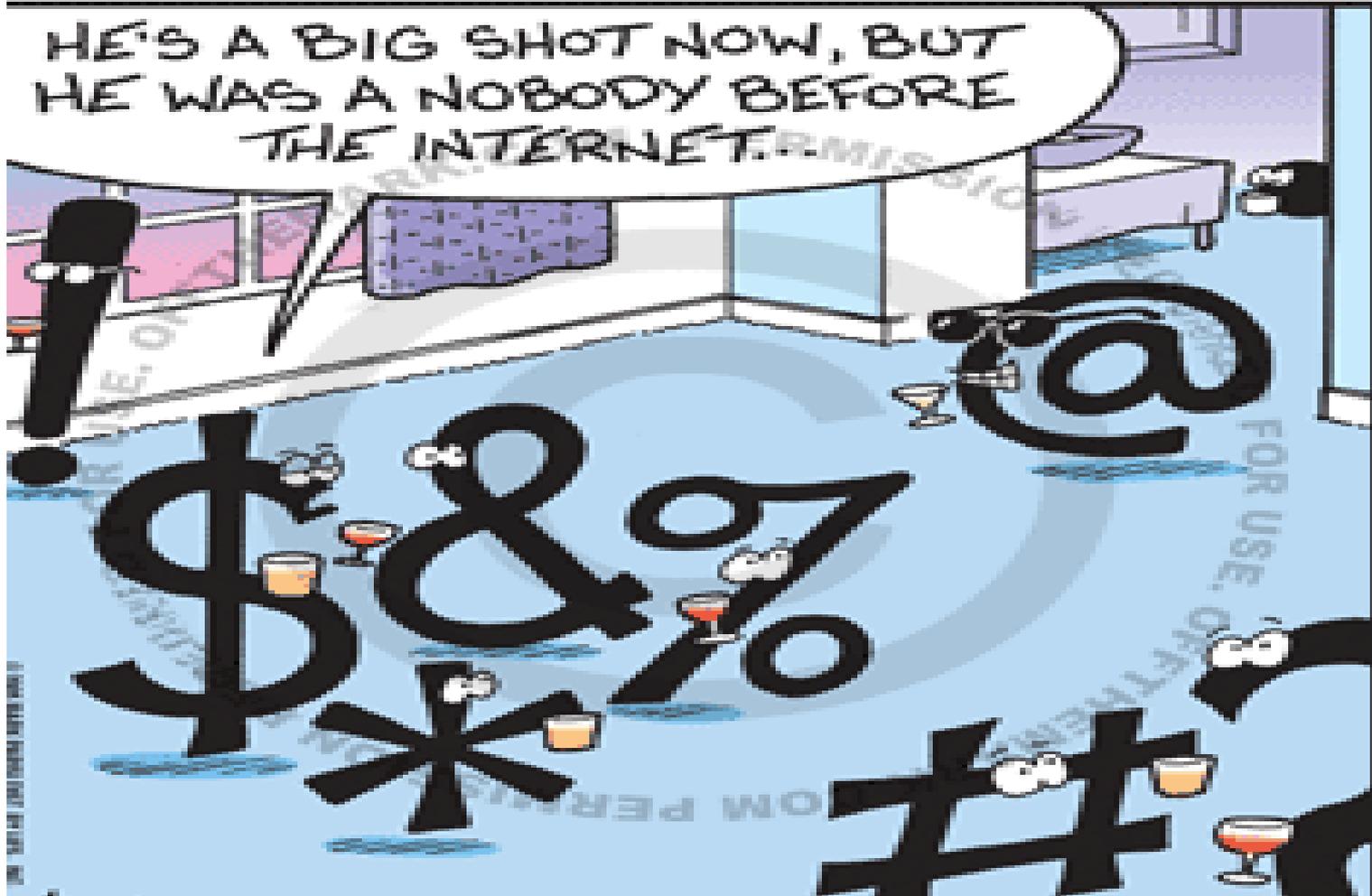


# CIMOR Level of Care (LOC) System

January 2013  
MO Division of DD

Trina Cookson, State QE  
[Trina.cookson@dmh.mo.gov](mailto:Trina.cookson@dmh.mo.gov)  
573.406.6606

HE'S A BIG SHOT NOW, BUT HE WAS A NOBODY BEFORE THE INTERNET.



