

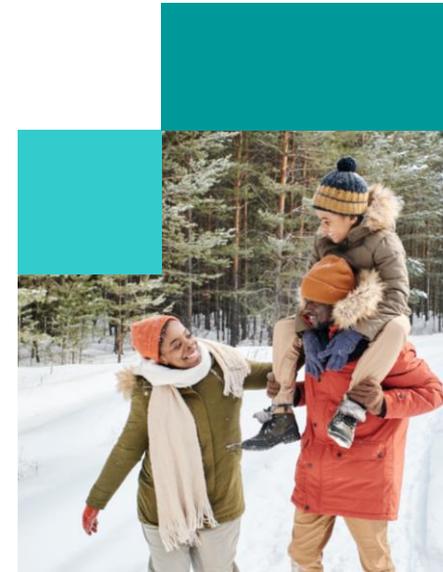
Meeting Needs Close to Home Across the Lifespan.

Chris Santaniello, Associate Commissioner

February 10, 2025



Department of
**HEALTH &
HUMAN SERVICES**

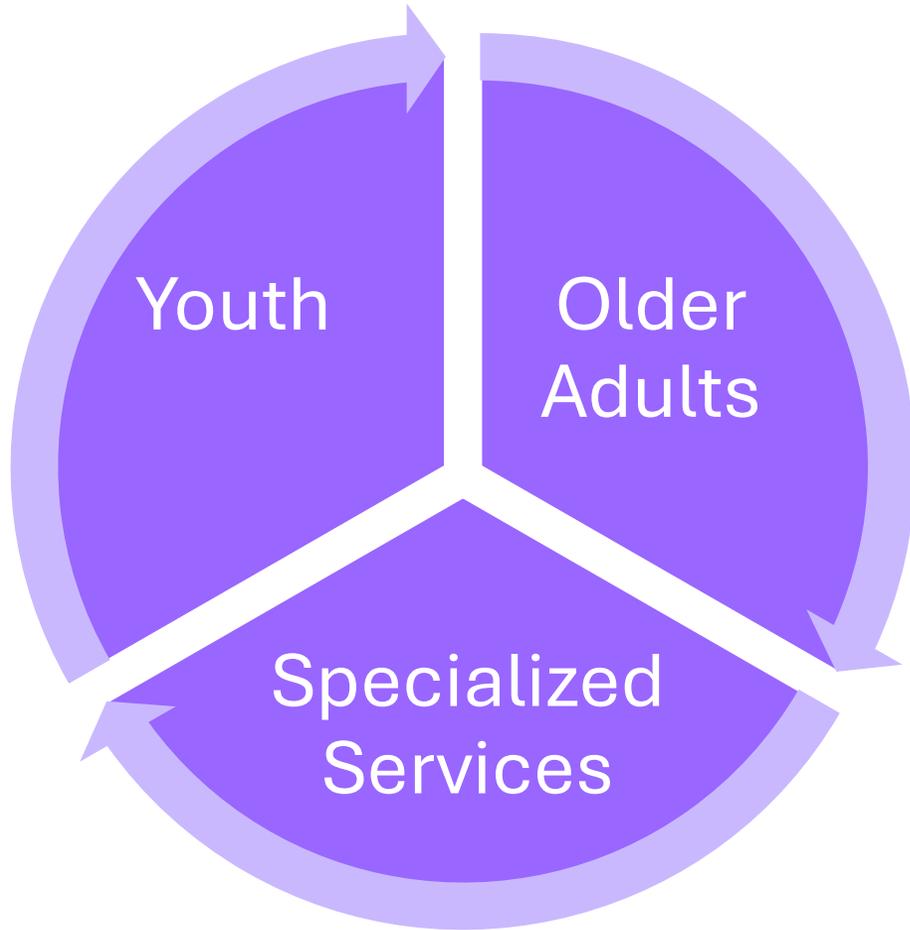


Agenda

- **Developmental Services**
- **Healthy Aging**
- **Home and Community Based Waivers**
- **Choices for Independence and Nursing Facility Financing**



