NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Developmental Services Redesign Implementation Status Update

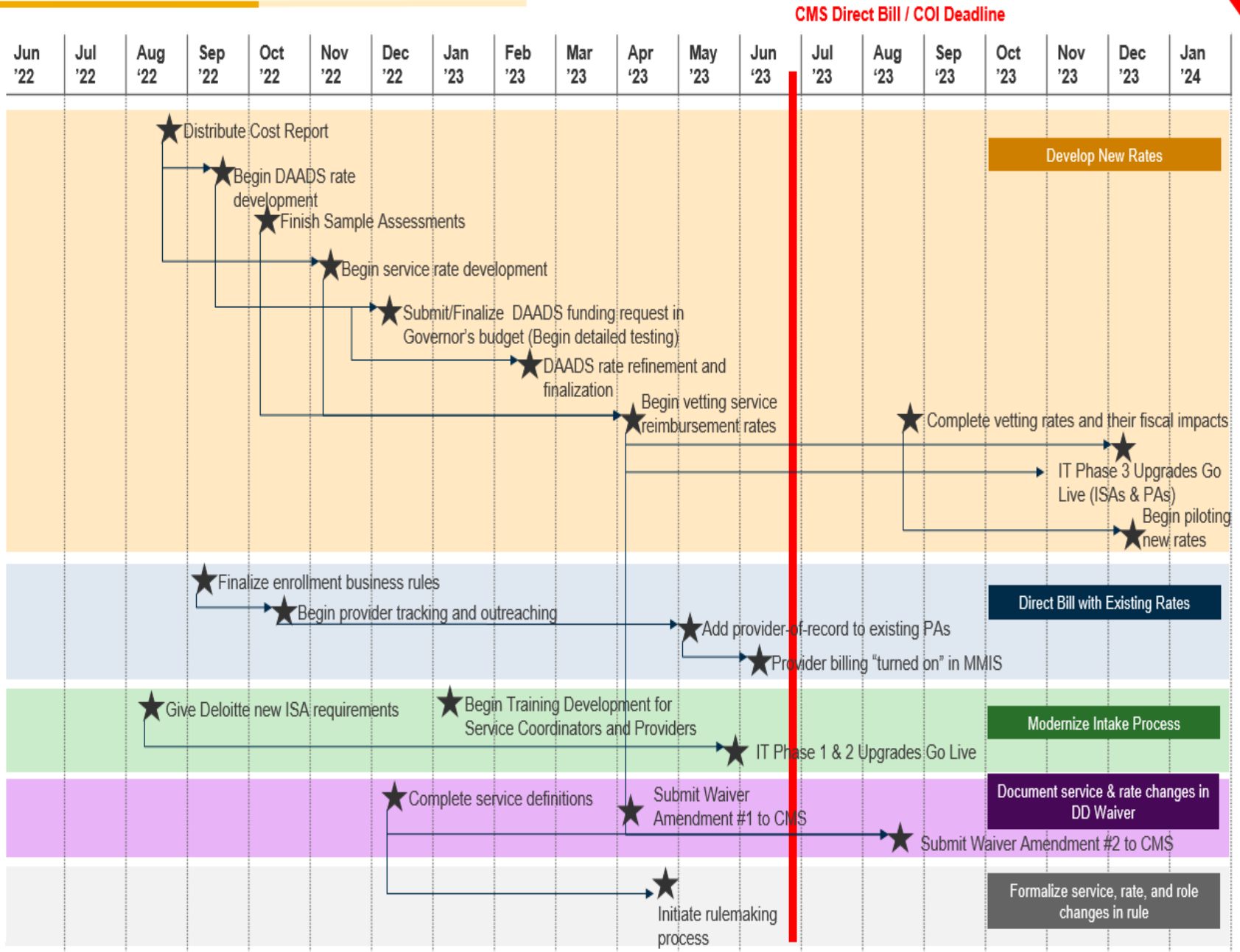
Melissa Hardy, Director, Division of Long Term Supports and Services

