

WEBVTT

1 "Heike Johns" (2006377472)
00:00:00.000 --> 00:00:09.689
1030 so we will go ahead and get started with today's call 1 a couple quick reminders. Actually, 1.

2 "Heike Johns" (2006377472)
00:00:09.689 --> 00:00:18.179
Reminder that when you're submitting questions or comments during today's call, please make sure you send those to all panelists.

3 "Heike Johns" (2006377472)
00:00:18.179 --> 00:00:30.810
And the 2nd piece is for those of you that have been asking about the recordings for the recent connection training webinars that were held on May 9th, and may 11th.

4 "Heike Johns" (2006377472)
00:00:30.810 --> 00:00:45.115
Those have been posted on the divisions connection, web page, and we are currently working on the question answered document that will capture the responses to the questions received during those webinars.

5 "Heike Johns" (2006377472)
00:00:45.145 --> 00:00:50.725
So we hope to have those posted that document posted next week. So stay tuned for that.

6 "Heike Johns" (2006377472)
00:00:50.810 --> 00:00:59.730
To let, you know, when that comes out and with that, I am going to turn it over to Angie to provide an update.

7 "Angela Brenner" (4231592448)
00:00:59.730 --> 00:01:05.670
Hi, good morning. Everyone happy Friday. Hopefully everyone is ready for the weekend.

8 "Angela Brenner" (4231592448)
00:01:05.670 --> 00:01:09.150
I'm going to try to get my video starting. We've been having some.

9 "Angela Brenner" (4231592448)
00:01:10.195 --> 00:01:24.775
technical difficulties so we'll see how long it works i have a couple of things that i want to go over with everyone this morning and you may have already seen it or heard about it but i figured it's always good to continually hear about it but of course it is budget high level

10 "Angela Brenner" (4231592448)
00:01:24.775 --> 00:01:28.285
details that is all we have right now we're still working through

11 "Angela Brenner" (4231592448)
00:01:29.150 --> 00:01:33.720
Understanding some of the intent of things that were passed so.

12 "Angela Brenner" (4231592448)
00:01:33.720 --> 00:01:45.420
I get, I'll just go through these fairly quickly and high levels so we did receive funding for the rate standardization that we've already been doing. So that's to continue.

13 "Angela Brenner" (4231592448)
00:01:45.420 --> 00:01:54.990
Um, with the rates that we are at today, but it is using general revenue instead of the 1 time enhanced f map funding. So we were pretty excited about that. Um.

14 "Angela Brenner" (4231592448)
00:01:54.990 --> 00:02:00.000
And then there's also covers value based payments, picking up.

15 "Angela Brenner" (4231592448)
00:02:00.775 --> 00:02:05.755
That under general revenue, rather than using the enhanced app map,

16 "Angela Brenner" (4231592448)
00:02:05.755 --> 00:02:19.915
so that's continuing all of those value based payment initiatives that we have trying to get the quality outcomes enhancements was another 1 this was, I should have gone through the dollar amounts. The 1st, 1, the rate standardization was 264. hundred and sixty four

17 "Angela Brenner" (4231592448)
00:02:20.025 --> 00:02:31.455
1Million total the DD value based payments is 60Million total the htbs enhancements. This was for the update that we did to the waiver application for home modifications.

18 "Angela Brenner" (4231592448)
00:02:31.455 --> 00:02:39.915
And then as well as our provider review contract, which Columbus is doing this that is 14.3Million again to. three million again to

19 "Angela Brenner" (4231592448)
00:02:40.000 --> 00:02:44.670
Continue doing those instead of using 1 time enhance f map funding.

20 "Angela Brenner" (4231592448)
00:02:44.670 --> 00:02:51.030
For new items, we have the utilization increase it. That's the standard request we send every year.

21 "Angela Brenner" (4231592448)
00:02:51.030 --> 00:02:58.740
We received 97.8Million what the department had requested um.

22 "Angela Brenner" (4231592448)
00:02:58.740 --> 00:03:02.040
It was decreased by 25%.

23 "Angela Brenner" (4231592448)
00:03:02.040 --> 00:03:11.490
Is what is going to be truly agreed and finally passed so it will be fine on that. We are running the numbers to update how many waiver slots that equates to.

24 "Angela Brenner" (4231592448)
00:03:11.490 --> 00:03:23.190
Did he moving expenses 89,000 dollars that's really to relocate some administrative staff and regional offices at Northwest to some least. And state own space.

25 "Angela Brenner" (4231592448)
00:03:23.190 --> 00:03:28.920
We have also CBS additional enhancements. This was.

26 "Angela Brenner" (4231592448)
00:03:28.920 --> 00:03:34.320
Or this 1 is for the upcoming dB health home that we're working on implementing.

27 "Angela Brenner" (4231592448)
00:03:34.320 --> 00:03:48.120
Originally, we were looking at starting that January 1st, but just with system work and then the timing of things, it looks like it will be more like April 1st of this next year. But a lot of work is still taking place to get that going. So, 4.4Million in there.

28 "Angela Brenner" (4231592448)
00:03:48.120 --> 00:03:53.490
And then we did receive funding for several autism lines. So, autism research.

29 "Angela Brenner" (4231592448)
00:03:53.490 --> 00:03:57.000
10Million dollars for Missouri University.

30 "Angela Brenner" (4231592448)
00:03:57.000 --> 00:04:07.950
For research and developing therapeutics and evaluations for for autism we've got the raw autism center that is 500,000 dollars general revenue.

31 "Angela Brenner" (4231592448)
00:04:07.950 --> 00:04:20.580
Um, to be located in self County, we have St Louis county autism center, a build for 5Million dollars. It's a 1 to 1 match for for that area. And that would be for an autism center.

32 "Angela Brenner" (4231592448)

00:04:20.580 --> 00:04:25.320
Located in St Louis county and then our 2 sclerosis.

33 "Angela Brenner" (4231592448)
00:04:25.320 --> 00:04:29.999
That had an increase, so 250,000 dollar.

34 "Angela Brenner" (4231592448)
00:04:29.999 --> 00:04:39.029
That increased at additional funding is for the again, the research that
washy has been has been doing over the last several years. This is going
to be.

35 "Angela Brenner" (4231592448)
00:04:39.029 --> 00:04:49.349
Um, opened up for for, um, we'll have to put out an to see to look for
interest in, in that increase the amount.

36 "Angela Brenner" (4231592448)
00:04:49.349 --> 00:04:57.299
So, I'm working on that the other pieces, just with our regular
supplemental request. We have some technical.

37 "Angela Brenner" (4231592448)
00:04:57.299 --> 00:05:11.304
Technical components where they've moved, like, our provider release
fund. This was 1 that we got last year, it was 3Million dollars, but it
got deposited into the wrong account. So we can actually use it. So,
anyway, they're fixing that the, um, moving expenses again at 89,000.

38 "Angela Brenner" (4231592448)
00:05:11.334 --> 00:05:13.553
we did it in both just in case. just in case

39 "Angela Brenner" (4231592448)
00:05:13.859 --> 00:05:19.589
It didn't get approved in time for supplemental typically, supplemental
gets approved before your budget.

40 "Angela Brenner" (4231592448)
00:05:19.589 --> 00:05:24.539
It kind of all got approved around the same time so that's okay. We will
take it.

41 "Angela Brenner" (4231592448)
00:05:25.044 --> 00:05:38.754
There was 2.5Million dollars added to the budget for this next fiscal
year, for community support services and that is for the planning and
designing and construction of ability to provide adult daycare services
in the Jacqueline area.

42 "Angela Brenner" (4231592448)
00:05:38.754 --> 00:05:42.474

And that would be for individuals with developmental disabilities. with developmental disabilities

43 "Angela Brenner" (4231592448)

00:05:42.809 --> 00:05:51.209

So that is that's a high level summary. I think overall we felt like it was a very good year for the division.

44 "Angela Brenner" (4231592448)

00:05:51.209 --> 00:05:59.489

We, as the biggest piece, the biggest win for us, I think is the fact that we were able to.

45 "Angela Brenner" (4231592448)

00:05:59.574 --> 00:06:13.164

Not have to go back they, they do the cost to continue with general revenue. So we don't have to go back next year to ask for new funding for something that we're already doing. And then we do have the rate increases. Um, they did 172Million dollars.

46 "Angela Brenner" (4231592448)

00:06:13.164 --> 00:06:19.404

I think I missed that 1. I apologize because that's a big 1 to 172Million dollars. big one to one hundred and seventy two million dollars

47 "Angela Brenner" (4231592448)

00:06:19.489 --> 00:06:24.539

They put into the budget for, for provider rate increases.

48 "Angela Brenner" (4231592448)

00:06:24.539 --> 00:06:37.109

So, that 1 didn't doesn't quite align with the rate studies that we have. It's a different amount. So, we're having to kind of work through different scenarios to see where that that dollar amount.

49 "Angela Brenner" (4231592448)

00:06:37.109 --> 00:06:50.579

that funding can land us on the dollar amount for the the rates and so again we're working on some funding for that and we'll keep everyone posts or some scenarios so that we'll keep everyone posted as we figure out where that gets us to our rate

50 "Angela Brenner" (4231592448)

00:06:50.579 --> 00:07:01.829

So the other thing that I think is important, is that oh, so here's something else that we'd probably be good for everyone to know, is that, you know.

51 "Angela Brenner" (4231592448)

00:07:01.829 --> 00:07:12.569

Over this next month, the governor will be signing the bills and so they'll be going he'll be going around to the different locations for Bill signing. And so we'll see if any of our areas show up on that list.

