

PPL AND FMS TRANSITION

Online Training

Winter 2021

AGENDA

Introductions

PPL Background

FMS Transition

Referral Process

Enrollment Process

PAR in PPL portal

Questions



Who is Public Partnerships?

- **Public Partnerships currently serves over 120,264 individual self-directing program participants, and their 133,988 Care/Support Workers, and manages \$3.2 Billion in Managed Funds annually. We operate in 22 states, covering 43 Self-Directed programs, and are the largest, most experienced Financial Management Service (FMS) provider serving Medicaid populations.**
- In Colorado alone, we currently partner with Health Care Policy and Financing and serve over 3,000 members and over 9,000 attendants across the state. We are local, with Colorado CDASS staff in Account Management, Enrollment, Customer Service and Marketing. Colorado participants are the elderly, individuals with developmental and intellectual disabilities, and physical disabilities, who prefer to remain in their homes and active within their communities as opposed to restrictive institutional and agency model options.

Our History

- Public Partnerships LLC | PPL, a PCG company, was first developed to help the Robert Wood Johnson Foundation's (RWJ) national pilot demonstration in Participant- Direction in 1999. We have served as the Colorado F/EA for Consumer Directed Attendant Support Services since 2009. We have applied lessons learned throughout our tenure, always keeping the Medicaid individuals receiving this service and their journey as our highest priority.



WHY PPL?

- **PPL was one of the earliest F/EA providers in Colorado. We currently assist nearly 80% of the CDASS population in self-directing their care. Members we serve trust and rely on us to pay their attendants.**

WHY SELF DIRECTION?

- **Members and authorized representatives choosing to self-direct their care or that of a loved one IS a BIG decision!**
- Self-direction allows members to focus on living their lives in a way that gives them the greatest choice and control of what they want. All while Public Partnerships focuses on paying their attendants for the services they need and managing their taxes.

We would LOVE to share more about how member needs or that of a loved one combine with our:

- **RELIABILITY:** We have serviced Coloradans self-directing their care since 2009 and while smaller competitors are coming and going, we are not going anywhere. We stand by you!
- **ENROLLMENT ASSISTANCE:** To assist with expediting the enrollment process, PPL has a streamlined online enrollment that alleviates the mailing of enrollment packets. In addition, we have a dedicated phone line for over-the-phone enrollment. This option allows employers the opportunity to start the enrollment process with the assistance of a PPL Representative.
- **CONVENIENCE:** Electronic Visit Verification time entry, time management and approval can be done anytime, anywhere with our easy-to-use Time4Care™ mobile app. We built Time4Care and improvements are made in-house.
- **SERVICE:** Time management and approval as well as spending and budget reports are available 24/7 via our BetterOnline™ Web Portal.
- **SATISFACTION:** Public Partnerships continues to be awarded an A+ rating by the Better Business Bureau.



FMS TRANSITION

April 1st 2021

CDASS FMS Transition Notification

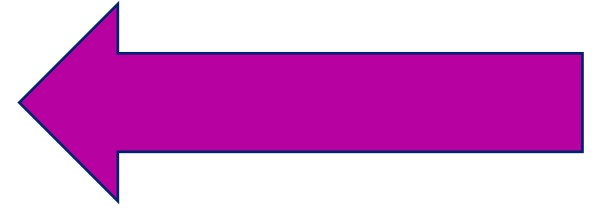
HCPF released operational memo OM 21-010 on 1/14/2021 concerning Acumen exiting the state on 4/1/2021

<https://www.colorado.gov/pacific/hcpf/2021-memo-series-communication>

A case management workflow letter was included with the memo:

- Effective April 1, 2021, Acumen Fiscal Agent will no longer be providing Financial Management Services (FMS) for Colorado CDASS members. Thereafter, the approved FMS vendors are Palco and Public Partnerships (PPL).
- All members currently utilizing Acumen Fiscal Agent must choose a new FMS vendor by February 10, 2021. Members and their Authorized Representatives (ARs) will receive a notice in the mail that outlines the actions required. A copy of this letter is attached to the Operational Memo. If members do not choose an FMS by February 10, 2021, they will be automatically transferred to Palco.

PPL Referral Process



- Review your members enrolled in CDASS and identify members currently using Acumen. Support the members you serve by providing resources and answering questions. Encourage members and Authorized Representatives (ARs) to research the other FMS vendors to help inform their decision.
- Members/ARs who select PPL will follow an open enrollment process.
- Revise the PAR to change the T2040 line from \$85.00 to \$103.21. The end date for the \$85.00 rate is March 31, 2021. The effective date of the \$103.21 rate should be April 1, 2021.
- Send a discontinuation notice to Acumen with the effective date of March 15, 2021.
- Submit a referral form to PPL by February 10, 2021. The form is located here:
<https://consumerdirectco.com/wp-content/uploads/2018/06/CDASS-TRAINING-FMS-CLIENT-REFERRALFORM-7.1.2018.pdf>
- *PPL note- HCPF has confirmed that February 11th is the final day referrals can be received from case managers.
- Send the form via email to cocdassadmin@pcgus.com with "Acumen Transition Referral" in the subject line, or Fax the form to 866-947-4813 with "Acumen Transition Referral" on the cover sheet.