Meeting Health and Human Services Needs Across the Lifespan



Division for Children, Youth and Families
Bureau of Children's Behavioral Health
Children's System of Care

System of Care for Healthy Aging
Adult Protective Services
Older American Act Services
Aging and Disability Resource Centers

Community Mental Health
Developmental Services
- Adults
- Children/Youth
- Specialized Populations

Public Health Prevention, Protection, and Population Health



Developmental Services





Federal Government

DD Services Operating Structure

Funds and Governs Medicaid Services

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

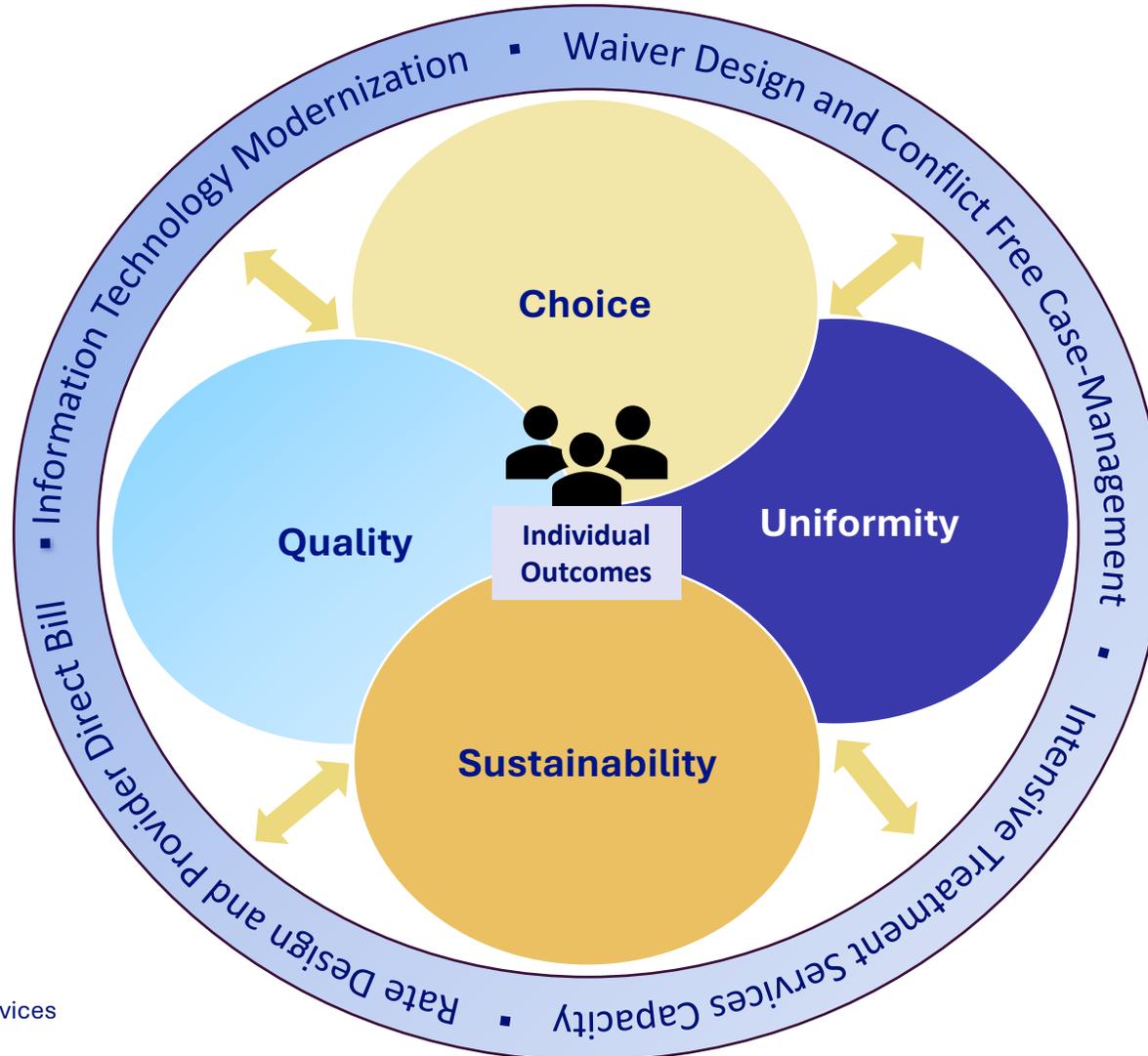
Help a person choose services based on their support needs