# Acronyms

- ▶ CMS: Center for Medicare and Medicaid Services
- ▶ CIMOR: Customer Information Management Outcomes & Reporting
- ▶ LOC: Level of Care
- ▶ RO: Regional Office
- ▶ SC: Support Coordinator
- ▶ SCS: Support Coordinator Supervisor
- ▶ A.D.: Assistant Director (RO)
- ▶ TAC: Technical Assistant Coordinator (RO)
- ▶ ISP: Individual Support Plan
- ▶ SB40: Senate Bill 40
- ▶ DD: Division of Developmental Disability

CMS

- Center for Medicare and Medicaid Services
- Federal: Waiver application approval

MO HealthNet

- Missouri Medicaid – MO HealthNet
- State: Waiver compliance oversight

DD

- Division of Developmental Disabilities
- Waiver implementation & monitoring



# Hierarchy

# Agenda

- ▶ CMS LOC Requirements & Assurances
  - Compliance rates FY13 1<sup>st</sup> Quarter
    - Jul-Sep 2012
  - Remediation submitted to MO HealthNet
  
- ▶ Electronic LOC determination
  - Involves utilization of Customer Information Management Outcomes & Reporting (CIMOR)
  - Commonly asked questions
  
- ▶ ISP Reviews: Completion & Remediation

# Waivers

- ▶ Comprehensive
- ▶ Community Support
- ▶ Autism
- ▶ MOCDD / Lopez
- ▶ Partnership for Hope

# CMS Waiver

- ▶ Medicaid waiver goal is to provide services in the community instead of ICF/ID services
  - Cost neutral

# CMS Waiver Requirements

- ▶ LOC determination is required for ALL waiver participants
  - FY13 1<sup>st</sup> quarter (Jul–Sep): 91%
    - Note: 100% review of LOC in CIMOR
  - Waiver slot will not be approved unless there an electronic LOC completed
    - LOC New Waiver Slot Approval screen has a field auto populated from CIMOR Screenings LOC

# CMS Waiver Requirements

- ▶ LOC determination is required for ALL waiver participants (con't.)
  - New, current and prior to being added to the waiting list
  - Draft *4.060 LOC and ISP Reviews*
    - <http://dmh.mo.gov/dd/directives/draftDivisionDirectives.htm>
    - Comments due Friday, February 8

# CMS Waiver Requirements

- ▶ LOC completed every 365 days
  - FY13 1<sup>st</sup> quarter (Jul–Sep): 70%
    - A majority of those >365 days were overdue by less than seven days
      - Ex. LOC completed August 5, 2010 and then August 5, 2011 = **366 days**
      - Ex. LOC completed August 5, 2010 and then August 10, 2011 = **371 days**
      - Data Central Reports (DCR) – LOC monitoring
        - <http://datacentralreports.dmh.state.mo.us/ReportRender.aspx>

# CMS Waiver Requirements

- ▶ LOC completed by a qualified Support Coordinator (SC)
  - FY13 1<sup>st</sup> quarter (Jul–Sep): 100%
- ▶ Appropriate assessments were used to determine waiver eligibility
  - Conducted prior to determination
    - Adults: Missouri Critical Adaptive Behaviors Inventory (MOCABI)
    - Children: Vineland or other age appropriate tool
  - FY13 1<sup>st</sup> quarter (Jul–Sep): 100%

# CMS Waiver Requirements

- ▶ LOC determinations were completed accurately
  - FY13 1<sup>st</sup> quarter (Jul–Sep): 98%
  - Established by LOC having a team supervisor signature
    - Regional office review for approval is completed after SCS approval obtained
    - Regional office FTP report reviewed for SCS signature

