



# DIVISION OF LONG TERM SUPPORTS AND SERVICES (DLTSS)

Melissa Hardy, DLTSS Division Director

March 10, 2025



Department of  
**HEALTH &  
HUMAN SERVICES**



# Division Mission

To work collaboratively with providers and communities to support children, adults and families to be as independent as desired throughout their lifespan.



**Bureau of Adult and Aging Services (BAAS)**

- Provides comprehensive and coordinated services for older adults, age 60 and older and adults with disabilities between the ages of 18-59.

**Bureau of Developmental Services (BDS)**

- Partners with provider organizations to deliver community-based supports and services for adults and children with Developmental Disabilities and Acquired Brain Disorders and their families.

**Bureau of Family Centered Services (BFCS)**

- Identifies and coordinates supports that assist children from birth to 21 years of age who have, or are at risk for, a chronic medical condition, disability or special health care need and their families.



▶ **Oversight & Guidance**

Establish policies and rules for guidance and oversight to support a strong and effective service delivery system.

▶ **Technical Assistance & Support**

Offer essential technical assistance and support to enhance the skills and knowledge for aging, children & youth with special health care needs, developmental disability, and acquired brain injury providers and workforce.

▶ **Monitoring & Quality Assurance**

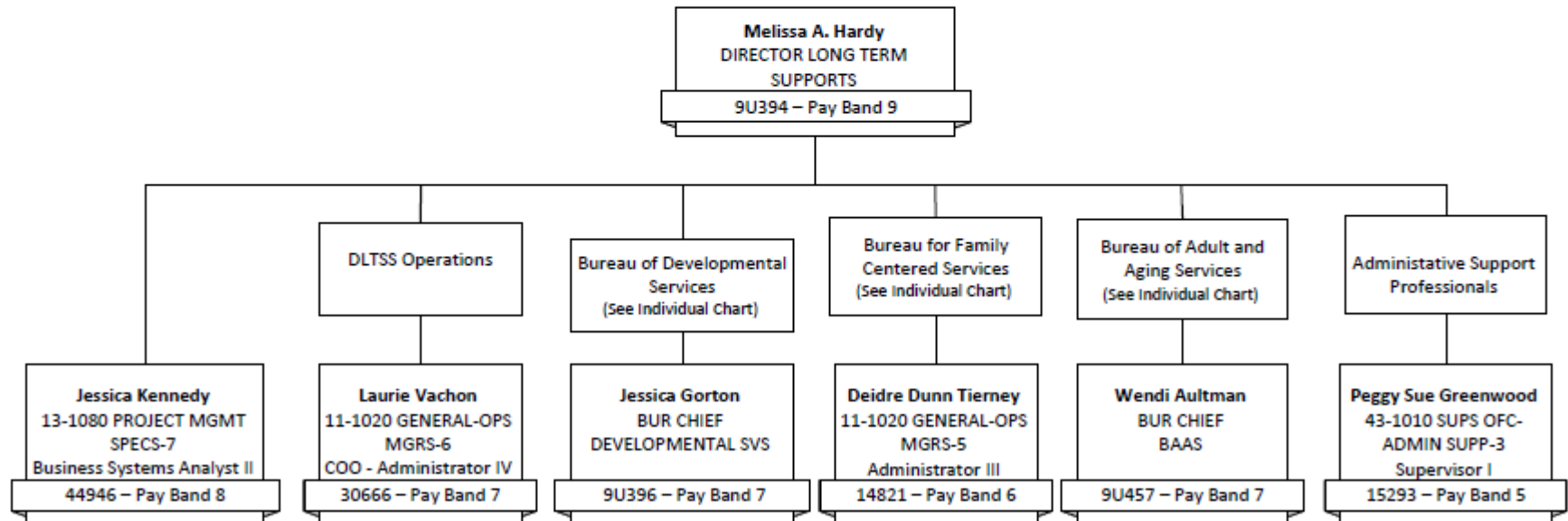
Provide oversight and guidance to monitor and enhance quality of services as well as the health and welfare of individuals accessing home and community-based services.





# NH Department of Health and Human Services

## Division of Long Term Supports and Services



FTE Authorized Positions SFY 2025	Bureau	Bureau Vacancy Rate
94	Bureau of Adult and Aging Services (BAAS)	4%
27	Bureau of Developmental Services (BDS)	15%
15	Bureau of Family Centered Services (BFCS)	6%
<b>Total: 136</b>		

Number of Unfunded Positions	Bureau
3	Bureau of Adult and Aging Services (BAAS)
5	Bureau of Developmental Services (BDS)
<b>Total: 8</b>	



## Division of Long Term Supports and Services

Bureau of  
Adult and Aging Services  
(BAAS)

Bureau of Developmental  
Services  
(BDS)

Bureau of Family  
Centered Services  
(BFCS)



The Division of Long Term Supports and Services (DLTSS) oversees a system of community supports to meet the needs of individuals and their families.

DLTSS coordinates and provides services and supports for:

- Adults aged 60 or older or who have a chronic illness or disability.
- Individuals of all ages with developmental disabilities or acquired brain disorders.
- Children and youth with a chronic medical condition, disability, or other special healthcare need.





**Commitment 2 – Promote Thriving Communities**

**Initiative 7: Build a System of Care for Healthy Aging**

Goal 1: Create a comprehensive array of long-term supports and service to assist older adults and adults with disabilities to live in the setting of their choice

Goal 2: Increase the percentage of people receiving home and community-based services instead of care in a nursing facility by 3% by May 2025

**Initiative 8: Strengthen the Developmental Disabilities System**

Goal 1: Establish a standardized approach that promotes consistency and equity to inform the level of services a person receives

Goal 2: Develop and propose a new reimbursement rate structure

## KEY ACCOMPLISHMENTS



### **Bureau of Adult and Aging Services (BAAS)**

- Bureau name change to promote positive aging
- System of Care for Healthy Aging underway
- Investments in Adult Protective Services
- Enhancements in information technology
- Completed and published Systems Assessment and Gaps Analysis



### **Bureau of Developmental Services (BDS)**

- Attained compliance with CMS Corrective Action Plan as of July 1, 2003
- Investments in direct care workforce
- Enhancements in information technology
- Increase in New Hampshire provider capacity for Intensive Treatment Services
- Strong focus on relationships with individuals, families and stakeholders



### **Bureau of Family Centered Services (BFCS)**

- Completed survey to assess needs of families with children with special health care needs
- System of Care for Children with Special Health Care Needs improvement plan in process
- Family & community engagement through collaboration with youth, family caregivers, providers and program staff
- Improved developmental outcomes for infants, toddlers, and their families
- Incorporating family support into care coordination to increase efficiency and family satisfaction



## IT Enhancements Across BAAS

Complete



Scope of Enhancements	Impact
Displaying the closed cases/plans on the dashboard for case managers	Allows case managers to track history of past services and assist individuals in redeterminations and reconsiderations for CFI .
Service authorizations that are pending for more than 60 days without required information are automatically denied. Denial letters are sent on the same day instead of weekly.	Enables timely tracking of service authorizations and provides greater transparency
Replaced paper form for waiver request with an automated online form	Allows for real-time collaboration between case managers and BAAS
Automated weekly report to track MEA closures	Increased transparency and case managers will be better prepared to coordinate an individual’s case post-closure
Enhanced case view giving providers the ability to: <ul style="list-style-type: none"> <li>• Search for client cases and view case details</li> <li>• View required verifications and upload documents corresponding to that verification</li> <li>• View what documents have been uploaded</li> <li>• View notices and letters provided</li> </ul>	With client’s permission, providers, case managers, nursing facilities, navigators and other agencies have expanded access to client information.



# IT Enhancements Across BAAS

Complete



Scope of Enhancements	Impact
<p>Step-by-step NH EASY tutorials for clients and providers on how to:</p> <ul style="list-style-type: none"> <li>• Create and manage accounts</li> <li>• Navigate dashboards and search screens</li> <li>• Upload documents</li> </ul>	<p>Enhanced training, improve user experience and provides clarity</p>
<p>The MEA Bridge Process Enhancement involves replacing the current manual process with a system-driven one. This change will allow for extended time for MEA reviews and provide the necessary transparency to case managers, BAAS Staff, and other service providers.</p>	<p>Provides increased transparency and awareness for agencies/providers regarding bridging and provides the newly revised review date (also known as the Bridged date).</p> <ul style="list-style-type: none"> <li>• Removed barriers that might prevent agencies/providers from delivering planned services during the bridge period.</li> <li>• Streamlined process and improve processing times for BAAS</li> </ul>
<p>MEA Tracking Enhancements</p> <ul style="list-style-type: none"> <li>• Medical Records Request Tracking: automate reporting process for tracking the MEA 20-day medical records request sent to physicians</li> <li>• Advance the intake status when intake is pending to receive documents after 30 days</li> <li>• Add a Transitional Case Management (TCM) indicator on the Intake. Automate the CMA assignment process for TCM.</li> <li>• Streamline the Appeal Process to automate some of the manual steps including generating the approval letter.</li> <li>• Add new CMA Discharge &amp; Rejection Reasons to track and monitor CMA assignments.</li> </ul>	<p>Improves the MEA process during intake and renewal periods resulting in:</p> <ul style="list-style-type: none"> <li>• Enhanced support for case managers</li> <li>• Streamlined intake process</li> <li>• Increased transparency for appeals</li> </ul>

# IT Enhancements Across BAAS

Complete



Scope of Enhancements	Impact
Adult Protective Services (APS) Systems Modernization – Streamlined the processes required to manage the APS program by electronically managing the intake, investigation, case management and registry functionality to eliminate manual workarounds and data re-entry	Increased staff efficiency by automating processes historically completed manually.
APS Online Reporting – ability to report allegations online during and after normal work hours.	Allows for 24/7 online reporting while easing the workload of APS intake.
APS Registry Automation	Allows for electronic submission and requests for registry checks, streamlining the process for both employers and BAAS APS Registry staff.