Service Coordinators



Commitment 2 – Promote Thriving Communities

Strengthening the Developmental Disabilities System



System Strengthening: Investments in Developmental Services

Federal Compliance (2016-2023)

- NH has achieved full compliance with federal regulations for Provider Direct Billing and Conflict-free Case Management.
- These compliance initiatives brought change across the system and strengthened NH's foundation for supporting individuals with developmental disabilities and their families throughout their lifespan, today and in the future.

Moving Forward Together (2024 – present)

- Guided by a shared vision that unites DHHS, individuals, families, Area Agencies, service providers, and service coordinators in shaping the future of the system.
- System initiatives and timelines are collaboratively developed, incorporating opportunities for feedback throughout.



BDS - Actioning Shared Priorities

The vision, planning, and actions of DHHS/BDS are guided by community feedback and identified shared priorities.



Communication and Information

Website Enhancements

- Developed an [Individual and Family Information and Resources](#) page and a [New Provider Onboarding](#) page to increase access to resources and information

Survey

- Launched a Self-Direction Survey for input on what is working well and to identify areas for improvements



Workforce Investments

Rate Development

- Collaborating with the Rate Work Group on the development of new rates and rate related processes

Funding Investments

- Provided grants for Home and Community Based Services (HCBS) providers to develop and implement new and innovative direct care workforce solutions
- 7% reimbursement rate increase for many key services adding \$49.2M (24.6M in General Funds) in total funds for targeted Medicaid rate increases for Developmental Services



Training and Development

Expanded Trainings

- Secured local and national expertise in self-direction, person-centered thinking, and specialized training and supports to provide training and technical assistance

Technical Assistance

- Hosting monthly meetings with Area Agencies, Private Service Providers, and Service Coordinators to provide ongoing opportunities for technical assistance

Direct Care Workforce Peer-Learning Collaborative (PLC)

- BDS selected to participate in monthly technical assistance PLC meetings focused on direct care workforce



Access to Services

Waiver Overview

- Hosted 4 DD Waiver Service Options trainings to assist individuals and families in understanding the service options available

Topic-Focused Work Groups

- Hosted dedicated work groups on Developmental Services forms and PDMS in response to challenges and to identify solutions

Billing Data Transparency

- Improved access and transparency in the billing processes and service trends

Following our Road Map: Assessment Informed Rates: Commitment to Uniformity

DHHS engaged in a strategic assessment to identify programmatic improvements and increase operational efficiencies, resulting in this initiative in our roadmap. Namely, the recommendation to implement assessment-informed rates.

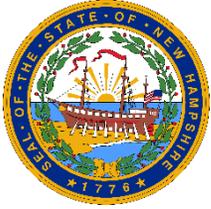
 Need-Based Rates	 Rate Development	 Stakeholder Engagement	 Phased-in Rates
<p>Ensuring Uniformity</p> <ul style="list-style-type: none">• Currently there is not a consistent methodology to align level of need with service budgets <p>Supports Intensity Scale (SIS-A)</p> <ul style="list-style-type: none">• 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	<p>Rate Development</p> <ul style="list-style-type: none">• 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 <p>Rate Goals</p> <ul style="list-style-type: none">• Competitive rates• Workforce investments• Provider fiscal stability• Access to community-based services• Predictable and fiscally responsible budgets	<p>Rate Work Group</p> <ul style="list-style-type: none">• 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	<p>Rate Phase-in</p> <ul style="list-style-type: none">• With budget approval, new rates to be phased-in over the course of the next two biennium's:<ul style="list-style-type: none">• Phase 1: January 1, 2026• Phase 2: January 1, 2027• Phase 3: September 1, 2027