# CMS Waiver Requirements

- ▶ Remediation on each LOC not in compliance
  - Report status each quarter to MO HealthNet until ALL have a remediation noted
  - A.D. / designee collecting this information
  - When applicable, today's training may be noted as a remediation
    - LOCs not completed timely
  - If a LOC has not been entered in CIMOR then the remediation is complete once the LOC is entered
  - If a Team Supervisor approval is needed then the remediation is complete once the approval date is entered

# CMS Waiver Requirements

- ▶ Level of Care Determination must document the following:
  - individual has an intellectual disability or a related condition;
  - limitations in 3 or more major life activities;

# CMS Waiver Requirements

- ▶ Level of Care Determination must document the following (con't.):
  - individual needs continuous active treatment in one or more major life activities
  - Summary indicating the need for waiver services

# CMS Assurances

- An evaluation for LOC is provided to all applicants for whom there is reasonable indication services may be needed in the future.
- The LOCs of enrolled participants are reevaluated at least every 365 days.
- The LOC processes and instruments described in the approved waiver are applied appropriately.

# Directive & Instructions

- The LOC is to be completed in accordance with:
  - Directive [4.060 -Individual Support Plan Guidelines, Training and Reviews](#)
  - [Home and Community Based Waiver manual](#)

# LOC Responsibilities

- ▶ Support Coordinators (SC)
  - Complete LOCs
- ▶ Support Coordinator Supervisors (SCS)
  - Approve LOCs
- ▶ RO Assistant Director / designee
  - Review LOCs to comply with waiver applications

# CIMOR LOC Roles & Access

- ▶ Instructions available on directives website [CIMOR LOC TRAINING](#)

## Section 4 - Program Implementation

- **4.060 -Individual Support Plan (ISP) Guidelines, Training and Reviews**  Reviewed 12/11
  - **Plan Review Form**  - SOP
  - **Plan Review Form**  - Community
  - **Level of Care Form**  | **Instructions**  **CIMOR LOC DETERMINATION**  **CIMOR LOC TRAINING** Created 7/12
  - **ISP Requirements and ISP Reviews**  Created 12/10
  - **ISP Review Action Taken Training**  Created 12/11



# CIMOR LOC

## ➤ New page implemented July 1

➤ <http://cimortrain.dmh.missouri.gov/CIMOR/UI/CimorHome.htm>

The screenshot displays the CIMOR web application interface. On the left is a navigation menu with the following items: Consumer (expanded), Face Sheet, Demographics (expanded), Benefit/Eligibility, Consumer Res, Contact Log, Screenings (highlighted), and View Assmt. The main content area shows a header for 'List Assessment Screenings' and a row of filter buttons: SATOP, CAGE AID, Mental Health, Veteran, Health Inventory, Other, and LOC. A red arrow points to the LOC button. Below the filters is a table with columns: Referral Number, Screener Site, Screening Date, Second Opinion, and Sc.

Referral Number	Screener Site	Screening Date	Second Opinion	Sc
-----------------	---------------	----------------	----------------	----

# Auto Populated Fields

- ▶ Individual name
- ▶ Individual DMH ID
- ▶ Support Coordinator (SC)
- ▶ Support Coordinator Supervisor (SCS)
- ▶ Authorizing Organization
- ▶ Determination Date
- ▶ Diagnosis
- ▶ Section II. B. defaults to 'yes'
- ▶ Section IV defaults to 'case record'



# Instructional Text Boxes

- ▶ Appear when hovering over fields.

**Add Level Of Care Determination**

**A Consumer Resource for Team Supervisor is required before Adding.** Save

Evaluation of need for an ICF-MR Level of Care and Eligibility for the DD Waiver    Consumer [Mouse, Minnie M](#)    DMHID [1](#)

Determination Type:     Initial     Redetermination     Significant Change    Determination Date [05/21/2012](#)

Service Coordinator [Mi](#)

INITIAL: This is the first time the person has been evaluated for ICF/MR LOC to determine eligibility for an initial waiver slot. REDETERMINATION: Individual has been participating in the waiver. SIGNIFICANT CHANGE: Mid-year determination due to an individual's change in need.