In Progress



## IT Enhancements Across BDS

Complete



Scope of Enhancements	Impact
<b>Integrated BDS into the New HEIGHTS/NH Easy platform.</b>	<b>Created one state-owned system for BDS operations</b>
Created streamlined processes that were once manual such as: <ul style="list-style-type: none"> <li>• Service authorization submission</li> <li>• Documentation uploads</li> <li>• Tracking of denials of service authorizations</li> <li>• Registry for future waiver service planning</li> </ul>	Provided transparency and tracking capabilities
Created provider portal in NH Easy	Increased visibility for providers regarding service authorization status
Increased the ability to track and analyze provider billing	Provided BDS the ability to target provider technical assistance using real-time billing data
Created management tools for BDS to target proactive technical assistance with providers	Proactive approach to assist BDS staff for targeted performance monitoring



## Future IT Enhancements Across DLTSS

BAAS	BDS	BFCS
<p>Online portal expansion and improvements for NH EASY providers, case managers and navigators</p> <p>Comprehensive care plan management updates</p> <p>Complaints enhancements</p> <p>Enhance access to NH EASY for ADRCs including intake and dashboards</p> <p>Enrolled provider tracking</p> <p>Incorporate Money Follows the Person program into New HEIGHTS</p> <p>Track waiver services data</p>	<p>Financial tracking improvements</p> <p>Service provider visibility</p> <p>Updates to enhance communication during BDS reviews for waiver applications</p> <p>Incorporate the Individual Service Agreement (ISA) into the NH EASY system</p> <p>Individual and family portal</p>	<p>Data system to link various elements from Family Centered Early Supports &amp; Services with New Hampshire Special Education Information System to improve the timeliness and efficiency into the special education system</p> <p>System enhancement to ensure data is valid and reliable to inform improvement activities</p> <p>Updates to incorporate application, eligibility, and care management services for children and youth with special health care needs</p>



# Bureau of Adult and Aging Services (BAAS)



**Bureau of Adult and Aging Services (BAAS)**

- Advance supports and services that promote active and healthy aging
- Ensure a service delivery system for people to have equal access statewide and the opportunity to develop services based on their individualized needs
- Administer and strengthen Adult Protective Services (APS) through greater awareness, staff training investments, collaboration and response
- Administer Choices for Independence (CFI) 1915(c) Home and Community-Based Medicaid Waiver
- Determine medical eligibility level of care for nursing facility and CFI program
- Contract with community-based providers for services through Older Americans Act Title IIIB and Title XX of the Social Services Block Grant

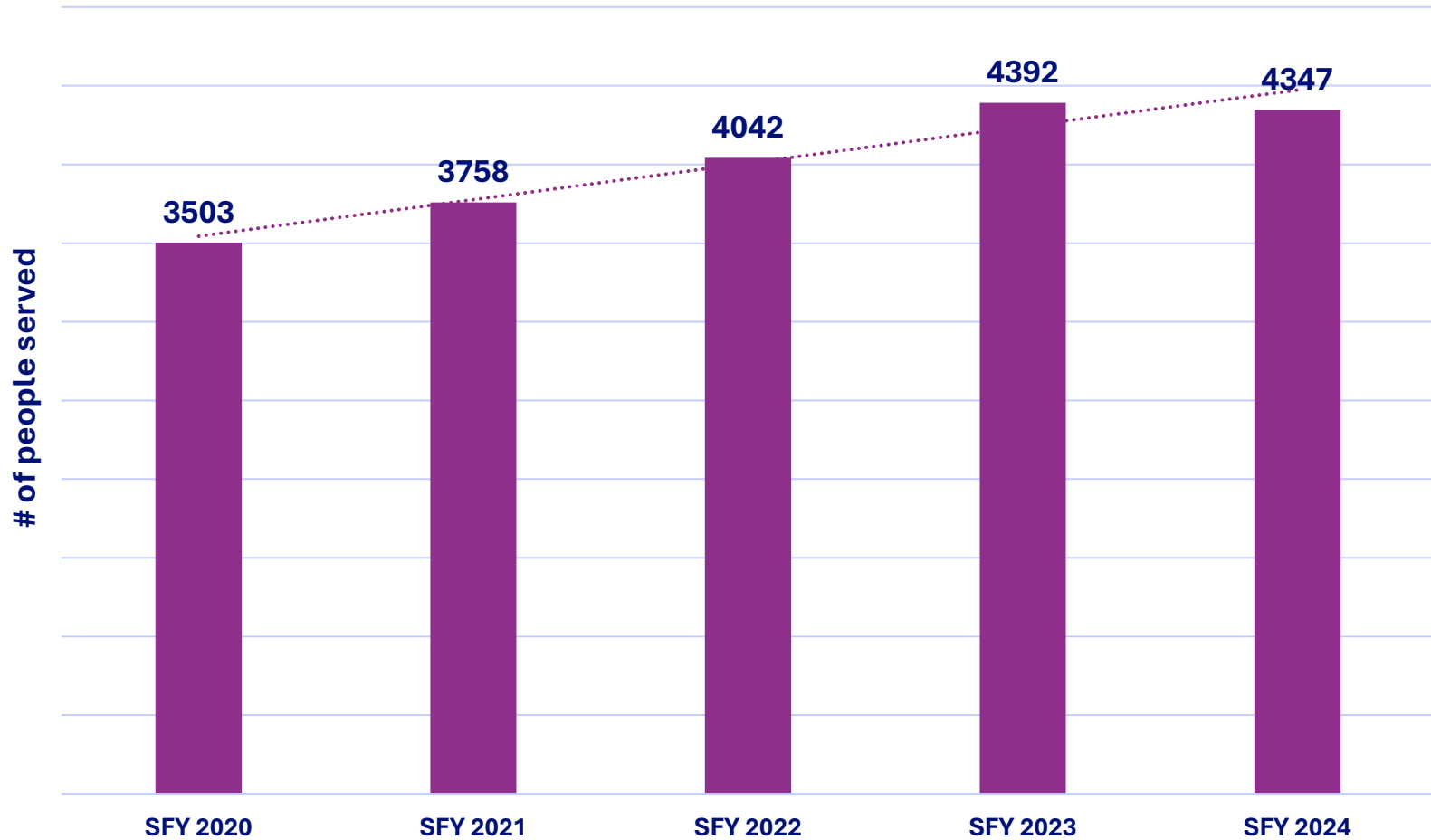


**Bureau of Adult and Aging Services (BAAS) – Adult Protective Services (APS)**

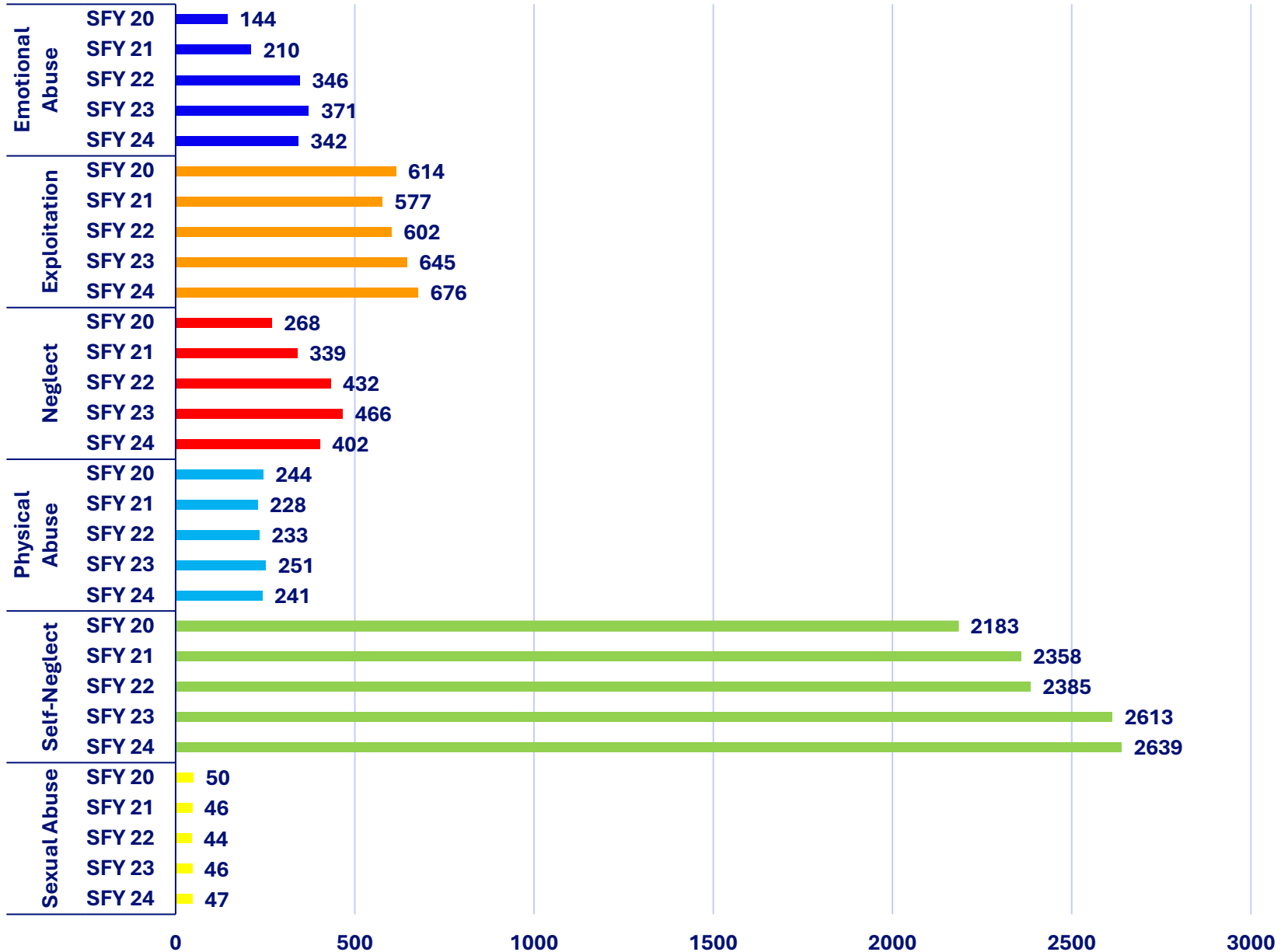
Activity – Accounting Unit	Accounting Unit Title	Auth. FTE # SFY 2025	Budget Book Page #	Budget Briefing Book Page #
4805-9250	<p><b>APSW OPERATIONS</b></p> <ul style="list-style-type: none"> <li>9% Federal funds, 91% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>RSA 161-F:42 – to provide protection for vulnerable adults who are abused, neglected or exploited. Law is civil and not criminal</li> <li>Implicit philosophy of an adult’s right to self-determination</li> </ul>	70	894	1
4805-4046	<p><b>APS FORMULA GRANT</b></p> <ul style="list-style-type: none"> <li>100% Federal funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>First time federal formula grant award given to states for APS through the Elder Justice Act                             <ul style="list-style-type: none"> <li>Awarded in 2023, New Hampshire is a minimum allotment state</li> </ul> </li> </ul>	0	893	N/A