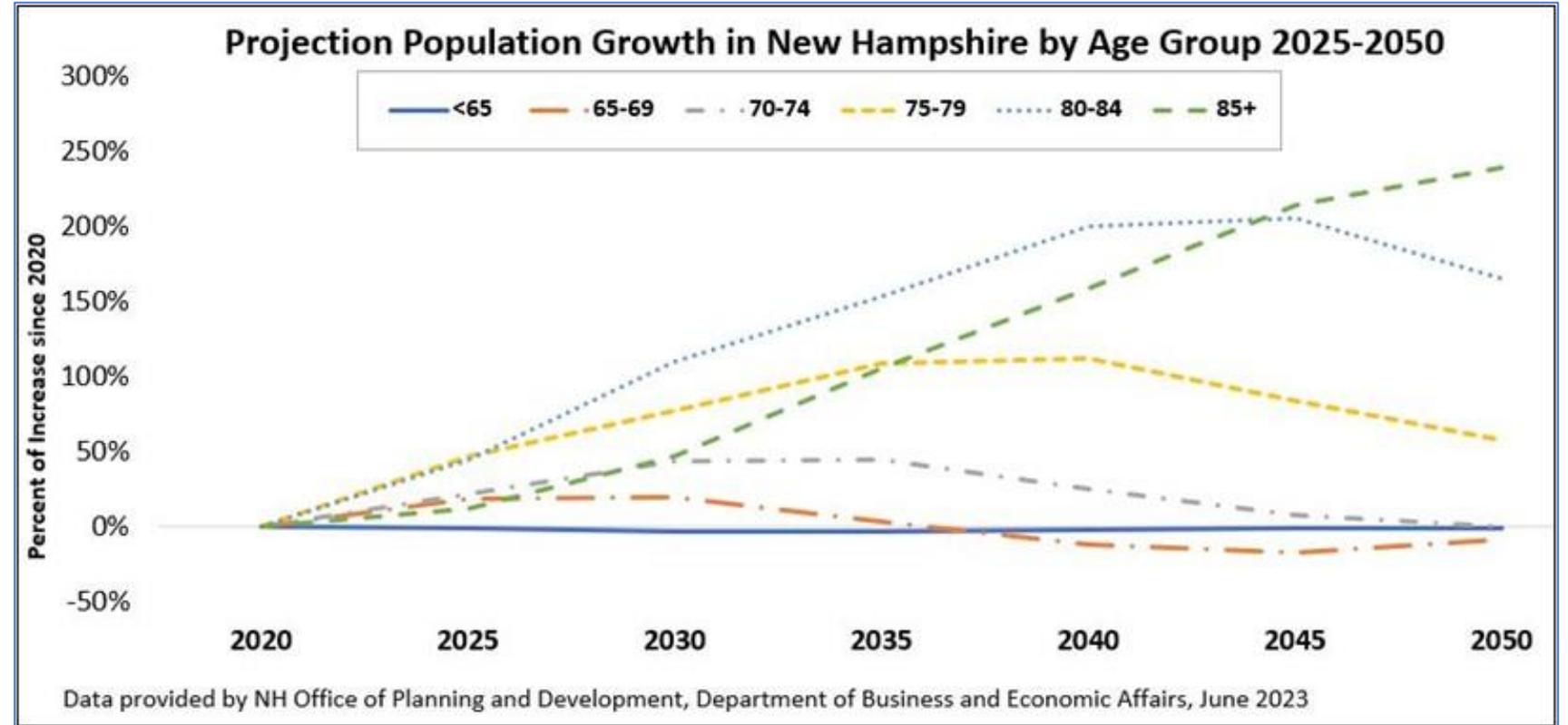
Healthy Aging



Demographics



NH census
2020
People aged
65+
= 20%
of population



- One in two households in NH has one or more persons aged 60 years & older.
- 35% of households with one or more people 65+ are 1 person households.
- The 2021 American Community Survey estimated that 27% of the NH aged 65+ population worked in the previously 12 months to the data collection.