52 "Angela Brenner" (4231592448)

00:07:12.569 --> 00:07:22.019

And where he might go for some of those. So That'll be exciting to see.
So continue watching where he might land for those.

53 "Angela Brenner" (4231592448)

00:07:22.824 --> 00:07:37.254

The other piece that I wanted to talk to you about, because this just came out this week, this was the Medicaid eligibility newsletter. And so I know we've put that out there for everyone to sign up for that. Um, but the newsletter did go out.

54 "Angela Brenner" (4231592448)

00:07:38.034 --> 00:07:43.284

And I think we were going to send that out in an email blast as well.

55 "Angela Brenner" (4231592448)

00:07:43.284 --> 00:07:53.664

So, we'll be sharing that if we haven't already, probably already has, but if we haven't already be sharing that, and that's just giving an update on how family support division has been processing the annual renewal.

56 "Angela Brenner" (4231592448)

00:07:54.594 --> 00:08:08.694

And so, the other thing that is that, for us, our eligibility specialist here at the department has created a report, we used to have a report that would show those that were coming up with their Medicaid renewals that were due.

57 "Angela Brenner" (4231592448)

00:08:08.969 --> 00:08:16.199

We weren't quite sure how those changes we're going to impact that report. So there is a report now.

58 "Angela Brenner" (4231592448)

00:08:16.199 --> 00:08:23.724

Um, that that shows, all of the individuals that need to return a renewal by June 30th,

59 "Angela Brenner" (4231592448)

00:08:23.724 --> 00:08:36.174

and so those have gone out to our central to our regional offices and to PC and tax and they're going to be reaching out and trying to work with everyone to make sure those renewals get in those typically should.
should

60 "Angela Brenner" (4231592448)

00:08:36.199 --> 00:08:47.849

If if addresses weren't up to date in the systems where they weren't able to get the information that they needed, fsd wasn't able to get the information they needed. These are ones that they need to process and work with.

61 "Angela Brenner" (4231592448)

00:08:47.849 --> 00:09:00.269

With the individuals and families, so I know our team is working on that. They're looking at those. They saw those reports out in the folders. There might be some TCM agencies that may see some of those in their folders.

62 "Angela Brenner" (4231592448)

00:09:00.269 --> 00:09:03.509

But again, we'll have the team working with you.

63 "Angela Brenner" (4231592448)

00:09:03.594 --> 00:09:18.234

On that, to make sure we understand everything that's in there. I'm trying to get clarification if that's going to be a monthly report or if it's just a 1 time report, they were able to get us. Now, I think it will be monthly, but we will continue to keep everyone posted. And I will I've got some high level numbers here.

64 "Angela Brenner" (4231592448)

00:09:18.569 --> 00:09:25.229

I think if I can get it to pull up, I think it was around 11, 100.

65 "Angela Brenner" (4231592448)

00:09:25.229 --> 00:09:28.619

Individuals that we serve through the division.

66 "Angela Brenner" (4231592448)

00:09:28.619 --> 00:09:34.619

That need to that we need to work on getting their annual renewals in so.

67 "Angela Brenner" (4231592448)

00:09:34.619 --> 00:09:44.069

I didn't think 1100 was too bad, but we also want to make sure we get those in so we don't lose our eligibility. So, with that, I think.

68 "Angela Brenner" (4231592448)

00:09:44.069 --> 00:09:51.509

I will hand it off. Let me see if there's questions hold on.

69 "Angela Brenner" (4231592448)

00:09:51.509 --> 00:09:55.769

There is a question about the TCM rate increased for next year.

70 "Angela Brenner" (4231592448)

00:09:55.769 --> 00:10:05.489

There was, there was they did not add funding for the team for a rate increase. So that did not pass that that wasn't a recommendation.

71 "Angela Brenner" (4231592448)

00:10:05.489 --> 00:10:14.429

Through, um, through the process of the general assembly, and so there was not funding added for the TCM rate increases. It was for the labor service providers. So.

72 "Angela Brenner" (4231592448)

00:10:14.429 --> 00:10:19.379

We'll continue to work with rate studies and the TCM entities.

73 "Angela Brenner" (4231592448)

00:10:19.379 --> 00:10:22.919

On our on the needs though.

74 "Angela Brenner" (4231592448)

00:10:22.919 --> 00:10:28.649

Okay with that let me see who I pass this off to next is this.

75 "Angela Brenner" (4231592448)

00:10:28.649 --> 00:10:32.759

Jackie, Jackie are you ready?

76 "Angela Brenner" (4231592448)

00:10:32.784 --> 00:10:42.834

All right, thank you. Have a good weekend. Everyone. Thanks, Sandy. Hi, I'm Jackie. I am the statewide business office lead.

77 "Jaclyn Heitman" (3730462208)

00:10:42.894 --> 00:10:52.554

I want to talk to all today about some exciting structural changes that we're looking to implement for.

78 "Jaclyn Heitman" (3730462208)

00:10:52.759 --> 00:11:03.464

From our business offices across the state, so all all 5 regions and the 6 satellite offices as well. So I'm going to try and go ahead and share my screen with you.

79 "Jaclyn Heitman" (3730462208)

00:11:03.464 --> 00:11:08.204

So you can have a better visual of what we're looking to implement.

80 "Jaclyn Heitman" (3730462208)

00:11:08.789 --> 00:11:12.869

Okay, so.

81 "Jaclyn Heitman" (3730462208)

00:11:12.869 --> 00:11:18.209

Mm, hmm. Okay. Can you all see my screen.

82 "Jaclyn Heitman" (3730462208)

00:11:21.629 --> 00:11:24.959

Yes, excellent. Okay. Um.

83 "Jaclyn Heitman" (3730462208)

00:11:24.984 --> 00:11:39.264

All right, so as many of the other departments are doing and have already done, we are taking a look at the different tasks that land in the business office realm and sort of identifying 1st,

84 "Jaclyn Heitman" (3730462208)
00:11:40.134 --> 00:11:44.544
what are things that are working well, for us in our current.

85 "Jaclyn Heitman" (3730462208)
00:11:44.959 --> 00:11:54.779
Structure, what are things that are not working? Well, what are things that we're doing differently in 1 region versus another region, and sort of identifying.

86 "Jaclyn Heitman" (3730462208)
00:11:54.779 --> 00:12:02.454
How we can make some improvements or take advantage of the successes that 1 region may have and another 1 might still be struggling with.

87 "Jaclyn Heitman" (3730462208)
00:12:02.454 --> 00:12:14.544
So, with that, we have come up with a plan to sort of change up the structure of how we are doing business office processes and.

88 "Jaclyn Heitman" (3730462208)
00:12:14.779 --> 00:12:20.549
You know how we're communicating with, um.

89 "Jaclyn Heitman" (3730462208)
00:12:20.549 --> 00:12:29.514
Provider agencies, and even just the internal stakeholders so I will continue on.

90 "Jaclyn Heitman" (3730462208)
00:12:30.174 --> 00:12:39.624
I just wanted to make everyone aware of who the new fiscal manager contacts are for each of the regional offices. We have had some.

91 "Jaclyn Heitman" (3730462208)
00:12:40.259 --> 00:12:51.894
Exciting promotional changes over the last year or so and many of you may not have had an opportunity yet to meet your new fiscal managers. So I did want to at least give you each of their names.

92 "Jaclyn Heitman" (3730462208)
00:12:53.214 --> 00:12:56.544
So, like I said, I am Jackie heitman and I am the.

93 "Jaclyn Heitman" (3730462208)
00:12:57.479 --> 00:13:07.794
State wide business office lead. I am out of central office, but I'm actually located in the Kansas City regional office. So that's where I'm officially housed.

94 "Jaclyn Heitman" (3730462208)
00:13:08.304 --> 00:13:14.544

And then we have welfare, who is the fiscal manager for and that includes in as well.

95 "Jaclyn Heitman" (3730462208)
00:13:14.819 --> 00:13:22.949

And we would use as the fiscal manager in Kansas City, and in the Albany satellite office.

96 "Jaclyn Heitman" (3730462208)
00:13:22.949 --> 00:13:30.059

And then we have Lindsey Kurti, who is the fiscal manager in St Louis and over Hannibal as well?

97 "Jaclyn Heitman" (3730462208)
00:13:30.059 --> 00:13:33.629

Dana Pennington and Papa and sikeston.

98 "Jaclyn Heitman" (3730462208)
00:13:33.629 --> 00:13:46.469

And then Debbie Evans is the newest to our team, and she will be overseeing the Springfield and Jacqueline regional office and satellite office.

99 "Jaclyn Heitman" (3730462208)
00:13:46.584 --> 00:13:51.084

Okay, so this is kind of a breakdown of what we are looking to do overall.

100 "Jaclyn Heitman" (3730462208)
00:13:51.894 --> 00:14:06.264

So, instead of the current setup where everything is very much focused around completing all of the business office operations, 1, regional office, acting independent in some.

101 "Jaclyn Heitman" (3730462208)
00:14:06.469 --> 00:14:19.694

Of the other regional offices, what we've decided to do is maybe look at the tasks instead and the different commonalities that each of these little slices of the business office do.

102 "Jaclyn Heitman" (3730462208)
00:14:20.174 --> 00:14:25.994

And with that, we are going to break out into 5 different departments.

103 "Jaclyn Heitman" (3730462208)
00:14:26.469 --> 00:14:34.019

You'll know that we had 5 fiscal managers so each 1 of our fiscal managers will be heading 1 of these departments up.