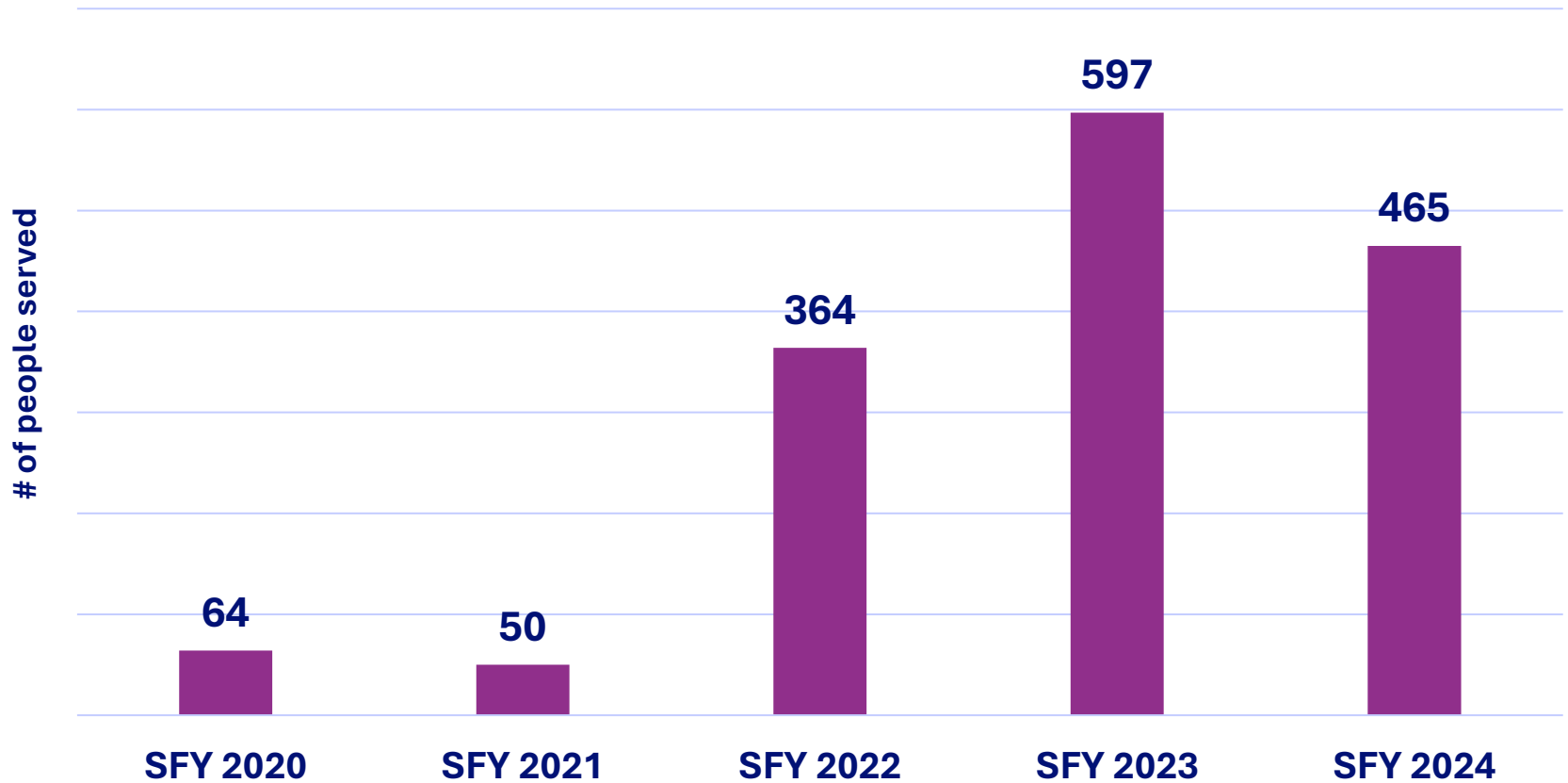
### Total APS Investigations



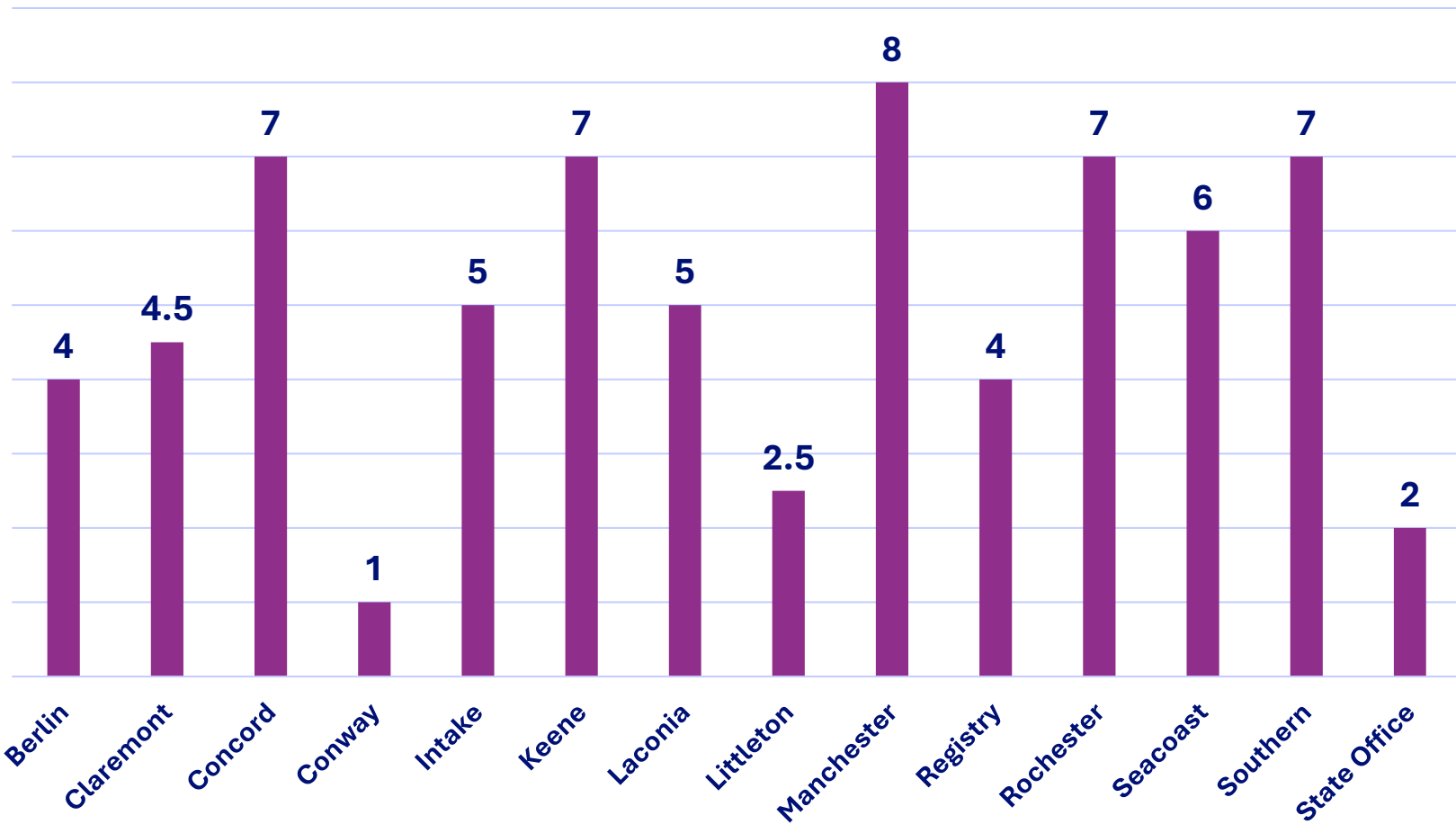
## APS Investigations - Trending by Type SFY2020-SFY2024