PPL Transfer Process

PPL outreaches member to begin enrollment process



Member and attendants complete paperwork by 3/12/2021 and case manager is notified



Once the FMS fee line is updated in the Bridge, enter member PAR into PPL portal for approval by 3/12/2021

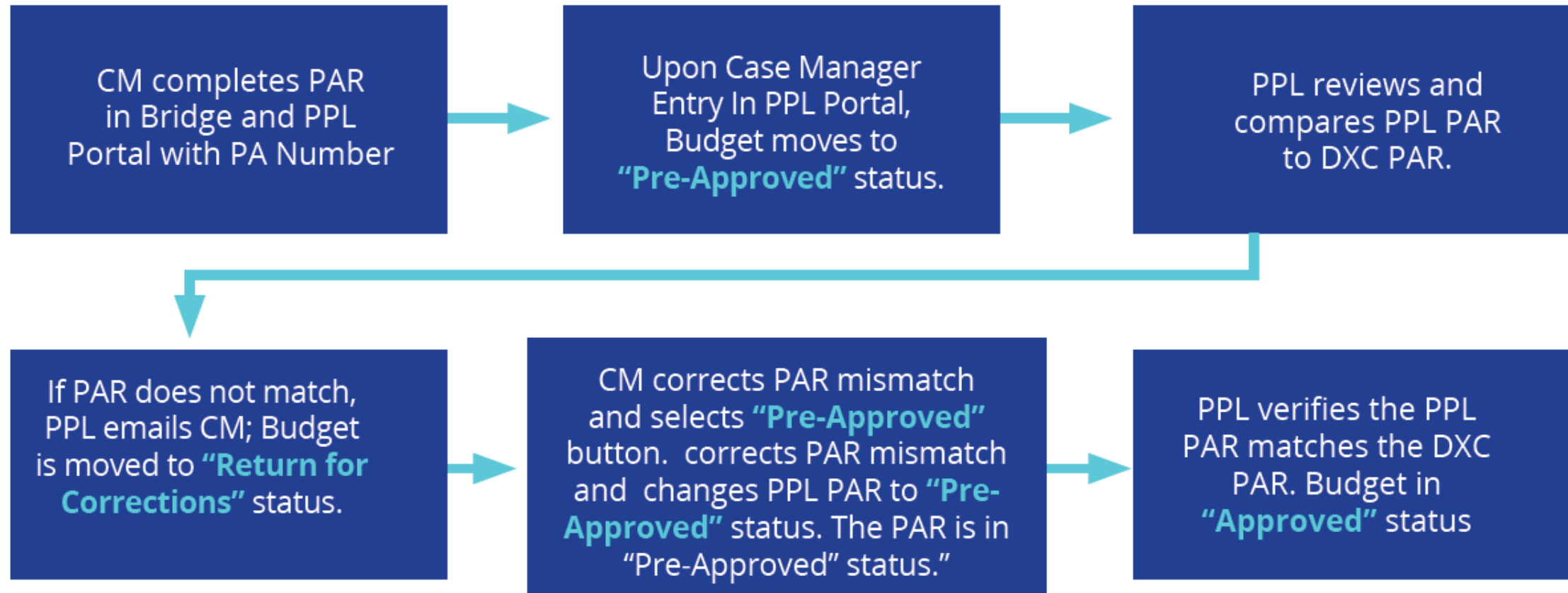


Member starts with PPL on 3/16/2021



In the course of using BetterOnline as a Case Manager Agency or Case Manager (CM), you will need to have an understanding of the PAR entry and approval process in order to authorize services for members.

The PAR approval workflow consists of three statuses: Pre-Approved, Return for Corrections and Approved. The below is a quick overview of the PAR approval workflow.



PROCESS 1: Creating a New PAR in the PPL Web Portal

- 01** Log into PPL Portal <https://fms.publicpartnerships.com/PPLPortal/Login.aspx>
- 02** Search for your Member under the 'Member Search' tab
- 03** Click 'Authorizations'
- 04** Click 'Create New PAR' or you will be re-directed straight to the new PAR page
- 05** Start by confirming that the pre-populated #1-4 fields are correct with the Member name, ID#, Gender, and Birth Date.
 - a. If an error is found, please stop and contact the Program Support Specialist at PPL.*
- 06** At the top of the PAR, use the drop down and select the Member's Waiver

07

Enter in the PA number from the Bridge in the top right box

If for any reason, the PA# isn't provided or inaccurate, PPL will not be able to approve the PAR until it's corrected.