104 "Jaclyn Heitman" (3730462208)
00:14:34.019 --> 00:14:39.719

Um, the 1st group is the Medicaid billing team.

105 "Jaclyn Heitman" (3730462208)

00:14:39.719 --> 00:14:48.869

And I've got kind of a breakdown of the staff numbers that we'll go into each 1 of those groups. This team will be.

106 "Jaclyn Heitman" (3730462208)

00:14:49.824 --> 00:15:03.564

In charge of all things, Medicaid billing. So any of the billing inquiries that you have, when you have something that has a Medicaid rejection, or you haven't received payment for it, or you're having trouble billing. This is the team that you're going to go to.

107 "Jaclyn Heitman" (3730462208)

00:15:05.579 --> 00:15:16.194

So, in addition to the inquiries, we're also going to put together some billing training for primarily for new providers as they onboard.

108 "Jaclyn Heitman" (3730462208)

00:15:16.194 --> 00:15:23.364

But also for existing providers, if, if there are questions there as well, we will be responsible for.

109 "Jaclyn Heitman" (3730462208)

00:15:23.639 --> 00:15:36.564

The Medicaid re, investigation questions will be completing variances. We will be creating, spend downs helping with Rez half days.

110 "Jaclyn Heitman" (3730462208)

00:15:36.834 --> 00:15:40.734

That is kind of transitioning off of our plate. As far as.

111 "Jaclyn Heitman" (3730462208)

00:15:41.759 --> 00:15:47.339

The pay, EE, transition goes as well will be doing shared unit billing.

112 "Jaclyn Heitman" (3730462208)

00:15:47.364 --> 00:15:59.664

And different rate projects as well right now, you know, this last year we've had a lot of really exciting rate increases, which is excellent to be able to pass on,

113 "Jaclyn Heitman" (3730462208)

00:15:59.664 --> 00:16:07.284

but it does take a number of staff hours to try to get all of those rate increases. In place, and so we will have a.

114 "Jaclyn Heitman" (3730462208)

00:16:07.339 --> 00:16:16.919

Project team as part of this Medicaid group billing group that will work specifically on trying to help implement those. Those rate changes.

115 "Jaclyn Heitman" (3730462208)

00:16:18.324 --> 00:16:31.344

So, then, the next group is the fiscal team, and the fiscal team is going to be more internal for state staff. They're primarily going to be focused on setting our budgets for how we pay our staff.

116 "Jaclyn Heitman" (3730462208)

00:16:31.824 --> 00:16:36.534

So, our payroll, they're going to be working on how they, how we pay our.

117 "Jaclyn Heitman" (3730462208)

00:16:36.919 --> 00:16:47.939

Expenses, so, you know, we're keeping the lights on keeping computers on hand things like that. They're going to be in charge of setting those budgets and making sure that our internal bills are being paid.

118 "Jaclyn Heitman" (3730462208)

00:16:49.134 --> 00:16:55.104

They're also going to handle the financial side of of hiring new staff members.

119 "Jaclyn Heitman" (3730462208)

00:16:55.944 --> 00:17:07.704

Um, and then the 3rd team is the facilities team, sort of a similar role as fiscal has, where they are really managing more of the internal activities of the regional offices. So, we'll have this group.

120 "Jaclyn Heitman" (3730462208)

00:17:08.354 --> 00:17:13.754

Our our fleet, or all of our cars, they will be managing.

121 "Jaclyn Heitman" (3730462208)

00:17:13.754 --> 00:17:23.474

Like any of our facility needs any of our internal contracting as far as, you know, getting janitorial staff to help with our buildings and things of that nature.

122 "Jaclyn Heitman" (3730462208)

00:17:23.999 --> 00:17:27.539

And then the 4th group.

123 "Jaclyn Heitman" (3730462208)

00:17:27.539 --> 00:17:42.414

Is the consumer banking team the consumer banking team is tasked with any budget inquiries kind of opening that shell of the budget processing those requests for expenditures. If we are P. E.

124 "Jaclyn Heitman" (3730462208)

00:17:43.344 --> 00:17:47.094

doing all the receipt tracking this group will be.

125 "Jaclyn Heitman" (3730462208)

00:17:47.539 --> 00:18:00.764

Seeing choices and autism project requests, they will also be doing reconciliations sending out those 1500 reports each month showing who might be getting close to exceeding their asset limit.

126 "Jaclyn Heitman" (3730462208)
00:18:00.764 --> 00:18:05.714
And they'll also be working with those individual agreements as well.
agreements as well

127 "Jaclyn Heitman" (3730462208)
00:18:07.529 --> 00:18:21.054
And then the last team is our team, and on this team, this group is going
to primarily focus on the social security benefits. And the things that
go along with that, meaning, they will be working on those pay E
transfers.

128 "Jaclyn Heitman" (3730462208)
00:18:21.054 --> 00:18:27.384
As I said before we are getting out of the pay business and we've been
doing a lot of transition.

129 "Jaclyn Heitman" (3730462208)
00:18:27.529 --> 00:18:39.914
Whether it's maybe to a parent or guardian or to provide our agency or,
you know, another trusted individual in that, that person's life. So they
are helping with a lot of those transitions.

130 "Jaclyn Heitman" (3730462208)
00:18:40.154 --> 00:18:46.934
They are going to be working on any social security requests. When social
security calls and asks for, you know.

131 "Jaclyn Heitman" (3730462208)
00:18:47.529 --> 00:18:53.789
Bank balances, or if they are asking for.

132 "Jaclyn Heitman" (3730462208)
00:18:53.789 --> 00:19:01.374
If someone's working, we're going to be sending them wages, and just
general social security inquiries,

133 "Jaclyn Heitman" (3730462208)
00:19:01.644 --> 00:19:13.524
this group is also going to be working on completing the fiscal and
quarterly spending ledgers as well. So, they'll be this will be the group
that will be out doing your fiscal reviews if we are. So.

134 "Jaclyn Heitman" (3730462208)
00:19:13.789 --> 00:19:17.489
Um, and.

135 "Jaclyn Heitman" (3730462208)
00:19:17.489 --> 00:19:30.869
Once we are out of the pay E business completely, which I do think,
maybe, you know, some time from now, but we do have some additional tasks
that I think we would like to have this group focus on primarily around,
you know.

136 "Jaclyn Heitman" (3730462208)

00:19:30.869 --> 00:19:43.559

The payroll itself, so more to come on that part and then I wanted to just highlight in this next slide the Medicaid billing team. So we have split this. Um.

137 "Jaclyn Heitman" (3730462208)

00:19:43.974 --> 00:19:57.984

Transition up into 3 parts. So the 1st part to transition is the Medicaid billing department, and that move is actually going to start taking place June. 1st. So this is coming up.

138 "Jaclyn Heitman" (3730462208)

00:19:58.734 --> 00:19:59.214

Um.

139 "Jaclyn Heitman" (3730462208)

00:19:59.604 --> 00:20:14.334

And I sort of wanted to break down a little bit what this looks like since this is the 1st group to go. So, the fiscal manager that will be heading this team up Israeli use and she has 3 supervisors in approximately 14 staff.

140 "Jaclyn Heitman" (3730462208)

00:20:14.634 --> 00:20:19.494

That will be working on this group across the state. We have.

141 "Jaclyn Heitman" (3730462208)

00:20:19.519 --> 00:20:33.959

Put together, 2 group mailboxes that we are going to use this will help us with kind of identifying volume. Of course, to make sure that we haven't even workload.

142 "Jaclyn Heitman" (3730462208)

00:20:33.959 --> 00:20:45.624

It will also make sure that we are able to track that all inquiries, have been responded to or resolved. And that is very important to us to know that.

143 "Jaclyn Heitman" (3730462208)

00:20:45.624 --> 00:20:53.694

We really are getting back to our stakeholders in a timely manner. And it will also help us identify if we have continued.

144 "Jaclyn Heitman" (3730462208)

00:20:55.244 --> 00:21:04.994

Repeats of similar questions so maybe we know that something some communication that we have sent out is unclear and that gives us an opportunity to maybe do some follow up training.

145 "Jaclyn Heitman" (3730462208)

00:21:05.924 --> 00:21:13.904

So those teams are broken out by East and West East team. And I have the mailbox address.

146 "Jaclyn Heitman" (3730462208)

00:21:13.959 --> 00:21:21.209

Here, which is hopefully fairly easy to remember it's East billing team a damage.

147 "Jaclyn Heitman" (3730462208)

00:21:21.209 --> 00:21:25.859

And that will be made up of St Louis Hannibal.

148 "Jaclyn Heitman" (3730462208)

00:21:25.859 --> 00:21:36.269

sikeston and poplar bluff and then we have the West team again fairly easy to remember hopefully West billing team at dot dot. Gov.

149 "Jaclyn Heitman" (3730462208)

00:21:36.269 --> 00:21:39.929

And that will cover Kansas City Albany.

150 "Jaclyn Heitman" (3730462208)

00:21:39.929 --> 00:21:54.299

coaxville Rolla, Springfield and Joplin. So what that means is, if your individual is assigned to the Albany satellite office, you would send your inquiry to the West team.

151 "Jaclyn Heitman" (3730462208)

00:21:54.299 --> 00:21:57.299

And, um.

152 "Jaclyn Heitman" (3730462208)

00:21:57.299 --> 00:22:07.589

And that way, we'll kind of have those assigned out by by location, or by provider agency within those 2 billing teams.