[Hannibal Regional Office](#)

The purpose of this evaluation is to determine if the above named person has a need for the level of care not provided services under Missouri's Home and Community Care Waiver for persons with

# System Features

- Assessment/Evaluation Comment box
  - Other assessment tool(s) details
  - If ineligible, reason for ineligibility
  - If determination was >365 days reason for delay and plan of action to prevent future occurrences
    - Submitted to MO HealthNet

# System Features

- Section II.B. Continuous Active Treatment Program
  - If yes, system requires at least one limitation be checked
    - If Other is selected system requires data entry in field box
  - If no, system deactivates remaining fields
    - Allows for Team Supervisor and RO signature

# System Features

- Section III. ICF/MR Support Needs
  - If either yes or no checked, system requires data entry in field box
    - If no is checked system indicates person ineligible in red text

III. Is there a reasonable indication, based on your observation and assessment of this person's physical, mental, and environmental condition, this individual has needs that could be met with ICF/MR services unless provided home and community based services unless waiver?

Yes  No

This consumer has been determined ineligible for the ICF/MR Waiver.

Summarize the information that supports the above conclusion:

- Once all fields complete select SAVE

# System Features

- If determination is incomplete **red text** notification appears at the top and system will not save

Add Level Of Care Determination

III - A Comment must be entered when 'Yes or No' is indicated



# Support Coordinator Supervisor Signature

- Once Support Coordinator selects SAVE an email is automatically generated to Support Coordinator Supervisor / Team Supervisor
  - Anytime SAVE is selected the Team Supervisor receives an email
  - If reviewing only / no changes select SCREENINGS or CANCEL

**CIMOR** Minnie M Mouse DMH ID 1

Train

- Consumer
  - Face Sheet
  - Demographics
  - Benefit/Eligibility
  - Consumer Res
  - Contact Log
  - Screenings**
  - View Assmt
  - GPRA

**View Level Of Care Determination**

Print Edit Delete Cancel

Evaluation of need for an ICF-MR Level of Care and Eligibility for the DD Waiver Consumer Mouse, Minnie M DMHID 1

Determination Type:  Initial  Redetermination  Significant Change Determination Date 08/13/2012

Service Coordinator Mickey Mouse Evaluating Org Sikeston Regional Office

# Team Supervisor Email Notifications

- SC adds a LOC
  - NAME / DMH ID # has a Level Of Care Determination that has been added.
- SC edits LOC
  - NAME / DMH ID # has a Level Of Care Determination that has been updated.
- Regional Office approval
  - NAME / DMH ID # has a Level Of Care Determination that has been reviewed by the Regional Office.

# Team Supervisor Email Notifications

- SCS will no longer receive a notification when *Team Supervisor Date Reviewed* field is completed.

TEAM SUPERVISOR (Regional Office or Other TCM  
Provider) (This states that appropriate tool was used)

Gentle Ben

Date Reviewed

# Team Supervisor Email Notifications

- Once there is a date in *RO Approval of Determination Date Completed* field, LOC would not be updated (**Edit button – remove?**)
  - Future emails after this date is entered will read:
    - NAME / DMH ID # has a Level Of Care Determination that has been reviewed by the Regional Office.

REGIONAL OFFICE APPROVAL OF DETERMINATION (For  
other TCM Providers)

Trina Cookson

Date Completed 01/23/2013

# Support Coordinator Supervisor Signature

- Upon receipt of email, SCS reviews LOC
- CIMOR
  - Screenings
    - LOC tab
      - View current LOC determination → Edit
        - If incorrect, SC notified by SCS
        - If correct, SCS enters date in Date Reviewed field

TEAM SUPERVISOR (Regional Office or Other TCM  
Provider) (This states that appropriate tool was used)

Porky Pig

Date Reviewed

# Waiver Requirement

- As the operating agency for the waivers, DMH DD staff must approve LOC's completed by other TCM entities (FTP report)
- RO approval indicates:
  - All LOC CIMOR information is complete
  - Based on LOC CIMOR information provided the person is eligible for the waiver