A Vision for a System of Care For Healthy Aging



Commitment 2: Create Thriving Communities: System of Care for Healthy Aging

Establish a comprehensive and coordinated system of care to ensure that older adults and adults with disabilities have access to and timely delivery of supports and services and to ensure that they have a meaningful range of options

Highlights:

Choices for Independence (CFI) Rate Study

- Conducted during SFY 2024
- Prioritized need for 2026-27

Financial Eligibility Changes

- Spousal Impoverishment
- Resource disregard
- Medicaid financial eligibility lookback period
- Presumptive Eligibility (pending with CMS)

Personal Care Services

- Expanded who can be a provider of personal care services

Aging and Disability Resource Centers (ADRCs)

- Person-centered counseling program
- Expand ADRC capacity

Information Technology Enhancements (NH EASY)

- Provider portal
- CFI public facing dashboard and tracking (currently underway)



Home and Community Based Waivers



1915c Home and Community- Based Waivers

Waiver	Age Range	Some of the Services Provided	Average Cost/Year
In-Home Supports	Birth through the Age of 21; live at home with family, still in school	Family Directed	\$14,820
Developmental Disability	Primarily those who have exited the school system	Day Services, Respite Residential, Independent Living, and Employment	\$73,739
Acquired Brain Disorder	Age 22-60	Day Services, Respite Residential, Independent Living, and Employment	\$94,820
Choices for Independence	Age 18+	Personal Care, Home Delivered Meals, Skilled Nursing, Assisted Living	\$25,203



Measuring Performance:



Many ways we measure performance:

- Centers for Medicare & Medicaid (CMS) 372 report
 - Financial and Service Quality

Gather a variety of ways:

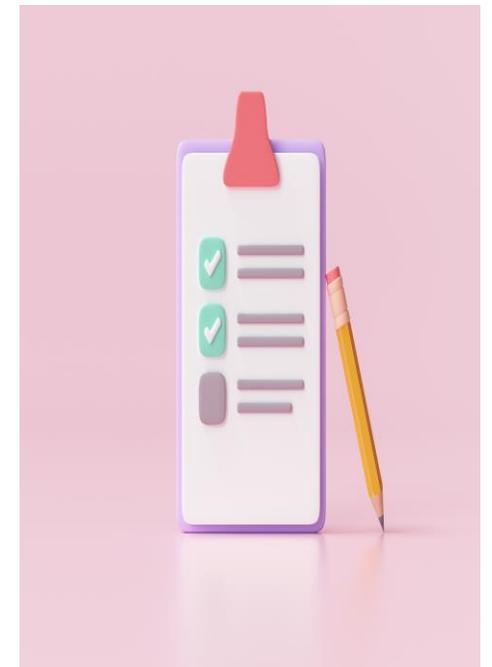
- Governance Reviews
- File Reviews
- Claims
- Reporting by Providers

National Core Indicators

- National Tool measures persons experience receiving services
- BDS has used since 2015
- BAAS began this year

• Examples of what the different tools measure:

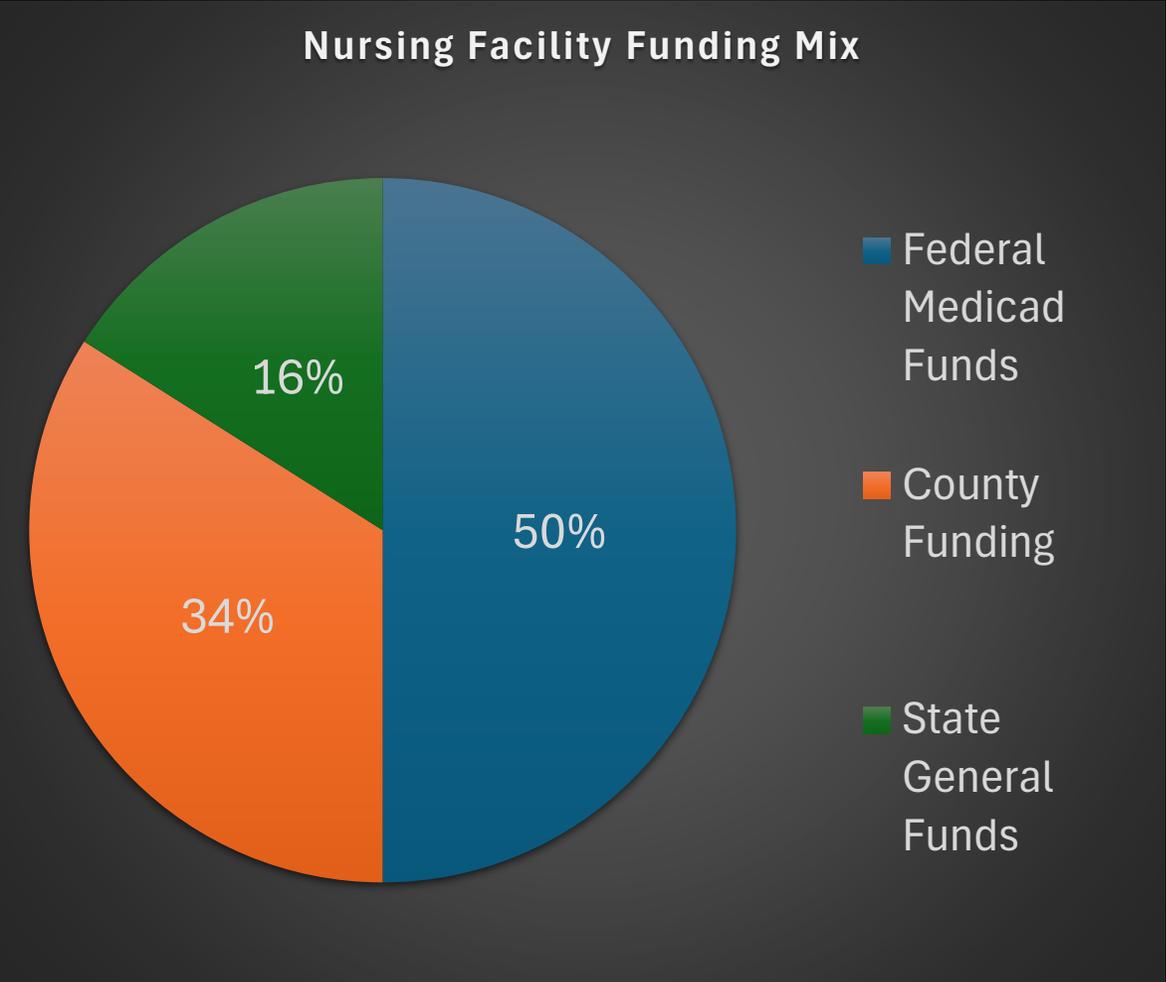
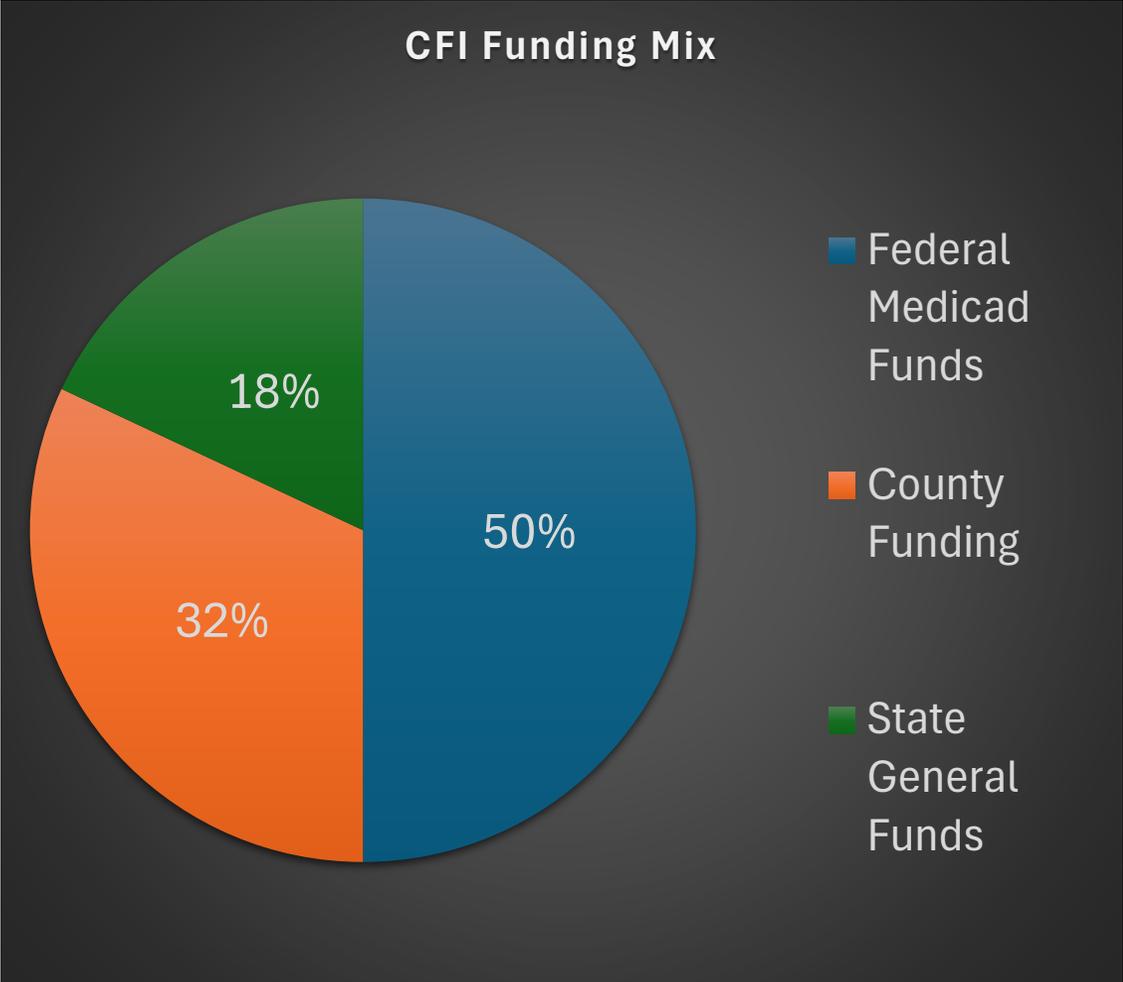
- ✓ Were services provided as authorized?
- ✓ Are services claimed as authorized?
- ✓ Was action taken to resolve complaints and/or service deficiencies?
- ✓ Did services protect the individual's health and safety?
- ✓ Did the cause of adverse actions/ events corrected
- ✓ Are people provided privacy?
- ✓ Do people who want to work have a job?
- ✓ Were medications given appropriately?

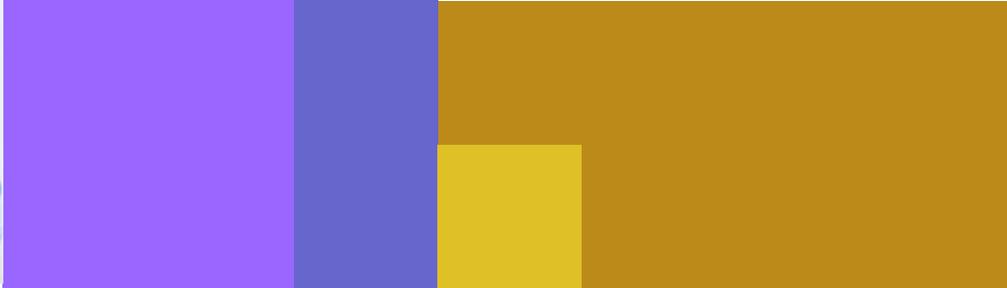


Financing – CFI/Nursing Facility



Choices for Independence/ Nursing Facility Funding Mix State Fiscal Year 2025





Thank you.

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