153 "Jaclyn Heitman" (3730462208)

00:22:08.574 --> 00:22:20.274

This team is also going to be responsible for doing that billing training like, I had indicated before. So, primarily we'll be focusing on when we bring new providers on showing them initially how to do their billing.

154 "Jaclyn Heitman" (3730462208)

00:22:20.574 --> 00:22:27.294

But I know that we get lots of questions or sometimes there can be turnover within the agencies themselves.

155 "Jaclyn Heitman" (3730462208)

00:22:27.589 --> 00:22:42.254

And we're asked for some additional training, this team will be tasked with helping with those additional training requests. We're going to be doing the youth Medicaid eligibility monitoring, which started just a couple of months ago.

156 "Jaclyn Heitman" (3730462208)

00:22:42.254 --> 00:22:47.174

I believe February or March was the 1st month that we did this, and that's just really.

157 "Jaclyn Heitman" (3730462208)

00:22:48.154 --> 00:23:02.644

Identifying those individuals that are in that 18 to 19 age range, where they are looking to change the Medicaid benefit that they are currently under and we want to make sure that they are.

158 "Jaclyn Heitman" (3730462208)

00:23:03.869 --> 00:23:16.409

We're identifying that they do need to be looked at and we do need to send in those additional requests to make sure that they get the appropriate Medicaid to support their needs. So, this team will be tracking. Um.

159 "Jaclyn Heitman" (3730462208)

00:23:16.409 --> 00:23:21.959

Those responses as well this group will do the variances.

160 "Jaclyn Heitman" (3730462208)

00:23:21.984 --> 00:23:33.234

VOIDS and rebills any shared unit billing that we do, and any billing and rate changes. This group also is in charge of the helpdesk.

161 "Jaclyn Heitman" (3730462208)

00:23:33.234 --> 00:23:41.574

So whenever a C, more help desk ticket is sent in, that does also go to this group as well.

162 "Jaclyn Heitman" (3730462208)

00:23:43.404 --> 00:23:57.684

So that's a lot of information primarily just wanted to let everyone know that we are looking to make this change and we are going to start breaking out the Medicaid billing team in the coming months.

163 "Jaclyn Heitman" (3730462208)

00:23:57.684 --> 00:24:01.884

So you will see some changes. The big 1, I think, for everyone on this.

164 "Jaclyn Heitman" (3730462208)

00:24:02.449 --> 00:24:12.644

Call is just to know that we are going to move towards trying to utilize these group mailboxes so that we can do some tracking and primarily we would like,

165 "Jaclyn Heitman" (3730462208)

00:24:12.644 --> 00:24:21.404

to use the mailbox just to make sure that we are staying on top of our inquiries and making sure, that that responses are being received in a timely manner as well.

166 "Jaclyn Heitman" (3730462208)
00:24:21.929 --> 00:24:31.799
So that is all I have to share. Let me see what kind of questions we have. Um.

167 "Jaclyn Heitman" (3730462208)
00:24:31.944 --> 00:24:45.264
Let's see, I have shared this PowerPoint on some other calls, but I think this can hike. I don't know if these are saved down with the recordings or if that's something we can send out.

168 "Jaclyn Heitman" (3730462208)
00:24:45.264 --> 00:24:50.964
But we, we definitely can get that out to provider agencies. If that would be helpful in as well.

169 "Heike Johns" (2006377472)
00:24:51.629 --> 00:24:55.859
Yeah, we can post this with the recording. That's not a problem.

170 "Jaclyn Heitman" (3730462208)
00:24:59.154 --> 00:25:12.564
We have not looked at doing a phone list. We would like to primarily stay with the email group just to make sure that we are.

171 "Jaclyn Heitman" (3730462208)
00:25:13.044 --> 00:25:26.604
Able to track those responses. And another thing too is if you have someone that 1 person that you typically would work with with your billing questions, and they go out, say on medical leave, then, you know, you're kind of stuck.

172 "Jaclyn Heitman" (3730462208)
00:25:26.604 --> 00:25:32.844
And you don't really know who else to reach out to. And, you know, they might be out for weeks at a time and so, this kind of.

173 "Jaclyn Heitman" (3730462208)
00:25:33.019 --> 00:25:46.169
That we have proper coverage for everything. I'm not saying that we can't have some phone conversations, especially as things get more complicated with some of the rate changes, particularly, um.

174 "Jaclyn Heitman" (3730462208)
00:25:46.794 --> 00:25:53.154
And I will go ahead and put those email boxes in the chat if that would be helpful,

175 "Jaclyn Heitman" (3730462208)
00:25:53.724 --> 00:26:01.944
but they will be I will save these down these PowerPoint slides down that have the email addresses as well.

176 "Jaclyn Heitman" (3730462208)

00:26:04.679 --> 00:26:12.899

I think that is it for me. So, Leslie, I believe you are next.

177 "Leslie Bradley" (2204880896)

00:26:12.899 --> 00:26:23.159

Thanks Jackie. Good morning. Everyone I'm Leslie Bradley with the federal programs unit. I just have a few reminders and updates for you.

178 "Leslie Bradley" (2204880896)

00:26:24.084 --> 00:26:38.844

The federal covid PhD in May 11, and all 135 flexibilities ended on May 11th of 2023 as well. So, for example, that would be verbal signatures. Appendix K flexibilities will expire in 6 months on November 11st of 2023 and provider.

179 "Leslie Bradley" (2204880896)

00:26:38.844 --> 00:26:43.134

six months on november eleventh of two thousand and twenty three and provider

180 "Leslie Bradley" (2204880896)

00:26:43.159 --> 00:26:49.439

Should evaluate appendix K flexibilities and use this time to resume normal operations.

181 "Leslie Bradley" (2204880896)

00:26:50.514 --> 00:27:01.974

A few waiver updates the partnership for hope, and located waiver. Renewals were submitted to CMS in April and the division responded to CMS questions on May 17.

182 "Leslie Bradley" (2204880896)

00:27:02.724 --> 00:27:08.544

the division expects CMS will approve the waivers by July 1st of 2023. thousand and twenty three

183 "Leslie Bradley" (2204880896)

00:27:09.439 --> 00:27:16.679

Planning for waiver changes will be provided upon CMS approval of both waiver applications.

184 "Leslie Bradley" (2204880896)

00:27:16.679 --> 00:27:22.289

So changes in the renewals included, making remote, supports a standalone service.

185 "Leslie Bradley" (2204880896)

00:27:22.289 --> 00:27:35.429

We added virtual delivery of service requirements for 5 employment services, which included supported employment, benefits, planning, career, planning, job, development and provoke services.

186 "Leslie Bradley" (2204880896)

00:27:35.429 --> 00:27:41.909

As well, as a physical therapy, occupational therapy and speech therapy.

187 "Leslie Bradley" (2204880896)

00:27:43.284 --> 00:27:57.024

We updated environmental accessibility, adaptations, home vehicle, modification, service definition to clarify provider requirements and clarify use of service funds for provider owned leased vehicle,

188 "Leslie Bradley" (2204880896)

00:27:57.024 --> 00:27:59.664

adaptations and vehicle maintenance.

189 "Leslie Bradley" (2204880896)

00:28:00.564 --> 00:28:07.913

We removed assistive, technology provider type from personal assistant definition for applied behavior analysis.

190 "Leslie Bradley" (2204880896)

00:28:08.244 --> 00:28:19.734

We increase the maximum unit amounts for behavior, identification assessment and behavior identification, supporting assessment observational. We added a provider.

191 "Leslie Bradley" (2204880896)

00:28:19.849 --> 00:28:24.509

Type to adaptive behavior treatment by protocol by technician.

192 "Leslie Bradley" (2204880896)

00:28:24.509 --> 00:28:30.419

We updated the committee to you our process to match the updated CSR.

193 "Leslie Bradley" (2204880896)

00:28:30.419 --> 00:28:41.369

We clarified that the MOS or Missouri adaptive ability scale as the standard instrument for determining substantial functional limitation.

194 "Leslie Bradley" (2204880896)

00:28:41.369 --> 00:28:55.349

And we added 2 additional enhanced value based payments, which included the completion of electronic Missouri persons in our thinking, training and electronic advance fatal 5+training.

195 "Leslie Bradley" (2204880896)

00:28:55.349 --> 00:28:59.159

Sort of the reminders and updates I had let me see, I don't.

196 "Leslie Bradley" (2204880896)

00:28:59.159 --> 00:29:05.789

Thing in the chat, so I'm going to turn it over to Jess statement.

197 "Jessica Bateman" (494652928)

00:29:05.789 --> 00:29:11.339

Thank you. Good morning. Everyone let me work on sharing my screen here.

198 "Jessica Bateman" (494652928)
00:29:20.064 --> 00:29:25.104
Okay all right so happy Friday.

199 "Jessica Bateman" (494652928)
00:29:25.554 --> 00:29:39.954
Um, my name is just statement and I am the new director of intake assessment and utilization review and I'm really excited to share this information with you. So, on behalf.

200 "Jessica Bateman" (494652928)
00:29:39.979 --> 00:29:42.584
Of the entire assessment, leadership team,

201 "Jessica Bateman" (494652928)
00:29:43.004 --> 00:29:55.784
thank you for the role that you have played the patients that you have had in the support that you have given us as we continue to refine and transform how we serve.

202 "Jessica Bateman" (494652928)
00:29:56.069 --> 00:30:09.809
Um, so I thought 1st, we could take a look at some behind the scenes transformations and, um, I love a good analogy. So I like to think of these as downs in a football.