### Total APS Non-Protective Cases



### APS FTEs per Location

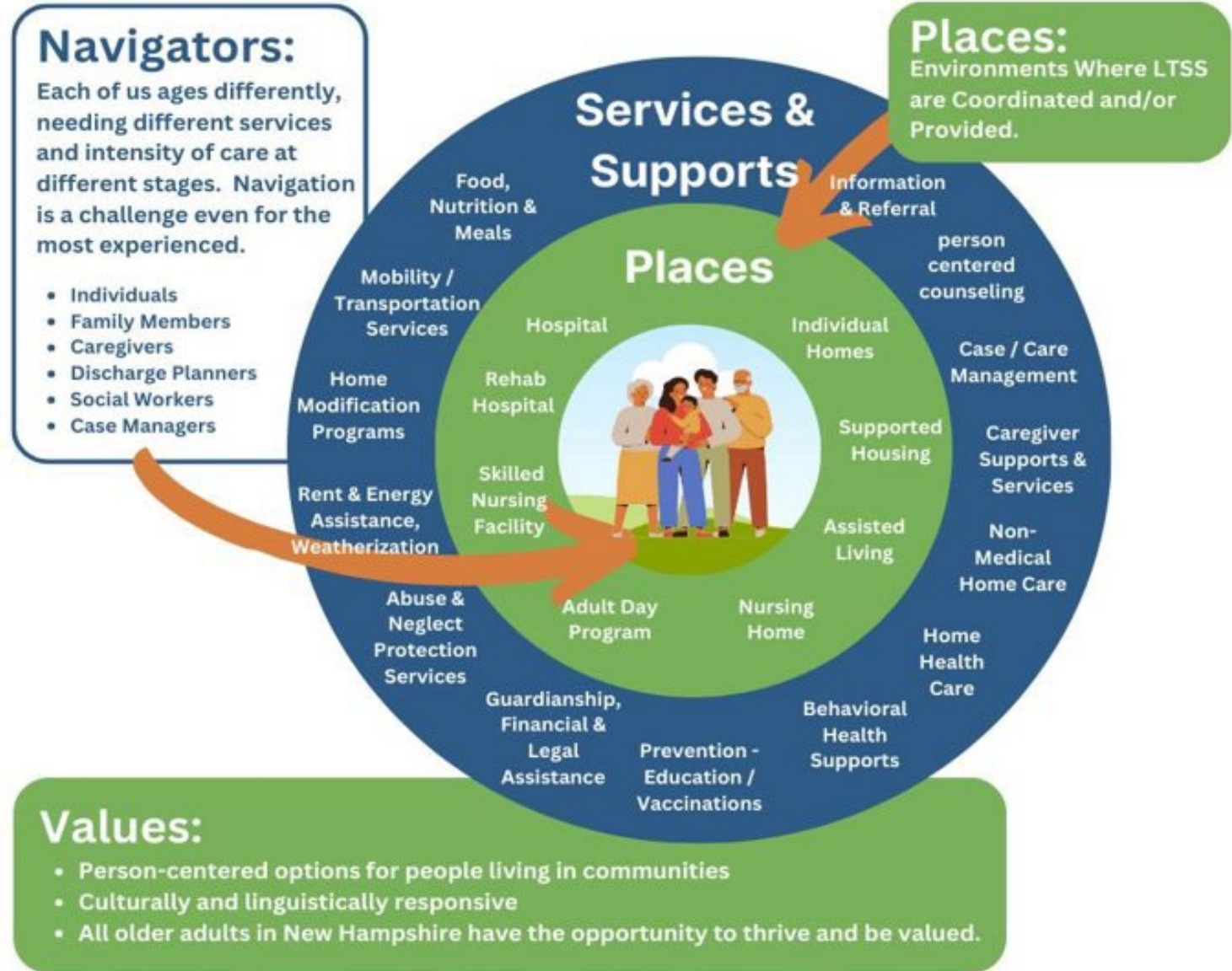


**Bureau of Adult and Aging Services (BAAS) – Aging and Disability Resource Centers (ADRCs)**

Activity – Accounting Unit	Accounting Unit Title	Auth. FTE # SFY 2025	Budget Book Page #	Budget Briefing Book Page #
4810-9565	<p><b>AGING AND DISABILITY RESOURCE CENTERS (ADRCs)</b></p> <ul style="list-style-type: none"> <li>• 54% Federal funds, 46% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Formally known as ServiceLink, 7 contracted providers at 13 sites statewide</li> <li>• Provides information and referral services, Person-Centered Counseling, Family Caregiver Support Program, State Health Insurance and Education Program and Senior Medicare Patrol</li> <li>• Additional funding to ADRCs was appropriated through System of Care for Healthy Aging legislation in 2023.</li> </ul>	2	901	7
4810-3317	<p><b>ADMIN ON AGING SERVICE GRANTS-Senior Medicare Patrol Program (SMPP)</b></p> <ul style="list-style-type: none"> <li>• 99% Federal funds, 1% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Program that teaches people with Medicare to be aware of healthcare fraud, how to protect themselves from becoming victims, and how to detect and report fraud</li> </ul>	0	899	N/A
4810-8925	<p><b>MEDICAID SERVICES GRANTS-State Health Insurance &amp; Education Program (SHIP)</b></p> <ul style="list-style-type: none"> <li>• 95% Federal funds, 5% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Helps people with Medicare to understand their benefits and program options.</li> </ul>	1	898	N/A



# A Vision for a System of Care For Healthy Aging





Through contracts with local agencies around the state, ADRCs help individuals:

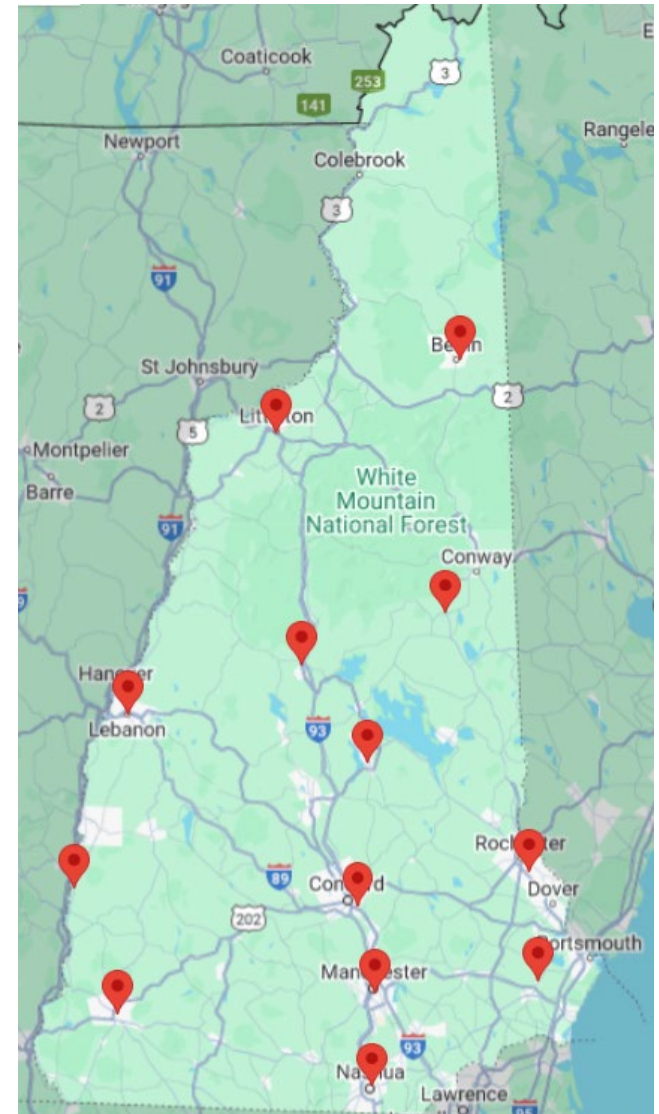
- Access guidance, support, and choice related to long term services and supports (LTSS) for all populations and payers
- Provide Person Centered Counseling
- Access family caregiver information and supports
- Explore options and understand and access Medicare/Medicaid

HB2 2023 created a new person-centered counseling program in each contracted ADRC to provide support and assistance to people living at home or in short or long-term institutional settings.



## **ADRC Locations**

- Carroll County: Tamworth
- Strafford County: Rochester
- Rockingham County: Stratham
- Hillsborough County: Manchester & Nashua
- Grafton County: Lebanon, Littleton & Plymouth
- Belknap County: Laconia
- Cheshire County: Keene
- Merrimack County: Concord
- Sullivan County: Charlestown
- Coos County: Berlin



# DIVISION OF LONG TERM SUPPORTS & SERVICES

# House Finance – Division III 26

ADRC Contracting Agency	County	SFY 2024 Total Encounters	SFY 2024 Home Visits	*SFY 2025 Home Visits (*6 months data)	Total Staff
Partnership for Public Health	Belknap	3473	20	42	7
	Carroll	2125	11	7	5
Tri-County CAP	Coos	2354	87	64	4
Grafton County Senior Citizens Council	Grafton	6457	222	151	8
Easter Seals NH	Hillsborough	6716	37	24	5
Belknap-Merrimack CAP	Merrimack	11035	292	120	6
NH Care Collaborative	Cheshire	5019	93	28	8
	Sullivan	3882	78	12	4
Community Partners	Rockingham	12984	58	47	7
	Strafford	8856	67	27	9
<b>Total</b>		<b>62,901</b>	<b>965</b>	<b>522</b>	<b>63</b>

**Bureau of Adult and Aging Services (BAAS)**

Activity – Accounting Unit	Accounting Unit Title	Auth. FTE # SFY 2025	Budget Book Page #	Budget Briefing Book Page #
4810-7872	<p><b>ADMINISTRATION ON AGING</b></p> <ul style="list-style-type: none"> <li>• 51% Federal funds, 49% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Federal funding from Title III of the Older Americans Act and the Nutrition Services Incentive Program</li> <li>• Services include nutrition/meals, home modifications and caregiver support</li> </ul>	13	895	3
4810-9255	<p><b>SOCIAL SERVICES BLOCK GRANT</b></p> <ul style="list-style-type: none"> <li>• 54% Federal funds, 46% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Federal funding from Title XX of the Social Security Act</li> <li>• Services include adult medical day services, adult in-home care, chore, emergency support, respite, home-delivered meals and homemaker</li> </ul>	0	897	5
4810-9010	<p><b>VOLUNTEER ACTIVITIES</b></p> <ul style="list-style-type: none"> <li>• 100% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Senior Companion Program established in NH in 1974 to reduce social isolation of older adults.</li> </ul>	0	900	N/A



## Nutrition Services

**1.8 million meals served  
across NH serving 37,596  
people**

### What the people are saying...

- ✓ 97% rate program service from **good to excellent**
- ✓ 41% say the meals on wheels **is the only person they see all week**
- ✓ 61% say meals on wheels are their **primary source of nutrition**
- ✓ 44% say that they **do not have enough money for food**
- ✓ 88% say meals on wheels **benefits their health**
- ✓ 83% say meals on wheels is **vital to remain living at home**