PA Number
99999999

08

Complete the Dates Covered field (Certification Dates)

09

For Non-SLS Waiver PARs:

a. To enter Personal Care, Homemaker and Health Maintenance, click the calculator icon at the end of the T2025 CDASS line

6. ServicesDescription	7. Provider	8. Modifier	9. Max # Units	10. Cost Per Unit	11. Total \$ Authorized	12. Comments
T2025 Consumer Directed Attendant Support Services (U1, UA)		U1				- [calculator icon] [add icon] [delete icon]
T2040 CDASS Per Member/Per Month (PM/PM) (U1/UA)		U1				- [calculator icon] [add icon] [delete icon]

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For SLS Waiver PARs (two budgets):

- a. To enter Personal Care, Homemaker and Homemaker Enhanced CDASS services, click the calculator icon at the end of the first T2025 CDASS (U8) line
- b. To enter Health Maintenance CDASS services, click the calculator icon at the end of the second T2025 CDASS Health Maintenance (U8) with U8,SE modifiers

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When the calculator feature opens, the certification period will automatically appear in the Start and End Date field. If the CDASS period is different than the Certification Period, update these fields by clicking the calendar icon.

a. Non-SLS Weekly Hours of Service

CDASS Period	
Start Date	<input type="text"/>
End Date	<input type="text"/>

Service	Weekly Hours of Service
Homemaker	<input type="text"/>
Personal Care	<input type="text"/>
Health Maintenance	<input type="text"/>

OK Cancel

b. SLS PAR Weekly Hours of Service

CDASS Period	
Start Date	4/1/2018
End Date	3/31/2019

Service	Weekly Hours of Service
Homemaker	<input type="text"/>
Personal Care	<input type="text"/>
Homemaker Enhanced	<input type="text"/>

OK Cancel

CDASS Period	
Start Date	4/1/2018
End Date	3/31/2019

Service	Weekly Hours of Service
Health Maintenance	<input type="text"/>

OK Cancel

12 Enter the weekly hours for each CDASS service and click 'OK'

a. Enter '0' if Member doesn't receive any hours for a service

13 On the T2040 CDASS Per Member/Per Month (PM/PM) (U8), click the calculator icon and then click 'OK' to populate this field

a. FEA at \$103.21 will populate

14 Make sure all case manager information is current

15 Click 'Pre-Approve' at the end of the PAR and answer the prompted questions

a. If anything was missed while creating the PAR, a message will instruct you with what needs correction

16 After you select 'Pre-Approve' you will be prompted to complete an Attestation form that should be used as a checklist to ensure different tasks have been completed before moving forward.

PLEASE COMPLETE THE AFFIRMATION FORM BELOW

Please Note: you will not be allowed to proceed unless you respond Yes to each and your affirmation will be recorded.

Please affirm: have you received the completed CDASS Physician Attestation of Consumer Capacity indicating the client is in stable health? yes no

Please affirm: (if the client has an AR) have you received the completed Authorized Representative Screening and Questionnaire form? yes no n/a

Please affirm: (if the client has an AR) have you received the completed Authorized Representative Designation and Affidavit form? yes no n/a

Please affirm: have you completed the CDASS Task Worksheet? yes no

Please affirm: have you received the completed client/authorized representative responsibilities form? yes no

Please affirm: have you approved the client's Attendant Support Management Plan (ASMP)? yes no

17 Another tab will open with the Printer-Friendly PAR

a. Please note that if the CDASS Periods are split or altered, the printer friendly version will combine all the allocated units for T2025U8 and T2025U8 SE services.

NOTE

No split lines should be entered into the Bridge.

18 Exit out of the tab and note that the PAR is in 'Pre-Approved' status

NOTE

Timesheets can't be submitted if the PAR is not approved.

Budgets For QA TestConsumer3 (ID#323232)

Certification Period: 4/1/2018 - 3/31/2019

CDASS Period:

Status: **Pre-Approved** Waiver Type: SLS PA Number: 6187860000

19

Allow one business days for the Pre-Approved PAR to be reviewed by PPL

20

If the PAR in DXC's system matches what was entered into PPL Portal upon review, the PAR will be moved to Approved status and an email notification will be sent to the Case Manager

NOTE

Timesheets can now be submitted

Budgets For QA TestConsumer3 (ID#323232)

Certification Period: 4/1/2018 - 3/31/2019

CDASS Period:

Status: **Approved** Waiver Type: SLS PA Number: 6187860000

21

If a correction is needed on the PAR, an email will be sent to the Case Manager upon review of DXC's system, indicating what corrections are needed and will move to Return For Corrections status.

NOTE

The PAR can't be approved until PPL portal and DXC's system match.

Certification Period: 11/1/2019 - 11/30/2019

CDASS Period:

Status: **Returned For Corrections** Waiver Type: CMHS PA Number: 120

Portal Demo



PPL Contact Information

- Contact Customer Service: Call 1-888-752-8250 or email at ppcdass@pcgus.com

You = We =  **=** **Mission:** *Transform more lives by making self-directed home care easier for all.*



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