203 "Jessica Bateman" (494652928)
00:30:09.809 --> 00:30:17.219
Game, so, you know, the 1st, 3 downs are smaller achievements and even though they're not the.

204 "Jessica Bateman" (494652928)
00:30:17.219 --> 00:30:24.929
Hail Mary excitement on their own. They still can result in some game winning touchdowns. Um.

205 "Jessica Bateman" (494652928)
00:30:25.344 --> 00:30:38.964
So some things that I think are noteworthy, and that we should celebrate together, um, are the talent wins um, that we have had um, so since this past December,

206 "Jessica Bateman" (494652928)
00:30:39.264 --> 00:30:44.844
we have had 10 new team members, join the assessment team.

207 "Jessica Bateman" (494652928)
00:30:45.314 --> 00:30:52.964
Um, that is a lot of knowledge, experience and dedication. Honestly, it is immeasurable.

208 "Jessica Bateman" (494652928)
00:30:53.564 --> 00:31:04.844

Um, so out of all of the assessors that have joined our team, um, almost all of them have gained their certification and are now.

209 "Jessica Bateman" (494652928)
00:31:04.929 --> 00:31:08.009
Completing assessments on their own.

210 "Jessica Bateman" (494652928)
00:31:09.024 --> 00:31:18.564
So, in addition to the 6 new assessors that we've had, we also have a new assessor supervisor, a new assessor director.

211 "Jessica Bateman" (494652928)
00:31:18.864 --> 00:31:27.684
That's me and some administrative support and even 2 amazing colleagues outside of the assessment team.

212 "Jessica Bateman" (494652928)
00:31:28.009 --> 00:31:36.119
That are helping us out on the interim so really excellent citizens serving fellow citizens as governor person would say.

213 "Jessica Bateman" (494652928)
00:31:37.374 --> 00:31:50.154
So, this month we rolled out an assessment support line. Um, you'll see the number there. So we heard from you, we knew that we needed a real person right?

214 "Jessica Bateman" (494652928)
00:31:50.154 --> 00:31:55.404
Then in there live to help our service coordinators families.

215 "Jessica Bateman" (494652928)
00:31:55.499 --> 00:32:06.089
Troubleshoot issues with logging onto our virtual assessments, um, or even booking an appointment in because of technical difficulties.

216 "Jessica Bateman" (494652928)
00:32:07.374 --> 00:32:19.074
So, we are very grateful that we had someone who was willing and volunteered to step up and, um, uh, answer that call.

217 "Jessica Bateman" (494652928)
00:32:19.104 --> 00:32:25.884
Um, and so we are ready for you and so, um, I encourage you to.

218 "Jessica Bateman" (494652928)
00:32:26.089 --> 00:32:32.279
This number as a favorite, and make sure that you share this with families to.

219 "Jessica Bateman" (494652928)
00:32:34.284 --> 00:32:49.284

We also know that, um, uh, the lives of those that we serve and their families, they don't just operate on a Monday through Friday, 8 to 5 closed all state and federal holidays schedule.

220 "Jessica Bateman" (494652928)
00:32:49.614 --> 00:32:52.134
So, in order for us to be.

221 "Jessica Bateman" (494652928)
00:32:52.279 --> 00:32:58.694
Flexible and accommodate when families need it. We have a team member.

222 "Jessica Bateman" (494652928)
00:32:58.904 --> 00:33:07.634
Um, I'm sorry, we have multiple team members, scheduling evening appointments, weakened appointments, state holiday appointments um.

223 "Jessica Bateman" (494652928)
00:33:07.919 --> 00:33:20.249
Et cetera, so it's really benefited our families and it's helped to benefit our own assessment team members too. And we're really grateful for that.

224 "Jessica Bateman" (494652928)
00:33:21.954 --> 00:33:32.094
So, we've all heard is booked solid. There is not an opening to schedule an assessment and yes, that is the reality today.

225 "Jessica Bateman" (494652928)
00:33:32.424 --> 00:33:40.164
Um, but I did want to go over an unfortunate contributing factor as to why that's happening. And that is.

226 "Jessica Bateman" (494652928)
00:33:40.249 --> 00:33:44.459
Duplicate assessments so what I mean by that is.

227 "Jessica Bateman" (494652928)
00:33:45.024 --> 00:33:58.254
There are multiple assessment slots being booked for 1 individual. So only 1 assessment is needed, but they are taking up 21 slots. Um, no joke that has actually happened.

228 "Jessica Bateman" (494652928)
00:33:58.254 --> 00:34:04.374
Um, at this time, there is not a system safeguard to prevent. prevent

229 "Jessica Bateman" (494652928)
00:34:04.459 --> 00:34:13.634
Duplicate bookings from happening we're working on some alternatives to that, but in the meantime, um,

230 "Jessica Bateman" (494652928)
00:34:13.664 --> 00:34:24.194

we do have someone who has graciously volunteered to pull a report every single day review that see if there are any individuals that are.

231 "Jessica Bateman" (494652928)

00:34:24.459 --> 00:34:32.939

Coming up with the duplicate assessments and trying to contact the service coordinators families, anyone, um.

232 "Jessica Bateman" (494652928)

00:34:32.939 --> 00:34:44.759

Necessary so that we can, um, get all of those unnecessary appointments off of so that other people can can schedule those.

233 "Jessica Bateman" (494652928)

00:34:44.759 --> 00:34:51.809

Um, and another thing, you know, that we're hearing, and I think that we all know, is.

234 "Jessica Bateman" (494652928)

00:34:51.809 --> 00:35:00.029

Time is a luxury that we just don't seem to have enough of. Um, there's only so much time in a day. Um.

235 "Jessica Bateman" (494652928)

00:35:00.504 --> 00:35:06.954

And we only have so many resources, so we need to make sure that we are spending our precious time wisely.

236 "Jessica Bateman" (494652928)

00:35:07.914 --> 00:35:20.004

So the leadership team, we realized that there were times we were completing full assessments when really it honestly was not necessary for a full reassess.

237 "Jessica Bateman" (494652928)

00:35:20.029 --> 00:35:27.119

To be done so going forward if an individual has a valid assessment.

238 "Jessica Bateman" (494652928)

00:35:27.144 --> 00:35:41.994

Meaning an assessment that has been completed within the last 2 years. Um, the assessment leadership team is simply just going to update priority of need scores in situations where that is the only change.

239 "Jessica Bateman" (494652928)

00:35:42.269 --> 00:35:54.714

Um, so we're not gonna do a whole nother assessment, just for those situations. So again, it's a win for the individual cause they're not having to go through another assessment unnecessarily.

240 "Jessica Bateman" (494652928)

00:35:55.014 --> 00:36:02.184

It's a win for you and it's a win for us. So, we're gonna continue to look for ways on how we can make.

241 "Jessica Bateman" (494652928)
00:36:02.269 --> 00:36:06.449
Sure that we are only completing assessments when absolutely necessary.

242 "Jessica Bateman" (494652928)
00:36:07.854 --> 00:36:18.624
Um, and leadership's time is also, you know, very valuable, and we have to make sure that we are being accessible.

243 "Jessica Bateman" (494652928)
00:36:18.744 --> 00:36:26.364
And, um, you know, we, we can't be everywhere know how to do everything and be available to every 124 7. four seven

244 "Jessica Bateman" (494652928)
00:36:26.924 --> 00:36:38.354
You get the point with that so we went back to the drawing board because we also heard from you and we felt, you know, that we were not responding back to you timely.

245 "Jessica Bateman" (494652928)
00:36:39.074 --> 00:36:42.254
Whereas timely as we really strive to be.

246 "Jessica Bateman" (494652928)
00:36:43.254 --> 00:36:57.864
So, what we're going to do is narrow down our leadership focus, and we've specialized our supervisors responsibilities. And so they own very specific pieces. Um, and, um.

247 "Jessica Bateman" (494652928)
00:36:58.139 --> 00:37:05.454
To, uh, you know, help, um, resolve and, um, get things going faster.

248 "Jessica Bateman" (494652928)
00:37:05.784 --> 00:37:13.554
So thank you for helping us learn and grow too, because if nothing changes, then nothing changes.

249 "Jessica Bateman" (494652928)
00:37:16.014 --> 00:37:29.544
So, we also have some additional upcoming transformations that we are working on to maximize our operations, enhance our impact and and transform the way we serve.

250 "Jessica Bateman" (494652928)
00:37:29.694 --> 00:37:35.484
So, our assessment team is also going to be specializing. So.

251 "Jessica Bateman" (494652928)
00:37:35.539 --> 00:37:48.734

But we know that we need to ensure that we complete assessments by priority of need, not just the date received. So to effectively staff, all of the assessment needs to the best of our capacity.

252 "Jessica Bateman" (494652928)

00:37:48.734 --> 00:37:55.484

At this point, we're gonna have 3 specialty teams, 1 team for intake assessments. 1.

253 "Jessica Bateman" (494652928)

00:37:55.539 --> 00:38:05.279

Team for critical situation assessments and then 1 team for, um, level of care needs and other standard routine assessments.

254 "Jessica Bateman" (494652928)

00:38:06.564 --> 00:38:19.014

So, of course, we are going, we do anticipate needing to make adjustments as far as the amount of assessors on each team, because needs and flow.

255 "Jessica Bateman" (494652928)

00:38:19.044 --> 00:38:23.304

And so we want to be flexible with that, too.

256 "Jessica Bateman" (494652928)

00:38:23.610 --> 00:38:36.660

We're also going to be tapping into some additional features within, um, to make sure that the people's scheduling appointments schedule with the right team.