Sandy Feroz, Bureau Chief, Developmental Services

March 24, 2023

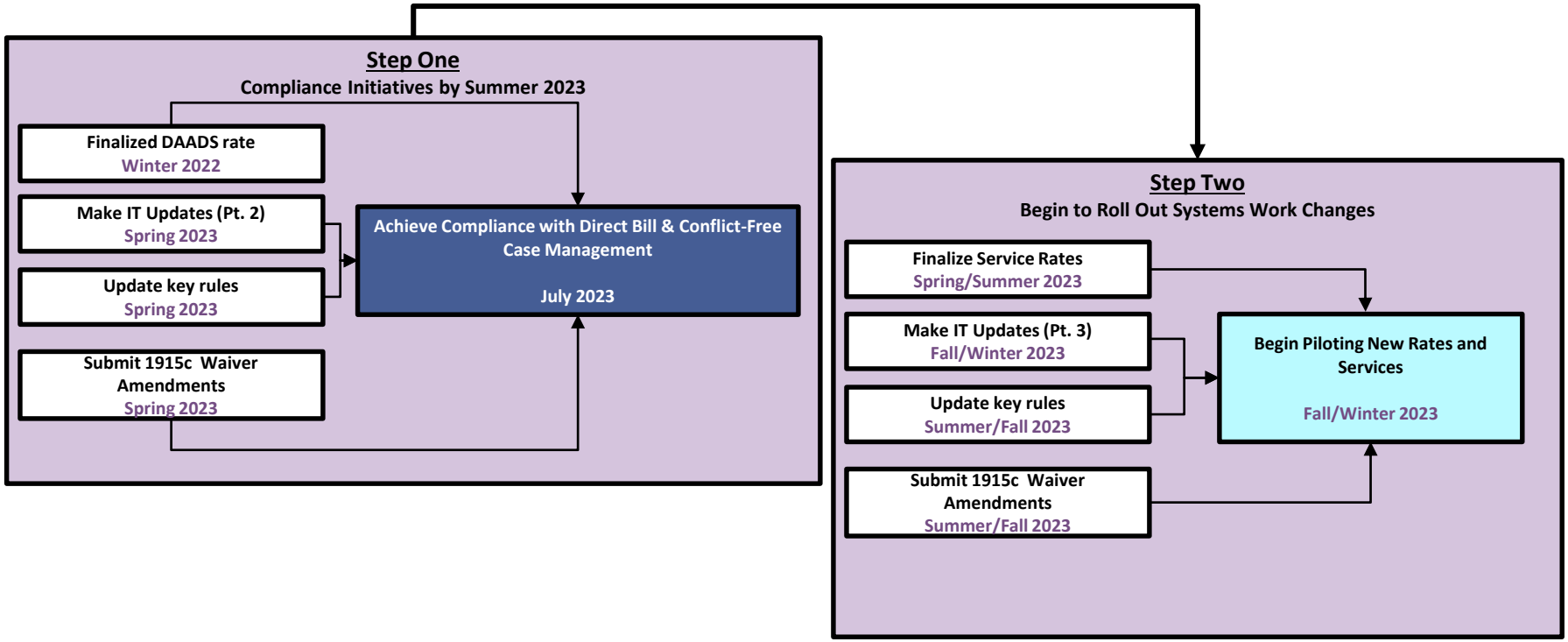
Timeline – DD Systems Work Milestones & Dependencies

DRAFT



Updated 3/23

2023 Key Activities – CMS Compliance Requirements



Achieving Compliance | What's Changing for Individuals

Item	Change (Yes/No)	How?
System Intake	No	• Area Agencies will still determine eligibility.
Annual Waiver Eligibility Checks	Yes	• Service coordinators will complete annual eligibility checks with families. • Area Agencies have done this in the past.
Service Planning	Yes	• Service coordinators will continue to be responsible for service planning • The Service Coordination Agency will be the lead entity
Provider Selection	No	• Individuals will still share their preferences about who provides their services.
Provider Billing	Yes	• Providers will now enroll and have the option to bill for their services directly to Medicaid instead of working through an Area Agency.
Area Agency Payments	Yes	• Area Agencies will receive Medicaid administrative payments for the work they do to support the service system.
PDMS	No	• PDMS changes related to direct bill will not go into effect until next year.

Achieving Compliance| Individual and Family Resources

BDS, in partnership with the Communication Committee, is developing an individual and family webinar series for release in April/May

- These recordings will be published on the BDS webpage
- Topics will include:
  - The history of direct bill and conflict-free service coordination
  - Implementation details
  - Future topics as determined by the committee

Individual and family Q&A sessions

- Additional virtual and in-person community meetings

Achieving Compliance| Provider Readiness

BDS is committed to supporting service coordinators and providers through the July 1 transition to conflict-free case management and direct billing.

BDS has increased opportunities for information sharing, asking questions and supporting operational readiness. These include:

BDS Service Coordinators Readiness and Training Meetings

- **BDS Connection with Service Coordination and Intake Departments**
  - Every 2nd and 4th Wednesday of the month from 2-3:30pm.

BDS Provider Readiness Meetings

- **BDS Provider Readiness Open Office Hours**
  - Every other Tuesday starting March 28th from 11-12pm.
- **BDS Monthly Provider Meeting**
  - Every 4th Wednesday of the month from 10-11:30am