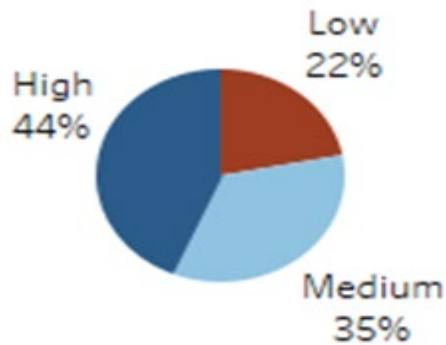
## Older Americans Act and Social Service Block Grant

SFY 2024	Supported 461 family caregivers and 84 kinship caregivers as recipients
	Provided 108 home modifications or home repairs
	1,370 people received personal care and homemaker services

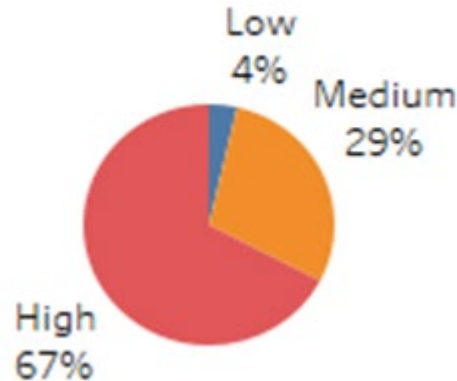
### NH Family Caregiver Program Older Americans Act And ADRD Funded Support

Results of 2024 evidenced-based caregiver assessment which helps identify the risk of burnout and placement.

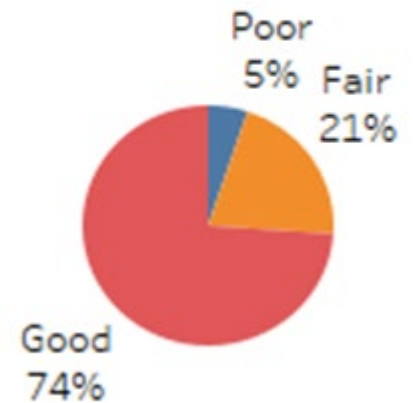
#### Depression Burden



#### Stress Burden

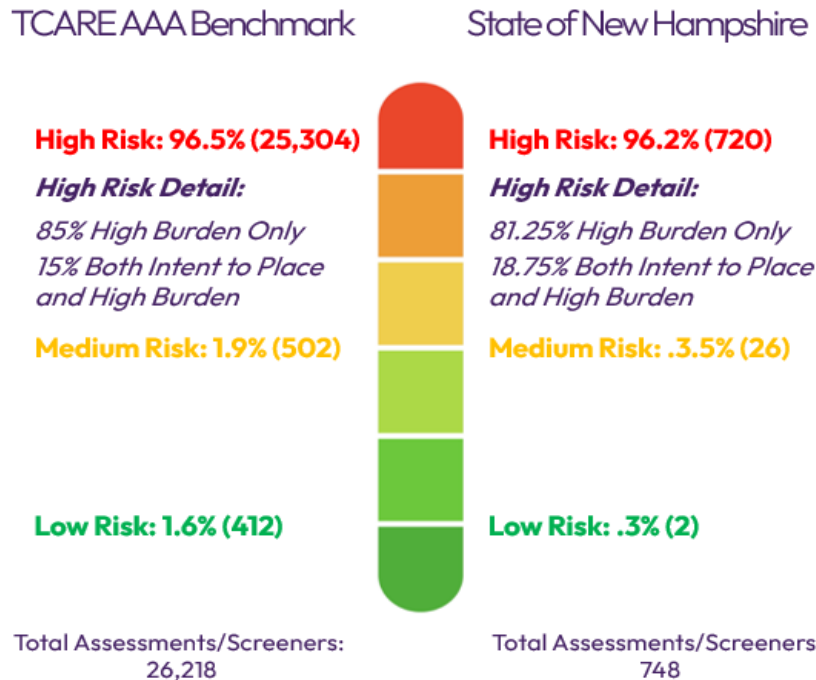


#### Health Status



# Older Americans Act And ADRD Funded Support Outcomes of Score Change Analysis

## Caregiver Risk Stratification



## Identity Discrepancy

*96% lowered or remained stable*

## Relationship Burden

*99% lowered or remained stable*

## Stress Burden

*98% lowered or remained stable*

## Objective Burden

*97% lowered or remained stable*

## Depression

*98% lowered or remained stable*

## Uplifts

*97% lowered or remained stable*

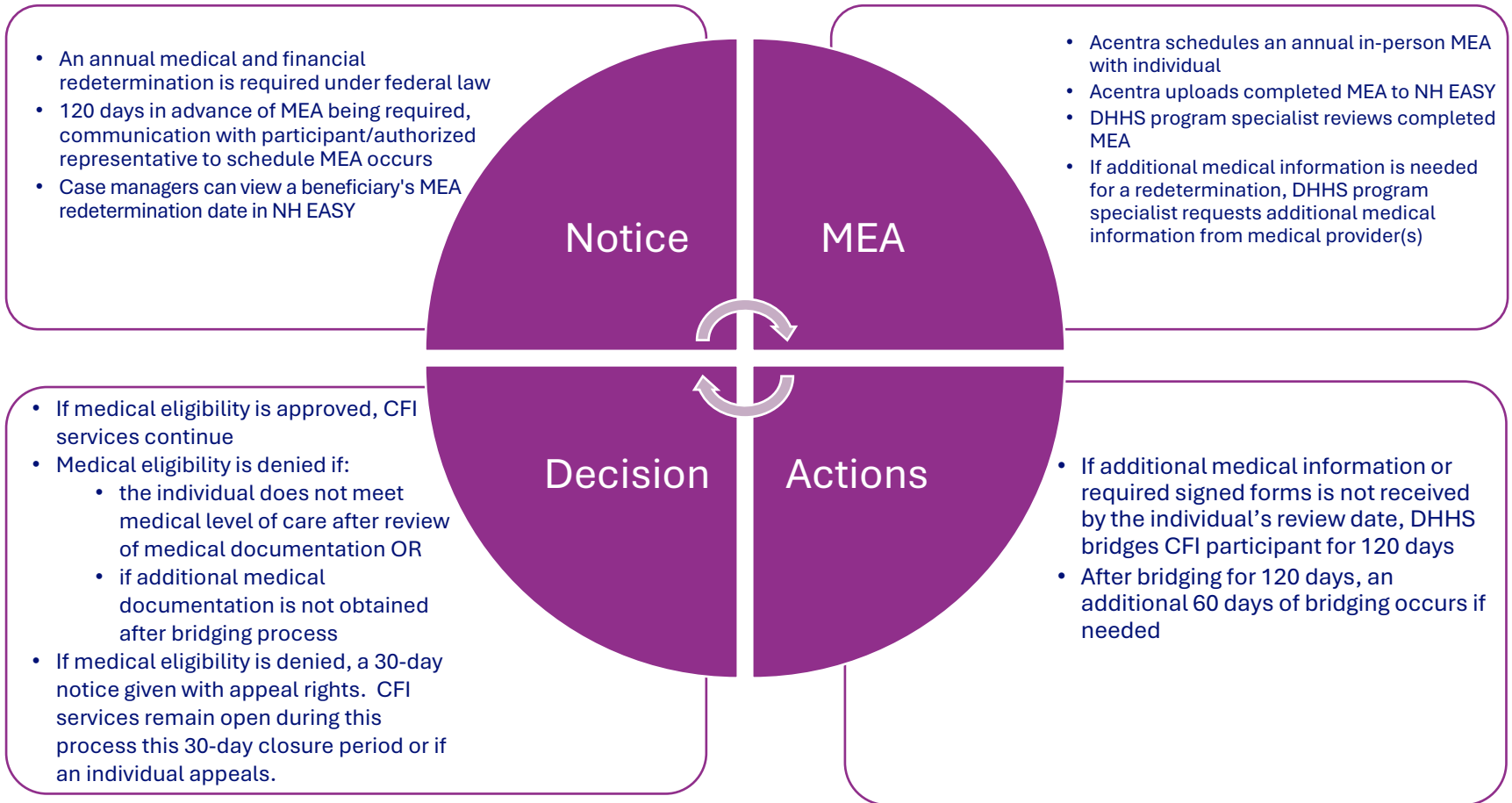
**Bureau of Adult and Aging Services (BAAS) – CFI Waiver and Nursing Facility Services**

Activity – Accounting Unit	Accounting Unit Title	Auth. FTE # SFY 2025	Budget Book Page #	Budget Briefing Book Page #
4820-2164	<p><b>CFI WAIVER PROGRAM ELIGIBILITY</b></p> <ul style="list-style-type: none"> <li>68% Federal funds, 32% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>Conducts nursing facility medical level of care determinations, assigns case management agencies and oversees service authorizations for CFI waiver</li> </ul>	8	906	16
4820-2152	<p><b>WAIVER NF PAYMENTS-COUNTY PARTICIPATION</b></p> <ul style="list-style-type: none"> <li>50% Federal funds, 20% General funds, 30% Other funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>Provides direct services to people eligible for NH Medicaid and who meet financial and medical eligibility for nursing facility or CFI services</li> </ul>	0	902	10
4820-2157	<p><b>MQIP PAYMENTS (Medicaid Quality Improvement Program)</b></p> <ul style="list-style-type: none"> <li>50% Federal funds, 50% Other funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>Provides quarterly supplemental rates to nursing facilities for each paid Medicaid bed day at their facility in the prior quarter</li> </ul>	0	904	14
4820-2161	<p><b>PROSHARE PAYMENTS (Proportionate Share Payments)</b></p> <ul style="list-style-type: none"> <li>100% Federal funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>Provides supplemental payments to each county nursing facility</li> </ul>	0	905	15
4820-2154	<p><b>NURSING SERVICES</b></p> <ul style="list-style-type: none"> <li>47% Federal funds, 53% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>Provides nursing home to care to:                             <ul style="list-style-type: none"> <li>Children at Cedarcrest</li> <li>Adults under the age of 65 who are enrolled in the Aid to the Needy Blind</li> <li>Adults receiving Medicaid who require a skilled nursing facility stay</li> </ul> </li> </ul>	0	903	12