257 "Jessica Bateman" (494652928)

00:38:37.435 --> 00:38:49.585

So, by adding 1 additional step, that is honestly super fast and super efficient will automatically route the scheduler to the appropriate teams calendar.

258 "Jessica Bateman" (494652928)

00:38:49.855 --> 00:38:52.975

So super easy and super efficient for all.

259 "Jessica Bateman" (494652928)

00:38:54.390 --> 00:39:01.230

Um, so, in an effort to keep up with the assessment demand.

260 "Jessica Bateman" (494652928)

00:39:01.230 --> 00:39:10.440

We filled our days with back to back assessments. I'm talking, you know, 8 to 51 assessment, right? After the other.

261 "Jessica Bateman" (494652928)

00:39:10.440 --> 00:39:15.780

And we did that, because we knew that assessments were needed timely.

262 "Jessica Bateman" (494652928)

00:39:15.780 --> 00:39:26.490

That did have an unintended consequence though, um, which is the lack of flexibility with it our schedule right now to account for new.

263 "Jessica Bateman" (494652928)
00:39:27.025 --> 00:39:32.275
Urgent unplanned, um, critical situation type of needs.

264 "Jessica Bateman" (494652928)
00:39:32.845 --> 00:39:46.465
Um, so starting in July, what we are going to do is schedule, protected time for each of our team members. Um, 90 minutes a day where there is.

265 "Jessica Bateman" (494652928)
00:39:46.490 --> 00:39:51.465
Is they have free time outside of, um,

266 "Jessica Bateman" (494652928)
00:39:51.495 --> 00:40:02.475
so that when we do have those cases come up last week we had over 70 alone we have the built in flexibility to be able to address those very timely.

267 "Jessica Bateman" (494652928)
00:40:05.095 --> 00:40:18.235
Another significant hurdle that we are going to tackle head on in the very near future is trying to reduce the amount of no call. No shows to appointments. Um.

268 "Jessica Bateman" (494652928)
00:40:18.510 --> 00:40:31.980
Up to actually right around 25% of our assessments that are scheduled right now resulting in a, in a no call no show and, um.

269 "Jessica Bateman" (494652928)
00:40:32.365 --> 00:40:47.155
If that number doesn't seem high to you, I promise you when we're scheduled for 90 minutes per assessment. Um, 25%. That's a significant amount of time that we could be doing assessments that we're not because of the no call.

270 "Jessica Bateman" (494652928)
00:40:47.155 --> 00:40:48.355
No show. no show

271 "Jessica Bateman" (494652928)
00:40:49.915 --> 00:41:00.055
Um, we're also going to try and come up with a new way so you can reserve time to speak with the assessment leadership team.

272 "Jessica Bateman" (494652928)
00:41:00.535 --> 00:41:08.635
Um, our goal is to be responsive to you within 72 business hours. We know that we may not be able. able

273 "Jessica Bateman" (494652928)

00:41:08.660 --> 00:41:23.070

To resolve situations, but we do hope to connect back with you within 72 hours and, um, give you an update on where we're at with your need.

274 "Jessica Bateman" (494652928)

00:41:23.070 --> 00:41:35.970

Oh, I've alluded to this a couple different times now, but we have a new assessment scheduling process that is set to go live and officially launch on July. The 3rd.

275 "Jessica Bateman" (494652928)

00:41:35.970 --> 00:41:45.300

Um, so we are aware of the scheduling limitations and restrictions in right now. Um.

276 "Jessica Bateman" (494652928)

00:41:45.625 --> 00:41:59.485

Right now there is no additional time beyond August to schedule assessments and that is intentional because the existing practice is not conducive for anyone intake specialists,

277 "Jessica Bateman" (494652928)

00:41:59.485 --> 00:42:05.245

support coordinator's assessment specialist and ultimately, those that we serve. So.

278 "Jessica Bateman" (494652928)

00:42:05.300 --> 00:42:20.115

We recognize that we have an opportunity to pivot and re, strategize a more effective process. So, a new scheduling method within is in the final stages of construction.

279 "Jessica Bateman" (494652928)

00:42:20.415 --> 00:42:21.885

I was actually putting.

280 "Jessica Bateman" (494652928)

00:42:23.695 --> 00:42:36.175

A little bit of tweaks here and there, right before this call, and we are going to enter into a pilot or a testing phase with our intake team next week.

281 "Jessica Bateman" (494652928)

00:42:36.745 --> 00:42:42.685

So that we can hopefully work out anything that needs worked out before we.

282 "Jessica Bateman" (494652928)

00:42:43.605 --> 00:42:56.775

Share the new scheduling link going live. So, um, you know, again assessments are literally booked, um, back to back until the end of August.

283 "Jessica Bateman" (494652928)
00:42:56.775 --> 00:43:02.745
So when this link goes live in July, you will be able to schedule.

284 "Jessica Bateman" (494652928)
00:43:02.770 --> 00:43:08.700
Full the routine standard appointments for September.

285 "Jessica Bateman" (494652928)
00:43:08.700 --> 00:43:21.120
Um, in the meantime, we know that there are going to be those critical situations, and we have a plan to address that in this transition period.

286 "Jessica Bateman" (494652928)
00:43:21.925 --> 00:43:30.025
Um, so a form a PDF form has been created that will be shared widely, very, very soon.

287 "Jessica Bateman" (494652928)
00:43:30.535 --> 00:43:41.095
And, um, it is for the purpose of sending in critical situation request, um, to the leadership team for review and.

288 "Jessica Bateman" (494652928)
00:43:41.120 --> 00:43:48.735
Help with scheduling outside of, um, this form has a pretty cool feature at the end of it.

289 "Jessica Bateman" (494652928)
00:43:48.735 --> 00:44:01.005
It has a submit button and for those who have the Adobe software on their computer, it will automatically, um, generate an encrypted.

290 "Jessica Bateman" (494652928)
00:44:01.120 --> 00:44:07.680
Email with that form attached for you, um, to our, um.

291 "Jessica Bateman" (494652928)
00:44:08.215 --> 00:44:12.925
Um, inbox, so super efficient, super easy.

292 "Jessica Bateman" (494652928)
00:44:12.925 --> 00:44:27.655
All you have to do is hit submit and then send, um, and for those who don't have that, um, or your, um, organization requires some additional encryption measures, you can still, um, you know.

293 "Jessica Bateman" (494652928)
00:44:27.680 --> 00:44:33.450
Attach the form just the, the manual way. So.

294 "Jessica Bateman" (494652928)
00:44:37.045 --> 00:44:41.605
All right, so, um, I hope that you're excited as we are.

295 "Jessica Bateman" (494652928)
00:44:41.755 --> 00:44:43.465
We're working on a lot of things,

296 "Jessica Bateman" (494652928)
00:44:43.495 --> 00:44:56.815
and we know that we need to stabilize and sustain to enhance our operations and we are going to strategically roll out new protocols and processes step by step where it.

297 "Jessica Bateman" (494652928)
00:44:56.930 --> 00:45:05.775
Committed to rebuilding your trust of the assessment process and, you know, we're reconfiguring the way that assessments are prioritized,

298 "Jessica Bateman" (494652928)
00:45:05.775 --> 00:45:16.605
scheduled and assigned and we're also committing to more effective communication channels. So again, I appreciate your patience.

299 "Jessica Bateman" (494652928)
00:45:16.930 --> 00:45:31.715
Your support, um, and with all of these things that we've talked about here today, um, you know, the goal is not to be perfect. None of these solutions are going to be perfect. Um, but the goal is not to be perfect.

300 "Jessica Bateman" (494652928)
00:45:31.745 --> 00:45:36.575
It's just to be better. Um, tomorrow than what we are today, so.

301 "Jessica Bateman" (494652928)
00:45:36.930 --> 00:45:46.765
Um, thank you very much for that. And if you have any questions, I'm seeing a lot of questions coming up on the chat.

302 "Jessica Bateman" (494652928)
00:45:46.795 --> 00:45:56.755
Um, here, if I can't get to all of them, send your questions, um, to this account, we do have someone who, um, is monitoring that account.

303 "Jessica Bateman" (494652928)
00:45:56.955 --> 00:46:11.565
Every single day, and again, our goal is to get a response to you within 72 business hours. Um, so thank you for what you do, and take care and I am going to pass it off to Leslie D.

304 "Jessica Bateman" (494652928)
00:46:11.565 --> 00:46:12.045
d

305 "Leslie DeGroat" (1627656704)
00:46:15.090 --> 00:46:25.195

Well, thank you so much. Jess those are exciting updates and thanks for all your hard work and your team's hard work. Happy Friday. Everybody I'm, I'm glad to be here.

306 "Leslie DeGroat" (1627656704)

00:46:25.495 --> 00:46:35.005

I just have a review of hers updates and some summertime health, um, items that I just like to share as resources. So I'm going to.

307 "Leslie DeGroat" (1627656704)

00:46:35.090 --> 00:46:42.210

To share my screen.

308 "Leslie DeGroat" (1627656704)

00:46:42.210 --> 00:46:47.670

Okay, hang on just a 2nd. Okay. Uh, can you guys see my screen? Okay.

309 "Leslie DeGroat" (1627656704)

00:46:51.600 --> 00:46:56.185

Yes. Okay. Thank you. All right. I'm Leslie degree.

310 "Leslie DeGroat" (1627656704)

00:46:56.215 --> 00:47:10.675

I'm your division statewide clinical coordinator and I'm just going to kind of review some recent updates that we have had with the process and just some reminders so effective May 1st, this month of 2023. the division.