# RO Signature

- Upon receipt of report, A.D. / designee reviews LOC
  - CIMOR
    - Screenings
      - LOC tab
        - View current LOC determination → Edit
          - If incorrect, SCS notified by RO
          - If correct, RO staff enters date in Date Completed field

REGIONAL OFFICE APPROVAL OF DETERMINATION (For  
other TCM Providers)

Fiddler Pig

Date Completed

04/20

# Edit Mode

- Update all fields except:
  - Determination Type
  - Determination Date
  - If either of these are incorrect then must be deleted
    - Contact Trina @ 573.406.6606 or [Trina.Cookson@dmh.mo.gov](mailto:Trina.Cookson@dmh.mo.gov)

# Notifications



- Data Central Reports to track LOCs due
  - SC completes LOC determination in CIMOR
- SCS notified via email when SC saves LOC determination
  - SCS approves LOC
- RO Assistant Director has access to FTP report (updated daily)
  - RO approves LOC

# Monitoring LOC in CIMOR

- ▶ *LOC Due or Expired* Report available on Data Central Reports (DCR)

<http://datacentralreports.dmh.state.mo.us/Default.aspx>

- Lists LOCs due in the current month or coming due in the following month, e.g., a report ran in February will show LOCs due in February and March
- Lists LOCs which have expired (CIMOR indicates the last LOC was completed more than 365 days ago).