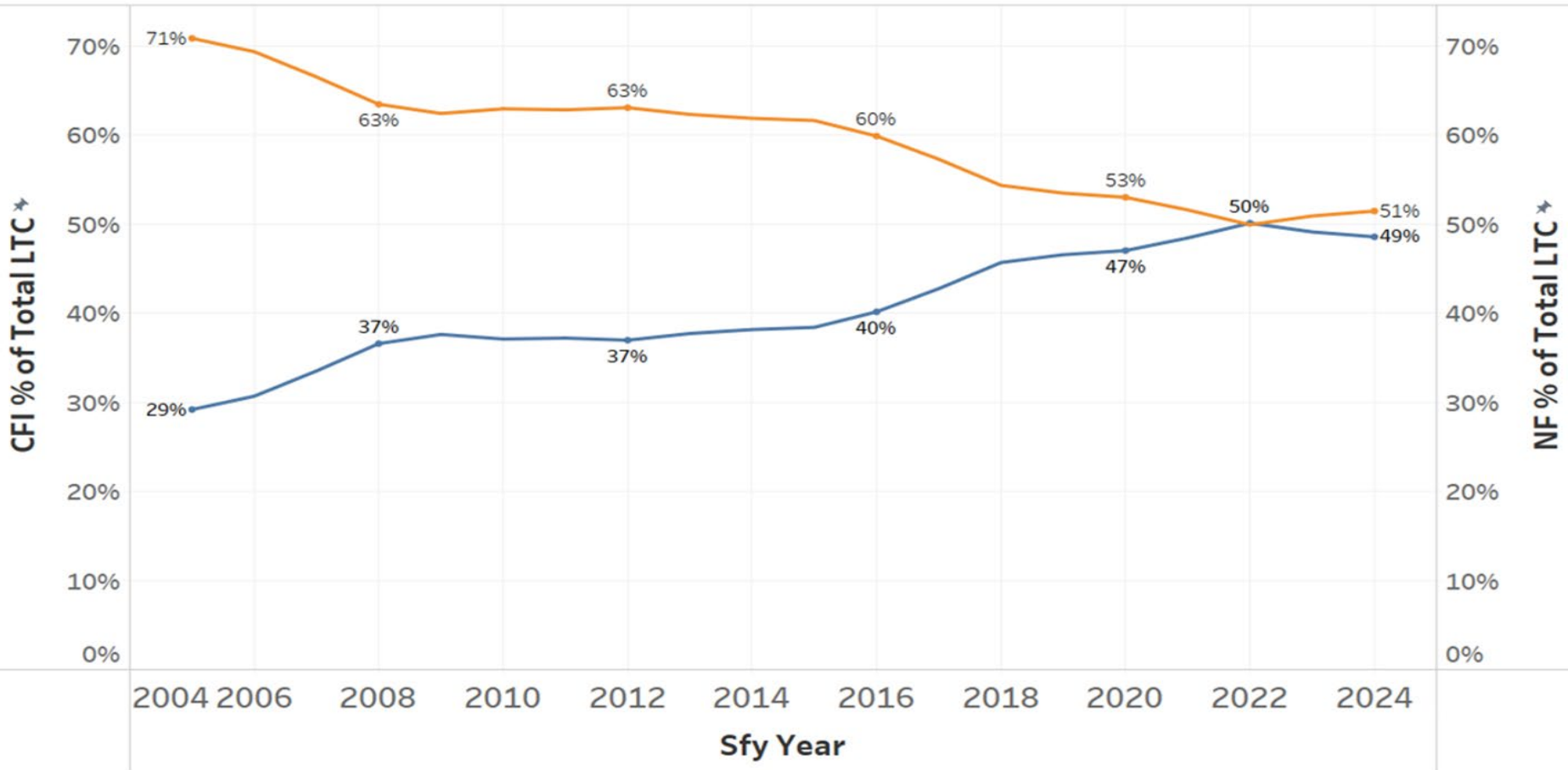
**New Hampshire’s 1915(c) Choices for Independence (CFI) Waiver**

Waiver	Eligibility Requirements	Service Examples	Average Cost per Year
<p><b>Choices for Independence (CFI)</b></p>	<ul style="list-style-type: none"> <li>• <b>Adults 18-64 with a disability and adults ages 65 years and older</b></li> <li>• <b>Nursing facility level of care</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Home delivered meals</b></li> <li>• <b>Skilled nursing</b></li> <li>• <b>Case management</b></li> <li>• <b>Homemaker</b></li> <li>• <b>Assisted living</b></li> </ul>	<p><b>\$25,203</b></p>

## Medical Eligibility Assessment (MEA)



CFI/Nursing Facility 20 Year Trend  
% of LTC Total



Measure Names  
 ■ CFI % of Total LTC  
 ■ NF % of Total LTC



**Bureau of Adult and Aging Services (BAAS)**

Activity – Accounting Unit	Accounting Unit Title	Auth. FTE # SFY 2025	Budget Book Page #	Budget Briefing Book Page #
4810-8920	<p><b>MONEY FOLLOWS THE PERSON (MFP)</b></p> <ul style="list-style-type: none"> <li>• 100% Federal funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Demonstration cooperative agreement award from Centers for Medicaid and Medicare Services (CMS) to support transitions from institutional to community-based programs</li> <li>• Awarded to New Hampshire from 9/1/22 through 9/30/28</li> </ul>	0	899	N/A
4810-8917	<p><b>HEALTH PROMOTION CONTRACTS</b></p> <ul style="list-style-type: none"> <li>• 100% Federal funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Supports evidence-based prevention programs such as falls risk screening and reduction, training and education for family caregivers and chronic disease self-management</li> </ul>	0	897	N/A
4810-8943	<p><b>ALZHEIMER’S DISEASE &amp; RELATED DISORDERS</b></p> <ul style="list-style-type: none"> <li>• 100% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Provides respite grants for family caregivers who are caring for people with Alzheimer’s Disease or a related dementia</li> </ul>	0	901	N/A
4820-2165	<p><b>CIVIL MONETARY PENALTIES</b></p> <ul style="list-style-type: none"> <li>• 100% Federal Funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Penalties for those facilities that fail to maintain substantial compliance with one or more participation requirements. 42 CFR 488.430 outlines the basis for imposing the penalty, and the State must maintain an acceptable plan, approved by CMS, for the effective use of civil money funds per 42 CFR 488.433(e).</li> </ul>	0	906	N/A

**The Money Follows the Person (MFP) Demonstration supports state strategies to rebalance LTSS systems from institutional to community-based care.**



The **goals of the demonstration** are to:

- Increase the use of home and community-based services (HCBS) and reduce the use of institutional services
- Eliminate barriers in state law, state Medicaid plans, and state budgets that restrict the use of Medicaid funds to enable Medicaid-eligible individuals to receive support for appropriate and necessary long-term services and supports in the settings of their choice
- Strengthen the ability of Medicaid programs to provide HCBS to people who choose to transition out of institutions and
- Put procedures in place to provide quality assurance and improve HCBS



## Alzheimer’s Disease and Related Disorders

Provides respite grants for family caregivers

Maximum grant award is \$2,000

# of Caregivers Served

SFY 2022: 223

SFY 2023: 221

SFY 2024: 181

Companion  
Homemaker  
Personal Care  
Adult Day  
Facility Respite



### Join the Movement for Early Dementia Screening

Start the conversation with your patients today and help them unlock a future of proactive health. By making early dementia screening a routine part of health care, you are helping your patients and their families plan, prepare, and thrive.



# Bureau of Developmental Services (BDS)



### Bureau of Developmental Services (BDS)

- Administration of services that promote community access through three home and community-based 1915 (c) Medicaid waivers
  - Developmental Disabilities (DD)
  - Acquired Brain Disorders (ABD)
  - In-Home Supports (IHS)
- Contracts with 10 Area Agencies to plan, establish and maintain comprehensive service access and delivery to individuals in accordance with RSA 171-A
- Reviews home and community-based service provider requests to enroll with the Medicaid program
- Provides oversight of the service delivery system including system governance and service quality.
- Maintains a grievance process through the Office of Client and Legal Services to review complaints related to rights violations.
- Ensures health and welfare oversight and trending through Sentinel Event and medication error reviews.
- Creates curriculum and offers orientation and training for provider agency Nurse Trainers.
- Enables access to support and resources for people with an acquired brain injury through partnership with the Brain Injury Association of New Hampshire.