311 "Leslie DeGroat" (1627656704)

00:47:10.675 --> 00:47:11.245

the division

312 "Leslie DeGroat" (1627656704)

00:47:11.600 --> 00:47:17.715

Statewide health risk screening process for all 915 C waiver participants during statewide implementation,

313 "Leslie DeGroat" (1627656704)

00:47:18.045 --> 00:47:31.575

all division contracted residential service providers and TCM agencies will begin the health risk screening process for individuals that they they serve. And that will all align with the individuals. with the individuals

314 "Leslie DeGroat" (1627656704)

00:47:31.600 --> 00:47:35.490

Or individual support, planning process.

315 "Leslie DeGroat" (1627656704)

00:47:37.165 --> 00:47:51.325

The process is to have full implementation of all waiver participants by May of 2024 and the division has defined implementation as the initiation of the process by the designated Hurst rater. the designated hurst rater

316 "Leslie DeGroat" (1627656704)

00:47:53.965 --> 00:48:04.735

So, how to get started, if you're out there and you haven't started onboarding yet haven't gotten your access or completed trainings. That's okay. You know, we'll, we'll support you through that.

317 "Leslie DeGroat" (1627656704)

00:48:05.095 --> 00:48:13.405

This right here is just a, I'll show you on the web page here in just a just a Giphy where to get started, but we have a designated.

318 "Leslie DeGroat" (1627656704)

00:48:13.430 --> 00:48:28.395

Division webpage, and we have different ribbons that describe, like, 1 is for residential service providers once for support coordinators and once per day of facilitation and employment services and that has information on getting started.

319 "Leslie DeGroat" (1627656704)

00:48:28.635 --> 00:48:32.955

Each of those ribbons has an onboarding process diagram because.

320 "Leslie DeGroat" (1627656704)

00:48:33.575 --> 00:48:47.675

Ideally, you could flip a switch and everyone would have access, but there's some information. We'll just brief recordings that you'll need to review and then submit your agency information in the system and just a few other steps in order for everything to align properly.

321 "Leslie DeGroat" (1627656704)

00:48:47.675 --> 00:48:53.345

And for us to be able to activate your agency in your account, and then and provide access.

322 "Leslie DeGroat" (1627656704)

00:48:53.430 --> 00:49:06.745

To what's called a gatekeeper for your agency so so you'll watch that recorded webinar that's underneath that ribbon. There is a survey link that you will complete.

323 "Leslie DeGroat" (1627656704)

00:49:06.745 --> 00:49:13.405

It's a red cap survey, and it just asks agency name contact information. And then who you want to be your gatekeepers and they.

324 "Leslie DeGroat" (1627656704)

00:49:13.430 --> 00:49:26.115

Keep her just to let, you know, that's who kind of controls who is active in the account in your agency and who needs to be deactivated just kind of staying on top of that at your local level. After that it's completed an email.

325 "Leslie DeGroat" (1627656704)

00:49:26.115 --> 00:49:33.405

Will will come back to you and there will be recorded webinar 2 for residential service providers.

326 "Leslie DeGroat" (1627656704)
00:49:33.430 --> 00:49:45.990

And 2, for support coordinators, it reviews what to look for, you know, what to look forward to. And then also the utilization review process for those additional RN hours, just, you know, for your information.

327 "Leslie DeGroat" (1627656704)
00:49:46.825 --> 00:49:58.495

And after you're completed after you, after you've actually submitted your survey and clicked on the button, our division gatekeeper will request your gatekeeper's account.

328 "Leslie DeGroat" (1627656704)
00:49:58.495 --> 00:50:05.965

So we tried to streamline this based on feedback to where it occurs. More is more efficient.

329 "Leslie DeGroat" (1627656704)
00:50:05.990 --> 00:50:15.945

And then previous, and so, but if you have questions, you can reach out and I'll get to the where you can reach out and some enhancements for our email boxes as well.

330 "Leslie DeGroat" (1627656704)
00:50:16.515 --> 00:50:25.845

So, just for and the 1st training the process trainings um, each role for each user. Has designated trainings and those.

331 "Leslie DeGroat" (1627656704)
00:50:26.015 --> 00:50:37.985

Meetings are located in electability system, so, and we encourage team members to focus while they're doing their training because this is really this is building the foundation for the, for the team members and the users,

332 "Leslie DeGroat" (1627656704)
00:50:39.425 --> 00:50:45.605

the users will have access to all trainings after the gatekeeper request. Their accounts, so that.

333 "Leslie DeGroat" (1627656704)
00:50:45.990 --> 00:50:54.870

See, an email from her online, be able to create their password log in and then the trainings will pop up.

334 "Leslie DeGroat" (1627656704)
00:50:55.765 --> 00:51:08.365

And there only 1 time trainings, and they will stay in the person's training library forever. Like, they can always go back and refer to it if they need to for a refresher. Because it's a new system, new process.

335 "Leslie DeGroat" (1627656704)

00:51:08.365 --> 00:51:14.755

And it's, you know, you can't remember everything. So those are there for a reference.

336 "Leslie DeGroat" (1627656704)

00:51:14.870 --> 00:51:21.060

Let me look at my notes, make sure I said everything.

337 "Leslie DeGroat" (1627656704)

00:51:21.145 --> 00:51:32.365

Let's see that. I want to remind people about the value based payment incentive, health, risk screening tools that were completed fiscal year 2023. so that's July.

338 "Leslie DeGroat" (1627656704)

00:51:32.365 --> 00:51:40.975

1st of 2022 on through June 30th of 2023 receive that 1 time. june thirty th of two thousand and twenty three receive that one time

339 "Leslie DeGroat" (1627656704)

00:51:41.060 --> 00:51:53.745

27,240 per completed screen, and we do have the we have a division webpage slowly for value based payments and then also a mailbox and if even if you reach out to the herself, I'll try to answer,

340 "Leslie DeGroat" (1627656704)

00:51:53.745 --> 00:52:00.795

but I'll probably for more specific value based payment questions. I'll refer you to that Mailbox because. i'll refer you to that mailbox because

341 "Leslie DeGroat" (1627656704)

00:52:01.060 --> 00:52:07.830

Experts in that area, but just didn't want you to to. I wanted to remind you about that.

342 "Leslie DeGroat" (1627656704)

00:52:09.115 --> 00:52:23.815

we were able to take feedback from implementation phase one of the process and make some enhancements and i just wanted to kind of pop that up there for you this enhancements in regard to timelines to providing additional months to support process completion

343 "Leslie DeGroat" (1627656704)

00:52:24.025 --> 00:52:27.295

prior to the annual individual support plan implementation month

344 "Leslie DeGroat" (1627656704)

00:52:27.830 --> 00:52:33.525

Kind of confusing at 1st, because you say, oh, it's may we start doing it in May for October actually.

345 "Leslie DeGroat" (1627656704)

00:52:34.485 --> 00:52:43.965

So you implement this is where you start prepping for the rating and screening you gather information then in June that's when that screen will take place.

346 "Leslie DeGroat" (1627656704)

00:52:44.280 --> 00:52:53.670

The next month, if there are any applicable health or support plans, those will be completed. And then so that's month 12 and then September and our.

347 "Leslie DeGroat" (1627656704)

00:52:54.775 --> 00:53:04.135

August and September will be plenty of time for the support coordinators to complete, any service authorizations or you just complete their part of it.

348 "Leslie DeGroat" (1627656704)

00:53:04.135 --> 00:53:13.645

You know so, that, everything could be all ready to go by by that, October ISP, implementation. So, if you follow this, if you, if you're if.

349 "Leslie DeGroat" (1627656704)

00:53:13.670 --> 00:53:28.470

You have access to the system now, it will come up on the message of the day. So you can always kind of flip that and save it, but please follow this. And you'll do just fine and get. Everybody's screened by October 2024.

350 "Leslie DeGroat" (1627656704)

00:53:28.470 --> 00:53:34.470

Look at my notes real quick I think that's all I wanted to say on that. Um.

351 "Leslie DeGroat" (1627656704)

00:53:35.005 --> 00:53:48.655

So, declamation to participate, we receive feedback from support coordinators because, you know, a person may not be interested or if they have caregivers or family, maybe they're not, you know, they're like, oh, no I don't know about all this. Well, that's okay.

352 "Leslie DeGroat" (1627656704)

00:53:48.865 --> 00:53:54.295

And for so, for non residential labor participants, as a support coordinator.

353 "Leslie DeGroat" (1627656704)

00:53:54.495 --> 00:54:03.195

Need their input and, you know, for them to help you with the information in order to answer yes. Or no to the questions if you don't have them helping yet, then you won't be able to do it.

354 "Leslie DeGroat" (1627656704)

00:54:03.495 --> 00:54:14.445

So, we have finalized electability or her system, a declination form, and also current support coordinator.

355 "Leslie DeGroat" (1627656704)

00:54:14.470 --> 00:54:29.195

You should have that training and their training library and it's it's like, recommended and it's only, I think about gosh, I want to say 6 minutes long. So it's not super long. And it tells you exactly what to do what to document the ISP healthy living section.

356 "Leslie DeGroat" (1627656704)

00:54:29.435 --> 00:54:34.355

And where to go in this system in order to complete that and just if they don't if.

357 "Leslie DeGroat" (1627656704)

00:54:34.470 --> 00:54:48.750

Individual or family, or whomever doesn't want to do it right now like, you know, follow the process. They can always change their mind. Like, that's a okay they can change their mind at any time. So just wanted to let, you know that.

