next Steps

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