Federal Government

Funds and Governs Medicaid Services

# DD Services Operating Structure

NH DHHS

Share System Governance with Area Agencies

Fund area agencies with a combination of Medicaid Admin funds and general revenue ("contract") funds

Must enroll with DHHS as a Medicaid Provider and have the option to bill Medicaid directly for services provided to individuals

Provider Agencies

Area Agencies

Individual Receiving Services and Families

Provide support to provider agencies to promote quality

Complete intake and eligibility for RSA 171-A and 1915(c) waiver access with individuals and their families

Help a person choose services based on their support needs

Service Coordinators



**Bureau of Developmental Services (BDS)**

Activity – Accounting Unit	Accounting Unit Title	Auth. FTE # SFY 2025	Budget Book Page #	Budget Briefing Book Page #
9300-7100	<p><b>DEVELOPMENTAL SERVICES</b></p> <ul style="list-style-type: none"> <li>• 50% Federal funds, 50% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Services to individuals who qualify for DD Waiver</li> <li>• Serves 5,061 individuals</li> </ul>	0	1014	18
9300-7016	<p><b>ACQUIRED BRAIN DISORDER SERVICES</b></p> <ul style="list-style-type: none"> <li>• 49% Federal funds, 51% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Services to individuals who quality for ABD Waiver</li> <li>• Serves 228 individuals</li> </ul>	0	1016	24
9300-7110	<p><b>CHILDREN IHS WAIVER</b></p> <ul style="list-style-type: none"> <li>• 50% Federal funds, 50% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Services to individuals who quality for IHS Waiver</li> <li>• Serves 488 individuals</li> </ul>	0	1017	20
9300-7013	<p><b>FAMILY SUPPORT SERVICES</b></p> <ul style="list-style-type: none"> <li>• 100% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Provides funding for 10 Family Support Councils within Area Agencies</li> <li>• Provides operational funding to 10 contracted Area Agencies to support individuals and families</li> </ul>	0	1018	22



**New Hampshire’s 1915(c) DD, ABD and IHS Waivers**

Waiver	Eligibility Requirements	Service Examples	Historical Average Cost per Year
<p><b>Developmental Disabilities (DD)</b></p>	<ul style="list-style-type: none"> <li>• Has a developmental disability as defined in RSA 171-A</li> <li>• Meet ICF/IDD level of care</li> <li>• Exited the school system</li> </ul>	<ul style="list-style-type: none"> <li>• Community Participation Services</li> <li>• Respite</li> <li>• Service coordination</li> <li>• Residential</li> <li>• Independent living services</li> <li>• Employment</li> </ul>	<p>\$73,739</p>
<p><b>Acquired Brain Disorders (ABD)</b></p>	<ul style="list-style-type: none"> <li>• Adults over age 22 whose ABD happened between the ages of 22-60</li> <li>• Meet nursing facility level of care</li> <li>• Decline in cognitive functioning, impulse control, judgement, modulation of mood or awareness of deficits, as defined in He-M 522</li> </ul>	<ul style="list-style-type: none"> <li>• Community Participation Services</li> <li>• Respite</li> <li>• Service coordination</li> <li>• Residential</li> <li>• Independent living</li> <li>• Employment</li> </ul>	<p>\$94,820</p>
<p><b>In Home Supports (IHS)</b></p>	<ul style="list-style-type: none"> <li>• Has a developmental disability as defined in RSA 171-A</li> <li>• Birth through the age of 21</li> <li>• Meet ICF/IDD level of care</li> <li>• Live at home with family</li> <li>• Attending school</li> </ul>	<ul style="list-style-type: none"> <li>• In-home residential services</li> <li>• Respite</li> <li>• Service coordination</li> <li>• Consultations</li> <li>• Environmental/vehicle modifications</li> </ul>	<p>\$14,820</p>



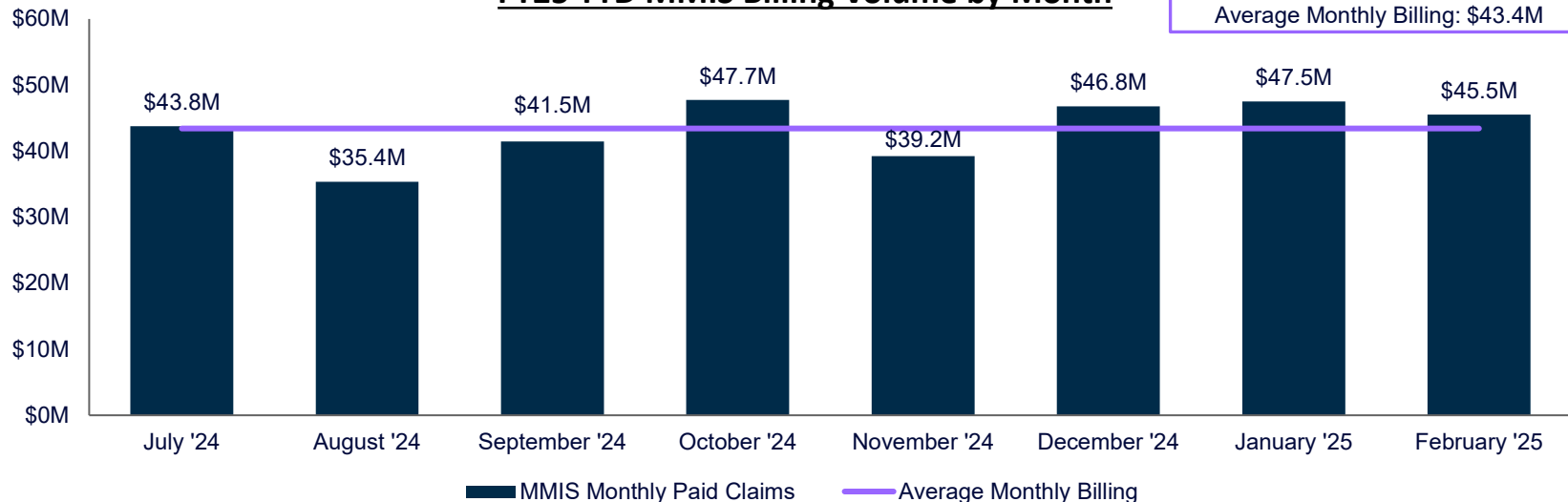
### BDS 1915(c) Waiver Billing Trends

July 2024 through February 2025, the system has paid out \$347.1M in MMIS paid claims across three waivers. The FY25 average monthly billing activity is \$43.4M per month. The DD waiver represents approximately 92% of total MMIS billing volume.

YTD Service Billing by Waiver		
Provider Type	YTD Billing	Percent of Total
Developmental Disabilities (DD) Waiver	\$318.2M	92%
Acquired Brain Disorder (ABD) Waiver	\$23.9M	7%
In-Home Supports (IHS) Waiver	\$4.9M	1%
<b>Total</b>	<b>\$347.1M</b>	<b>100%</b>

YTD Billing by Major Service Type		
Service Type	YTD Billing	Percent of Total
Residential	\$233.2M	67%
Day Service	\$79.9M	23%
Service Coordination	\$13.1M	4%
Other	\$20.8M	6%
<b>Total</b>	<b>\$347.1M</b>	<b>100%</b>

### FY25 YTD MMIS Billing Volume by Month



## Family Support Services

### **Provides funding for the 10 Family Support Councils within Area Agencies per RSA 126-G**

- Established in 1989
- Provides advice to the Area Agency in the development of a family support plan
- Per He-M 519.04 provides support to families in their role as primary caregivers for disabled family members including (but not limited to):
  - Information and referral
  - Assistance to identify and assess the family's own strengths, needs and goals
  - Assistance with transition in and out of services
  - Crisis intervention and emotional support
  - Advocacy for accessing supports and services
  - Opportunities for family networking
  - Assistance to access respite care
  - Conferences and workshops
  - Financial assistance

### **Provides operational funding to 10 contracted Area Agencies to support individuals and families per RSA 171-A**

- Shared governance role between the Department and the Area Agencies
- Funding for supports and services for individuals and families that are not covered by insurance or Medicaid



**Bureau of Developmental Services (BDS)**

Activity – Accounting Unit	Accounting Unit Title	Auth. FTE # SFY 2025	Budget Book Page #	Budget Briefing Book Page #
9300-7167	<p><b>MEDICAID COMPLIANCE</b></p> <ul style="list-style-type: none"> <li>• 52% Federal funds, 48% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• BDS Liaisons work with Area Agencies to ensure that clients are eligible and have timely access to services through the provider network of enrolled New Hampshire Medicaid providers</li> </ul>	8	1019	29
9300-5947	<p><b>PROGRAM SUPPORT</b></p> <ul style="list-style-type: none"> <li>• 19% Federal funds, 81% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Provides funding for BDS staff to administer and oversee DD, ABD, and IHS waivers</li> <li>• Recreation and guardianship services funding</li> </ul>	19	1015	26



# Bureau for Family Centered Services (BFCS)



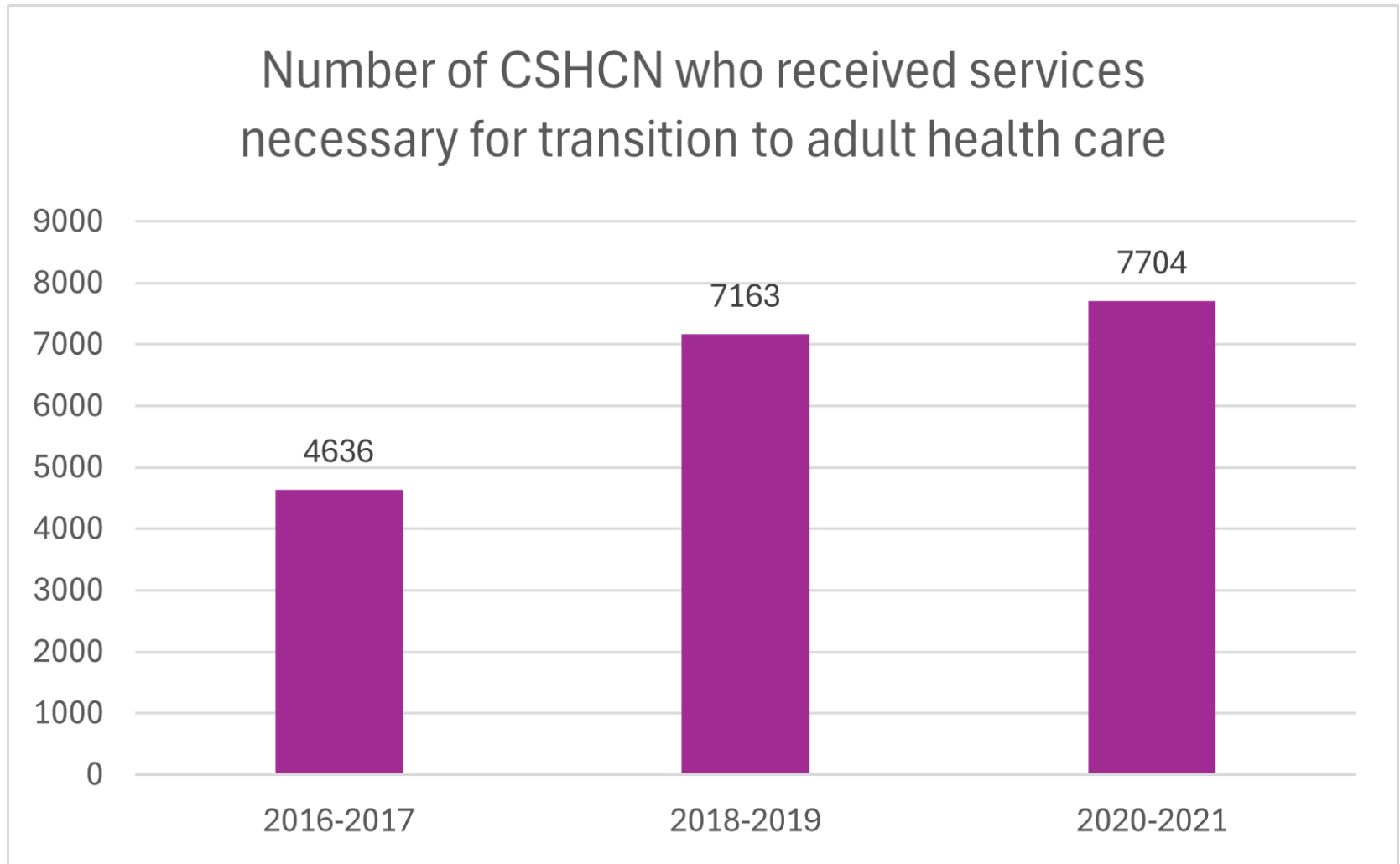
### Bureau of Family Centered Services (BFCS)