358 "Leslie DeGroat" (1627656704)

00:54:48.750 --> 00:54:52.020

Am okay, my notes there.

359 "Leslie DeGroat" (1627656704)

00:54:52.020 --> 00:55:05.275

Um, we do have support emails project at dot Gov. We went back to the table to strategize on how to answer your questions and get you direct responses quicker.

360 "Leslie DeGroat" (1627656704)

00:55:05.485 --> 00:55:11.995

We had an automatic replies to kind of can point you to support if our technical issues.

361 "Leslie DeGroat" (1627656704)

00:55:12.020 --> 00:55:25.245

Using the for screening and clinical review support, just in case, that was more what you are needing. We've had a lot of an influx of questions, which is awesome. We want to hear from you. We want your questions. We want your feedback.

362 "Leslie DeGroat" (1627656704)

00:55:25.455 --> 00:55:31.965

We have strategize just this morning on a on a better plan to get you those direct responses within 1 to 2 business days.

363 "Leslie DeGroat" (1627656704)

00:55:32.020 --> 00:55:45.725

So, I appreciate your patients through all this and I appreciate your feedback. You know what I mean? It's so valuable. So starting next week,

you should, you should see a difference in our response time. And again, I apologize for delays.

364 "Leslie DeGroat" (1627656704)

00:55:46.115 --> 00:55:49.205

What we're, we're working on it, and I think we've got a good solid plan. So.

365 "Leslie DeGroat" (1627656704)

00:55:49.590 --> 00:55:55.195

So, next week, but, yeah, W, we'll be putting that into play actually today.

366 "Leslie DeGroat" (1627656704)

00:55:55.945 --> 00:56:09.295

Um, so that, like I said, project at dot com dot Gov, reach out anytime and then the mo support replacing dot com for technical issues. And then again that Mo clinic isn't replacing.

367 "Leslie DeGroat" (1627656704)

00:56:09.590 --> 00:56:24.375

Dot com for the for any screen or rating type of issues. Electability has a designated team form, Missouri, and they're with us forever. So, and this mailbox is with us forever. So please don't be out there struggling by yourselves. Please reach out.

368 "Leslie DeGroat" (1627656704)

00:56:24.945 --> 00:56:25.425

Um.

369 "Leslie DeGroat" (1627656704)

00:56:25.800 --> 00:56:32.730

With that being said, I just have a couple of things to share. I don't know how we're doing on time. I hope let's see. Hang on here.

370 "Leslie DeGroat" (1627656704)

00:56:33.085 --> 00:56:47.065

Make sure he's been okay. Okay. I don't have too much more. This is our webpage. You can go here. We'll drop that in the chat. The email you can always click on there and go to it.

371 "Leslie DeGroat" (1627656704)

00:56:47.395 --> 00:56:48.505

We have, um.

372 "Leslie DeGroat" (1627656704)

00:56:49.255 --> 00:57:03.355

For phase 1, which was March 2021 through April 30th the 2023. that's that's the process. Doc for that. And then here's the updated version phase 2 which started May. 1st. So you might want to review that. If you haven't frequently asked questions currently updating the document.

373 "Leslie DeGroat" (1627656704)

00:57:03.835 --> 00:57:08.785

frequently asked questions currently updating the document

374 "Leslie DeGroat" (1627656704)

00:57:08.990 --> 00:57:22.965

A lot like it has the training list, it has all kinds of different questions, and there's like, 8 pages long right now it's about to get longer, but that's awesome. Right and so keep your questions come in we like those. We'd like to gather them and have them, you know, so we can publish them out there.

375 "Leslie DeGroat" (1627656704)

00:57:23.415 --> 00:57:28.905

Um, we do have a, we're about to add some things for information for individuals and families.

376 "Leslie DeGroat" (1627656704)

00:57:29.765 --> 00:57:42.335

Some resources here is the residential service provider agency at tab and then it, it looks similar to support coordination and they have, but each 1 has this 1st onboarding process process flow diagram.

377 "Leslie DeGroat" (1627656704)

00:57:42.395 --> 00:57:48.965

So you'll have those steps in there for if you haven't gotten access yet. It'll be right there, but we're about to add also a few more resources.

378 "Leslie DeGroat" (1627656704)

00:57:48.990 --> 00:57:53.935

For support coordinators under here, just bringing up the topic with individuals and families.

379 "Leslie DeGroat" (1627656704)

00:57:53.995 --> 00:58:08.725

Hey, this is this new tool and this, that the other, you know, just to kind of help with that, because it's sort of hard to bring up new stuff, you know, and it's, you know, we don't want everybody to be like, I mean, we don't want the families to, like, oh, 1 more thing. Oh, my gosh. You know, which it is 1 more thing, but we really find.

380 "Leslie DeGroat" (1627656704)

00:58:08.990 --> 00:58:14.040

Fit with it, we want to help support that conversation so, you know.

381 "Leslie DeGroat" (1627656704)

00:58:14.065 --> 00:58:26.755

Anyway, so I'm going to go to the next topic. It's kind of a, a kind of a switch here, but really, you know, summer's coming up yesterday was the last day of school for my children. So we've got summer. Fine of course.

382 "Leslie DeGroat" (1627656704)

00:58:27.145 --> 00:58:33.955

And I just wanted to point you to the CDC website. They have all kinds of cool stuff for any about anything. But here's.

383 "Leslie DeGroat" (1627656704)
00:58:34.040 --> 00:58:35.700
Tips for a healthy summer.

384 "Leslie DeGroat" (1627656704)
00:58:36.685 --> 00:58:49.705
Move more set last of course we know we know that get at least 150 minutes of aerobic, physical activity every week and it doesn't mean you have to go do the, the 20 minute workout, or whatever you can take a walk That'll get your heart rate going.

385 "Leslie DeGroat" (1627656704)
00:58:49.705 --> 00:58:55.615
See, where sunscreen and insect repellent and here's a tip here that I. here that i

386 "Leslie DeGroat" (1627656704)
00:58:55.700 --> 00:59:10.680
Realize a placement screen before insect repellent after you come indoors, check your body clothing, body and pets for ticks. Be careful of those takes. They're bad this year and reapply sunscreen after 2 hours. And after swimming sweating or tackling off.

387 "Leslie DeGroat" (1627656704)
00:59:11.185 --> 00:59:24.385
And here, it reminds us the physical activity has immediate benefits for your health better sleep and reduction of anxiety. Those are just 2 of them. So get out, take it didn't even have to be a long walk 10 minute walk, you know, just yeah.

388 "Leslie DeGroat" (1627656704)
00:59:24.415 --> 00:59:30.655
Take care of yourselves people you guys are doing very important work out there and we want you to be healthy. So please don't forget to.

389 "Leslie DeGroat" (1627656704)
00:59:30.680 --> 00:59:44.550
take care of yourselves keep cool on extreme heat don't push yourself if it's hot out there don't push it having to go outside and do stuff they could just we're in the land of air conditioning i don't know how people live before that

390 "Leslie DeGroat" (1627656704)
00:59:44.550 --> 00:59:58.440
He's got reminders of stuff that we all know healthy food, choose your drinks wisely. Don't quit tobacco or don't quit don't use tobacco although it is really it is hard to quit. Um.

391 "Leslie DeGroat" (1627656704)
00:59:59.005 --> 01:00:10.135
So, anyway, just they have some little more detailed tips to, in order to how to incorporate that in your lives because it's hard to make changes but even just 1 little change at a time is that's good.

392 "Leslie DeGroat" (1627656704)
01:00:11.665 --> 01:00:18.295
1, last thing, our health and safety page for the division, we have a.

393 "Leslie DeGroat" (1627656704)
01:00:18.440 --> 01:00:33.225
And updates, and we have these informational documents, and you can always download and print them off share with the staff individuals families, anyone can look at them. And 1, we have specifically preventing heat related illness.

394 "Leslie DeGroat" (1627656704)
01:00:33.225 --> 01:00:38.085
That's pretty topical for the summer. You know, just identifying, you know, when it's too hot outside.

395 "Leslie DeGroat" (1627656704)
01:00:38.440 --> 01:00:53.195
You know, maintain, you know, the cooling measures, but then also don't let yourself get overheated. And if you happen to what are the signs of it, you know, different medications that people take can influence a person's Bobby physiological response to this.

396 "Leslie DeGroat" (1627656704)
01:00:53.195 --> 01:00:58.415
And he and it might, it might be more dangerous. So just if you.

397 "Leslie DeGroat" (1627656704)
01:00:58.440 --> 01:01:12.300
If you, if you can check out some of these, if you ever have any ideas for topics, give us a holler, I'd be glad to to gather information and research and put it put the best practices and different things on there for, for, for help.

398 "Leslie DeGroat" (1627656704)
01:01:12.300 --> 01:01:20.370
In any way and, um, uh, that's all I have to share at this juncture. I'm not sure how we're doing it. Okay. We're over.

399 "Leslie DeGroat" (1627656704)
01:01:20.695 --> 01:01:27.445
Time stop sharing. I want to thank you all for joining us. Today.

400 "Leslie DeGroat" (1627656704)
01:01:27.445 --> 01:01:37.735
We appreciate all of your efforts for supporting people then intellectual in developmental disabilities, and just have a lovely, lovely weekend and don't ever hesitate to reach out.

401 "Heike Johns" (2006377472)
01:01:40.080 --> 01:01:51.450
Thanks, Leslie. I'll echo what she said. Everyone have a wonderful weekend, and we appreciate you sticking with us for this hour and all the updates that we had to share this month. Thank you.