

Hawai'i Going Home Plus Operational Protocols

C. ORGANIZATION AND ADMINISTRATION

C.1 Organizational Structure

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As the single state Medicaid agency with responsibility for the state plan and Medicaid waiver services, the Department of Human Services (DHS) will be responsible for executing this grant. The Med-QUEST Division (MQD), the organizational unit within DHS that is responsible for the operation and administration of the medical assistance programs, will be the responsible organizational unit within DHS to manage the project.

- The Social Services Division (SSD) is the organizational unit within DHS that is responsible for all Medicaid home and community based waiver programs. The Department of Health (DOH) Developmental Disabilities Division is responsible for the implementation of the DD/MR HCBS waiver program, administered by the DOH. As noted in the introduction, the Medicaid state plan and Medicaid waiver home and community based services budgets were combined into one Medicaid budget under MQD in July 2007. A reorganization plan to align organizational responsibility with the consolidated budget is under development to formally transfer the Medicaid waiver programs from SSD to the MQD. This Medicaid reorganization will be effective before the 1115a Quest Expanded Access (QExA) Managed Care Demonstration waiver starts in late 2008. Two MFP organizational charts are attached to illustrate the placement of HCBS services within the department prior to and post implementation of the 1115a demonstration waiver.

C.2. Staffing Plan. Provide a staffing plan that includes:

- a. A written assurance that the Project Director for the demonstration will be a full-time position: The State of Hawaii assures that the Project Director position for the MFP Demonstration is a full time position. Madi Silverman is the fulltime project director for the *Going Home Plus* project. Her resume is on file at CMS.
- b. The number and title of dedicated positions paid for by the grant. Please indicate the key staff assigned to the grant: The Project Director position is the dedicated staff position assigned to the grant.
- c. Percentage of time each individual/position is dedicated to the grant: This is a fulltime position.
- d. Brief description of role/responsibilities of each position: The MFP Project Director is responsible for the overall management of the Going Home Plus Project. This will include developing and evaluating RFPS, securing contracts for the services; project policy development; budget monitoring; convening stakeholder and workgroup meetings; problem identification and resolution; collecting and analyzing financial and other data, and completing and submitting the required CMS reports.
- e. Identify any positions providing in-kind support to the grant. Individuals contributing to the project include: MQD Systems Office Administrator (.05 FTE), MQD Finance Officer (.05 FTE) and a RN Quality Assurance reviewer (.10 FTE) who is currently with the SSD/SSO office .

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- f. Number of contracted individuals supporting the grant: The contractors for the project will be the University of Hawaii Center for Disability Studies who will perform the evaluation, house the housing coordinator and assist with planning and implementation activities for the grant, the Virtual Office providers, the Training Institute, 24 hour nurse line waiver service providers and the transition coordinators.
- g. Provide a detailed staffing timeline: See chart below
- h. Provide in a timeline format a brief description of staff that have been hired and staff that still need to be hired.

| Position/Contract | Name | Date of Hire |
|-------------------------------------|-----------------|--|
| Project Director | Madi Silverman | 11/1/07 |
| Planner/ UH CDC Contract | Jean Johnson | 10/1/07 |
| Evaluator/ UH CDC Contract | Christy Nishita | 10/1/07 |
| Housing Coordinator/UH CDC Contract | To be hired | RFP to be issued by June 15. Hire by August 1 |
| Transition Coordinators | To be hired | RFP or Medicaid contract Hire by July 1 |

- i. Specify the entity that is responsible for the assessment of performance of the staff involved in the demonstration. The *Going Home Plus* Project Director will be assessed by the Med-QUEST Division Administrator.

C.3. Billing and Reimbursement Procedures

MFP participants will be coded and claims will be tracked in the Hawaii Pre-Paid Medicaid Management System (HPMMIS). All *Going Home Plus* services will be prior authorized by the transition coordinator, waiver or health plan case manager on the transition plan and waiver service plan, then entered into the HPMMIS. Most providers will submit electronic claims, however at this time the MFP supplemental services will be paid out of system by purchase order. Out of system payments will be reviewed and signed by the MFP Project Director prior to payment.

Accelerated Computer Services, Inc. (ACS) serves as the Hawaii Medicaid fiscal agent. Weekly payments are issued to vendors with claims that pass the automated system edits. The DHS/SSD/MWS/ Fiscal and Information (F&I) unit oversees the Medicaid waiver payments. MFP participant payments will be monitored by this unit,

The following processes have been developed by the MWS/F&I to monitor financial accountability to the waivers and assure that claims are coded and paid timely and accurately.

- Electronic audits:
- Detailed expenditure reports and claims files by program, are produced weekly, monthly, quarterly and annually, containing all the HPMMIS payments made for HCBS participants while the participant is enrolled in the waiver program.
- Quarterly claims dump for the CMS 64 report which is examined for claims (codes) that do not belong to the program and participants who are coded in wrong waiver. Participants identified by this process are added to a “Z-bucket file to be corrected in the system.

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- Rejected healthcare common procedure coding system (HCPCS)/Modifiers annual report specifies the Client ID, service month, (non-waiver) procedure codes and payments made for rejected HCPCS codes during the waiver year.
- Semi-annual cost share claims extract report identifies participants with an Eligibility Key that denoted spend down and no Share of Cost (SOC) amount had been deducted from the claim for the benefit month.
- Quarterly suspension overlap report identifies claims submitted for participants during dates of suspension from the waiver program.

Claims adjudication:

- To date, MWS has been able to assist and instruct vendors to resubmit corrected claims. In the event a claim is not correctable, the vendor would be required to write the State a check. MWS/F&I staff are responsible to monitor waiver claims.