- Administer programs and services that promote a well-functioning system of care for children with special health care needs (CSHCN)
- Ensure that and their families will be healthy, thriving, independent and have access to appropriate services within their communities
- Support health care and specialty services for CSHCN by partnering with a trained workforce, continuous quality improvement and promotion of effective practices
- Partner with community-based providers to administer Family Centered and Early Supports and Services (FCESS)
- Provide oversight for Family Support Council Services that support families in their role as primary caregiver to individuals with developmental/intellectual disabilities.
- Promote the National Care Coordination Standards for CSHCN as best practice for community- and practice-based care coordination.
- Promote a family centered approach across DLSS' programs and services.
- Engage families and community partners to improve health and well-being for CSHCN across the system of care.



**Bureau of Family Centered Services (BFCS)**

Activity – Accounting Unit	Accounting Unit Title	Auth. FTE # SFY 2025	Budget Book Page #	Budget Briefing Book Page #
9305-3674	<p><b>INFANT - TODDLER PROGRAM – PART C</b></p> <ul style="list-style-type: none"> <li>• 100% Federal funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Federally mandated early intervention program funded by Part C of the Individuals with Disabilities Education Act (IDEA)</li> </ul>	2	1020	32
9305-3675	<p><b>SOCIAL SERVICES BLOCK GRANT – Children with Special Health Care Needs (CSHCN)</b></p> <ul style="list-style-type: none"> <li>• 100% Federal funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Provides supports and services to families serving as the primary caregiver of CSHCN</li> <li>• Services include assessment of needs, care planning and connection to resources</li> </ul>	2	1021	35
9305-3676	<p><b>SPECIAL MEDICAL SERVICES</b></p> <ul style="list-style-type: none"> <li>• 27% Federal funds, 73% General funds</li> </ul> <p>KEY DETAILS:</p> <ul style="list-style-type: none"> <li>• Provides services for CSHCN including multi-disciplinary clinics, health care coordination, nurse consultation, nutrition/feeding/swallowing consultation, psychiatry consultation, caregiver support, and Watch Me Grow developmental screening</li> </ul>	11	1022	36
9305-3677	<p><b>EARLY INTERVENTION</b></p> <p>42% Federal funds, 58% General funds</p> <p>KEY DETAILS:</p>	0	1024	30



Prioritized Needs & Key Considerations	Funded in the Governor's Recommended Budget
<p><b>BDS Waivers Projected Annualized Needs/Waitlist (BDS)</b></p> <ul style="list-style-type: none"> <li>• 2026: \$17,754,000</li> <li>• 2027: \$44,998,800</li> </ul> <p>Total: \$62,752,800</p>	Funded
<p><b>CFI Service Rate Increase (BAAS)</b></p> <ul style="list-style-type: none"> <li>• 2026: \$8,293,443</li> <li>• 2027: \$8,612,339</li> </ul> <p>Total: \$16,905,782</p>	Not Funded
<p><b>Guardianship (BAAS &amp; BDS)</b></p> <ul style="list-style-type: none"> <li>• 2026: \$822,000</li> <li>• 2027: \$822,000</li> </ul> <p>Total: \$1,644,000</p>	Not Funded
<p><b>Congregate Housing (BAAS)</b></p> <ul style="list-style-type: none"> <li>• 2026: \$750,000</li> <li>• 2027: \$750,000</li> </ul> <p>Total: \$1,500,000</p>	Not Funded
<p><b>BDS Service Rate Increase (BDS)</b></p> <ul style="list-style-type: none"> <li>• 2026: \$17,195,457</li> <li>• 2027: \$46,989,077</li> </ul> <p>Total: \$64,184,534</p>	Not Funded



Prioritized Needs & Key Considerations	Funded in the Governor's Recommended Budget
<p><b>Room and Board (BDS)</b></p> <ul style="list-style-type: none"> <li>• 2026: \$5,000,000</li> <li>• 2027: \$5,000,000</li> </ul> <p>Total: \$10,000,000</p>	Not Funded
<p><b>Recreation (BDS)</b></p> <ul style="list-style-type: none"> <li>• 2026: \$500,000</li> <li>• 2027: \$500,000</li> </ul> <p>Total: \$1,000,000</p>	Not Funded
<p><b>Early Intervention (BFCS)</b></p> <ul style="list-style-type: none"> <li>• 2026: \$1,000,000</li> <li>• 2027: \$1,000,000</li> </ul> <p>Total: \$2,000,000</p>	Not Funded



## Choices for Independence Rate Study

Reviewed current 1915(c)  
CFI Waiver approved rate  
Methodology

- Verified that current rates follow the methodology outlined in waiver
- Utilized data for all CFI rates as of June 30, 2021, incorporated within the 1915(c) waiver as the baseline for future rate changes

Compared rates to  
benchmark data available  
publicly and through  
provider survey

- Rate study used wage data from Bureau of Labor and Statistics, published costs for Meals on Wheels, verified provider data to ensure base rate calculations reflect NH wage and cost data
- 214 provider surveys sent with 26 responses

Compared rates with local  
states and federal  
programs

- Comparators included state plan, other NH 1915(c) waivers, Medicare, the Veterans Affairs, equivalent 1915(c) waivers in CT, MA, ME, RI, VT



**Prioritized Need: CFI Service Rates**

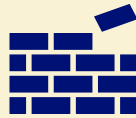
Service	SFY 2026 Request	SFY 2027 Request
Adult Family Care	\$85,259.00	\$85,259.00
Financial Management	\$4,164.00	\$4,164.00
Home Delivered Meals	\$6,815,724.00	\$6,815,724.00
Home Health Aide	\$197,189.00	\$197,189.00
Homemaker	\$30,246.00	\$30,246.00
Residential Care	\$443,995.00	\$443,995.00
Skilled Nursing	\$1,469,786.00	\$1,469,786.00
Supported Employment	\$2,159,368.00	\$2,159,368.00
<b>Total Impact</b>	<b>\$11,205,731.00</b>	<b>\$11,205,731.00</b>
<b>General Fund Impact</b>	<b>\$8,557,893.00</b>	<b>\$8,557,893.00</b>



## BDS Assessment Informed Rates: Commitment to Uniformity



### Need-Based Rates



### Rate Development



### Stakeholder Engagement



### Phased-In Approach

#### Ensuring Uniformity

- Currently there is not a consistent methodology to align level of need with service budgets

#### Supports Intensity Scale (SIS-A)

- Utilize a nationally recognized assessment tool for individuals with I/DD to better align the needs of an individual with a reimbursement rate that is sufficient to support their needs

#### Rate Development

- The department contracted Myers & Stauffer (M&S) to develop a cost-based rate methodology focusing on the direct care worker’s wage at the center of the rate buildup

#### Rate Goals

- Competitive rates
- Workforce investments
- Provider fiscal stability
- Access to community-based services
- Predictable and fiscally responsible budgets

#### Rate Work Group

- Monthly Rate Work Group meeting established to engage representative stakeholders on the development of new rates and related processes.
- Consists of individuals, families, advocates and providers.
- **39** Rate Work Group meetings to date

#### Rate Phase-in

- With budget approval, new rates to be phased-in over the course of the next two biennium’s:
  - Phase 1: January 1, 2026
  - Phase 2: January 1, 2027
  - Phase 3: September 1, 2027

**Prioritized Need: BDS Service Rates - Implementation Plan**

Service	SFY 2026 with CSS Volume Adjustment (effective 1/1/2026)	SFY 2027 with CSS Volume Adjustment (PDMS and FMS effective 1/1/2027)
Community Support Services	\$2,676,841.00	\$6,289,491.00
Day Habilitation	\$9,894,414.00	\$26,468,283.00
Respite	\$953,762.00	\$2,411,396.00
Supported Employment	\$ 3,661,847.00	\$9,165,213.00
Support Broker	\$ -	\$2,631,211.00
<b>Total Impact</b>	<b>\$17,186,864.00</b>	<b>\$46,965,594.00</b>
<b>General Fund Impact</b>	<b>\$8,593,432.00</b>	<b>\$23,482,797.00</b>



## Prioritized Need: Room and Board

BDS partnered with residential providers to develop a structured methodology to determine the need for room and board funding. Factors that were considered include:

- County
- Number of certified beds in the home
- Rental costs for counties
- Utilities
- Internet/cable/telephone
- Property management
- Food costs

Without the additional prioritized needs request, some residential providers have communicated their potential inability to continue to provide these services potentially leading to:

- Residential homes closing
- People with developmental disabilities becoming unhoused
- Lack of future residential providers opening in New Hampshire





# Thank you!

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Department of  
**HEALTH &  
HUMAN SERVICES**