LOC  
Completed

- Completed by SC every 365 days

LOC Reviewed  
by SCS

- SCS receives an email when SC saves LOC

LOC Reviewed  
by RO

- A.D. has access to daily FTP report



## LOC Sequence of Events

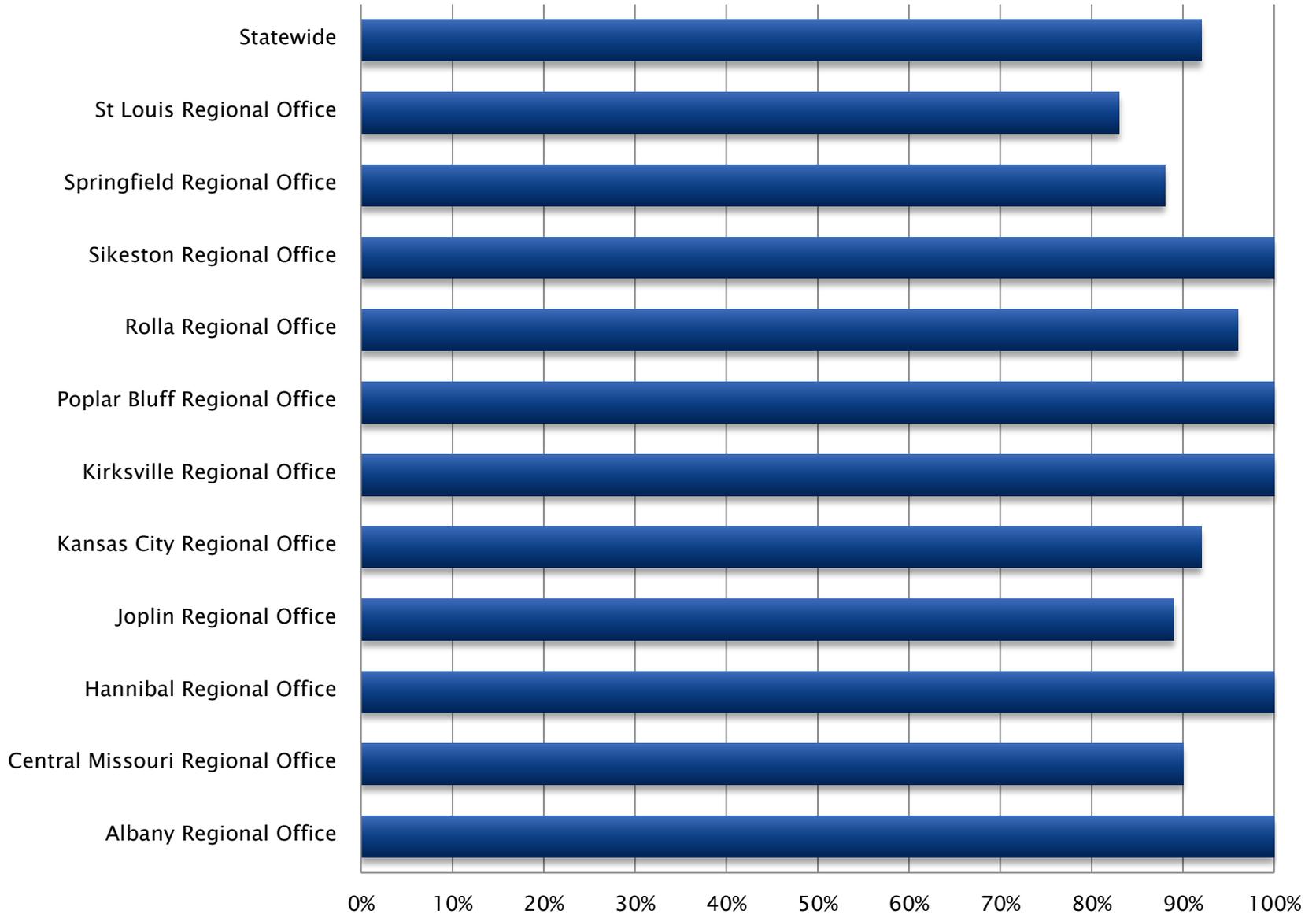


"How come Lewis and Clark didn't just use MapQuest?"

# ISP Review Trends

- ▶ Statewide trends FY12 / FY13 (Jul–Sep)
  - Sub–assurance: The state monitors service plan development in accordance with its policies and procedures.
    - Plans reviewed compared to number due in sample size
      - 95% FY12
      - 92% FY13 (Jul–Sep quarter)
  - Revision of directive *4.060 LOC and ISP Reviews* changing due date to 15<sup>th</sup> last month of quarter; effective Apr–Jun ‘13 quarter

# % ISP Reviews Completed FY13



# ISP Review Trends

- ▶ Statewide trends FY12 / FY13 (Jul-Sep)
  - Sub-assurance: The state monitors service plan development in accordance with its policies and procedures.
    - Person / guardian signed and dated the plan prior to implementation
      - 91% FY12
      - 88% FY13

# ISP Review Trends

- ▶ Statewide trends FY12 / FY13 (Jul–Sep)
  - Sub–assurance: Service plans are updated/revised at least annually or when warranted by changes in the waiver participant’s needs.
    - 84% FY12
    - 79% FY13

# ISP Reviews

- ▶ LOC Questions 12 and 13a-f are no longer required to be answered
  - Information is gathered directly from CIMOR Screenings - LOC
- ▶ Question 13g continues to be answered
- ▶ Adding SDS questions (4c-4i) effective either April 1 or July 1

# ISP Reviews

- ▶ Any questions with a “NO” response require selection of Action Taken and date for remediation.

**\* 2.: Is the plan approved (signed and dated, verbal approval, faxed, default approval letter) by the person/guardian prior to the plan implementation date?**

	2 Comments	2 Date	2 Action Taken
Yes No			
1	<input type="radio"/> <input type="radio"/>	<input type="text"/>	<input type="text"/>
		<input type="text"/>	<input type="text"/>

Select:  
Select:  
Training/education completed with staff, guardians and/or providers  
Follow up has been scheduled

**\* 3a.: Does the plan reflect who is important to the person?**

	3a Comments	3a Date	3a Action Taken
Yes No			
1	<input type="radio"/> <input type="radio"/>	<input type="text"/>	<input type="text"/>
		<input type="text"/>	<input type="text"/>

Select:

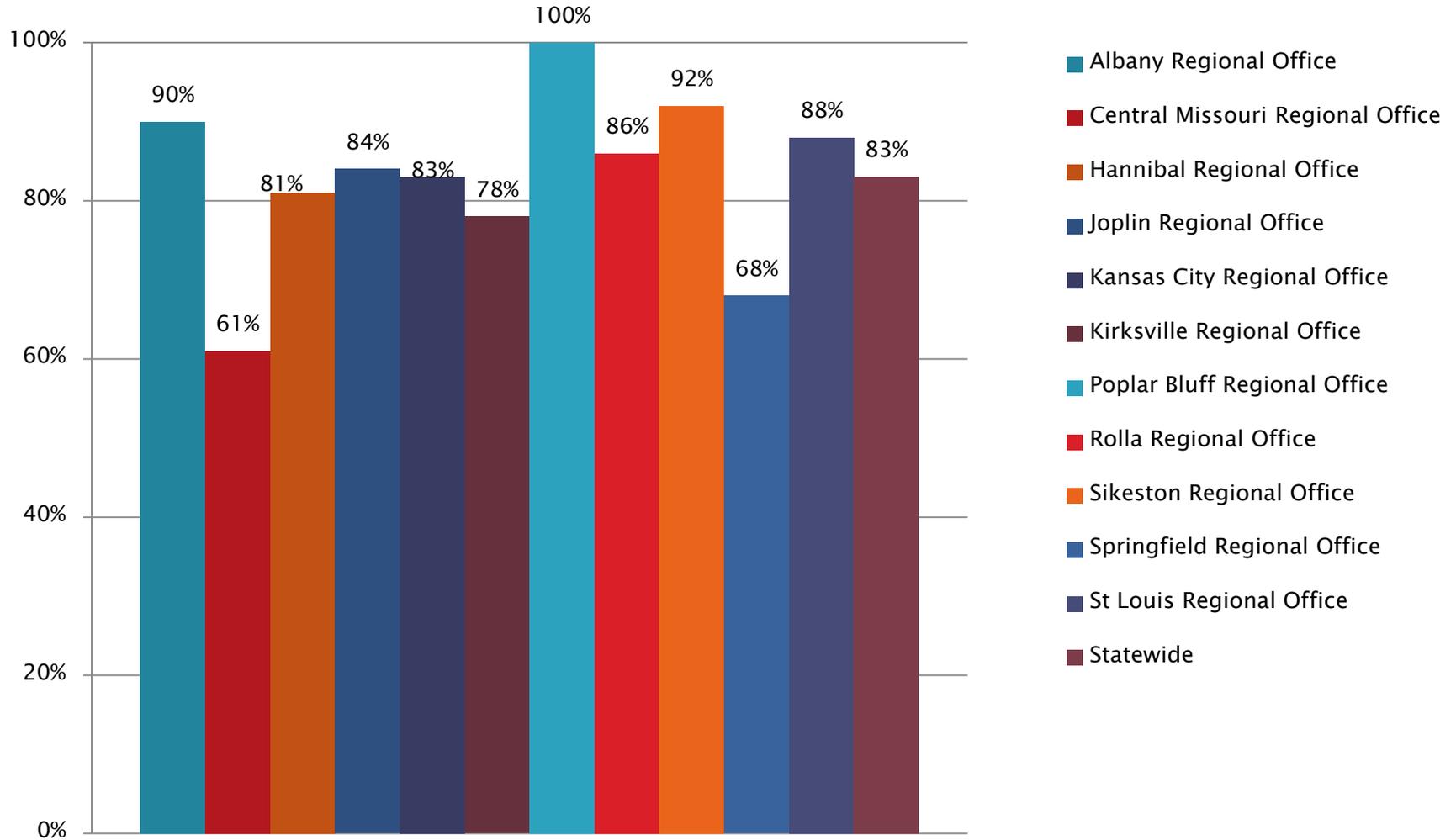
# ISP Reviews & APTS

- ▶ SB40 and Not-for-Profit TCM ISP Reviews transferred into APTS from survey site each Monday
- ▶ Monitoring unresolved issues
  - Same as what is currently being done for Support Monitoring, Nursing Reviews, etc.

# ISP Reviews & APTS

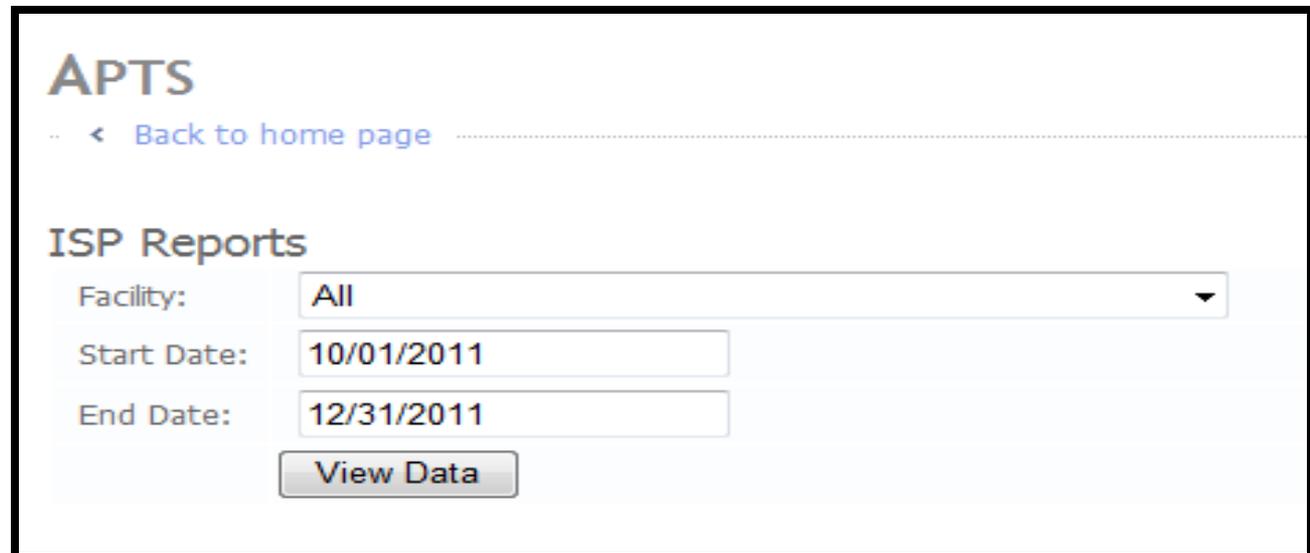
- ▶ MO HealthNet resolution requirements
  - How resolved
  - Resolution date
    - Date verified Action Taken completed
    - Ex. Medicaid waiver form in file; training completed

# % ISP Issues Resolved FY13 (Jul-Sep)



# ISP Reviews Completed

- ▶ Compare ISP Review names submitted for review to ISP Reviews completed
  - Names submitted: emailed to A.D.
    - Effective Apr–Jun '13 quarter email to SB40s
  - Reviews completed: APTS – ISP Reports



The screenshot shows a web interface for APTS. At the top, the word "APTS" is displayed in a large, blue, sans-serif font. Below it, there is a navigation link: "... < Back to home page". A horizontal dotted line separates this header from the main content area. The main content area is titled "ISP Reports" in a bold, blue font. Below the title, there are three search criteria: "Facility:" with a dropdown menu showing "All", "Start Date:" with a text input field containing "10/01/2011", and "End Date:" with a text input field containing "12/31/2011". At the bottom of the search area, there is a button labeled "View Data".

# ISP Reviews

- ▶ Trends are reviewed quarterly in each region and follow up completed
- ▶ Division of DD State QE Unit provides ¼ CMS assurance reports to Mo HealthNet
  - Report compliance with assurances
  - Analyze data for statewide trends
  - Provide recommendations on training, policy changes and/or processes to address trends



ANDERSON

"As soon as I text, IM, tweet, and update my status to 'getting right down to it,' I'll get right down to it."

Quality  
Enhancement is  
a journey not a  
destination.



# Resources

- ▶ HCBS waiver assurances training  
<http://www.hcbsassurances.org/>
- ▶ ISP Review Survey Site
  - <https://survey.dmh.missouri.gov/Survey.aspx?s=79919493f1714220bf19ed3d0015d202>
- ▶ APTS  
<http://apts.dmh.state.mo.us/Default.aspx>
- ▶ Directives Page  
<http://dmh.mo.gov/dd/directives/directives.htm>



**Comments**

**Questions**