WEBVTT

1
00:00:01.500 --> 00:00:05.879
Afternoon everyone. Welcome. Um, and we want to.

2
00:00:05.879 --> 00:00:20.454
As, like I said, give some time to address folks, questions related to
expedited you are, um, so I've just put together a couple of slides,
which will hopefully answer some preliminary questions. And then we'll
open it up to everybody after that.

3
00:00:21.085 --> 00:00:21.684
We have the.

4
00:00:23.699 --> 00:00:31.824
I have to figure out how to go to the next slide. Oh, I figured it out.
Good work. All right. Let's let's talk about expedited versus CSR.

5
00:00:31.853 --> 00:00:43.015
1st so as hopefully everybody knows our state CSR requires utilization
review process. I'm sure everybody's fairly familiar with it.

6
00:00:43.134 --> 00:00:55.435
1 of the things that happened when the state of emergency was declared,
as we got some special dispensation to come up with a process that would
allow us to meet emergency service needs in a more agile way.

7
00:00:56.424 --> 00:01:08.245
So expedite was developed as a response to the coven 19 crisis, and we've
gone in and out of this process a couple of times since it was originally
rolled out in March of 2020.

8
00:01:08.245 --> 00:01:15.894
um, the reason we go in and out of it is because, like, a lot of things,
there's a, there's a given take there's a, there's a cost.

9
00:01:17.129 --> 00:01:31.435
Of doing expedited, you are in terms of personnel in terms of person
hours that have to go into that and it can create some confusion as as
far as which way do I go?

10
00:01:31.435 --> 00:01:43.224
Does this request go through regular? You are? Or does it go through
expedited? You are so, at times when we feel like, there's enough

requests coming through that require expedited, then we've opened up that expedited process.

11
00:01:43.614 --> 00:01:51.894
So, we received some feedback recently that said, hey, these, these requests are kind of cropping up again until we wanted to make this available to folks to meet that need.

12
00:01:52.230 --> 00:02:03.750
So, as of a while ago, already, I don't remember exactly when the memo came out in the middle of middle of September expedite is currently available for use.

13
00:02:06.840 --> 00:02:11.909
The basic difference and don't worry too much of you can't really read the, the stuff on that slide.

14
00:02:11.909 --> 00:02:24.569
Um, the big part is that blue triangle in the middle, and basically, it's how do you decide between expedited you are and typical you are and the question that has to be resolved is.

15
00:02:24.569 --> 00:02:27.599
Is my request related to.

16
00:02:27.599 --> 00:02:41.365
Coven 19, the bar is set kind of low for that. It was intentionally so, but it's, it's designed to address a rapid need to change a service. The most common. 1.

17
00:02:41.365 --> 00:02:43.164
I think that we see currently is,

18
00:02:43.525 --> 00:02:44.004
um,

19
00:02:44.155 --> 00:02:48.354
a day have may be closing down because of,

20
00:02:49.375 --> 00:02:52.014
and since they're having to shut the doors,

21
00:02:52.044 --> 00:03:01.495

then folks need to have alternate services planned and so that would be something where you could utilize the expedited process for other services.

22
00:03:01.495 --> 00:03:06.235
That are not related to coven 19 expedited you are does not apply.

23
00:03:06.569 --> 00:03:10.409
So, if you're working on a van modification, um.

24
00:03:10.409 --> 00:03:23.129
That there's not really a tie to coven 19 with that. And so those types of things would go through regular. There's just no path to expedited for that. So, hopefully that helps narrow that down a little bit.

25
00:03:23.129 --> 00:03:32.969
The expedited process still exists out on the web page. It is on the.

26
00:03:32.969 --> 00:03:47.935
Covered 19 information page the link is provided on the screen right now and I took a little screenshot earlier of the documents that are just related to expedited. You are and you can see those on the, on the screen there.

27
00:03:48.205 --> 00:03:48.805
The.

28
00:03:49.590 --> 00:04:03.145
The cessation and resuming expedited you can, you know, except for the most current 1, where we have resumed it the rest of them, you don't need to worry about that. The utilization review process.

29
00:04:03.145 --> 00:04:08.814
Changes is important to read the clarification for you. Our process changes.

30
00:04:08.814 --> 00:04:19.045
You want to make sure that you go through that document and then the expedited service change request form is also available on the website and it is in a PDF and a word version.

31
00:04:19.524 --> 00:04:25.584
So, it highly recommend that everybody take take some time and go back and familiarize yourself with that process.

32
00:04:25.829 --> 00:04:29.428
All right, so.

33
00:04:30.264 --> 00:04:42.624
The information I've gotten the screen now is how you can get in touch
with me if you need to, at some point down the road to ask questions
about this process. And that's really the gist of what we wanted to do
today is to give a little bit of overview.

34
00:04:42.653 --> 00:04:50.004
And then to ask if anybody has any questions that they want to throw out,
and if we can come up with an answer, we'll be happy to provide it.

35
00:04:57.959 --> 00:05:11.038
And then we'll pause for these awkward moments of silence here that
everyone kind of goes came through about. Are we going to get this
slideshow and links? Absolutely. I can we can forward that out to the
folks that have.

36
00:05:11.038 --> 00:05:14.098
Registered for the webinar today.

37
00:05:17.999 --> 00:05:23.189
Questions that come in, um, really the, the biggie.

38
00:05:23.189 --> 00:05:32.519
Is just to ask the question hey, is this service request related to code
and 19 and if it is, and it needs to be done.

39
00:05:32.519 --> 00:05:45.269
As quickly as possible, because of the rapidly changing needs of the
individual that we're trying to support, then that's the classic example
of why you would maybe want to use expedited. You are and submit it that
way.

40
00:05:48.418 --> 00:05:59.548
Okay, so we had a question come in as long as the requesters related to
coded is it okay? To complete an expedited request for self directed
supports? Yes.

41
00:05:59.548 --> 00:06:12.178

It's the, the primary question is, is it related and again, you just have to be able to provide that, you know, that whatever the rationale is of why that's the case.

42
00:06:12.178 --> 00:06:15.658
Hello.

43
00:06:15.658 --> 00:06:29.788
Another question can give examples and non examples of what is appropriate for expedited. You are. So again, the kind of the classic example of an expedited 1 is is just a rapid service change. Um.

44
00:06:29.788 --> 00:06:39.569
The person the person was again, back to the day, have example, a person was was participating in day have now, the day have closes down. And so I need to.

45
00:06:39.569 --> 00:06:50.819
Modify that person's services so that they have coverage in a different way for their to meet their support needs. That would be a really good example. Something that wouldn't be an example would be like a.

46
00:06:52.704 --> 00:07:05.483
Again, the whole modification request or some piece of assistive technology, those sorts of things are a little bit more difficult to come up with how that request would be coded related and they would typically go through a regular.

47
00:07:10.709 --> 00:07:22.528
But who completes completes the expedited form for the request provider or case manager service coordinator I believe it's supposed to initiate with the service coordinator.

48
00:07:26.129 --> 00:07:35.124
And again, I encourage encourage everyone to go out and look at the form that's available out on the website and roll through those 2 memos.

49
00:07:35.124 --> 00:07:42.894
Because there's a level of detail in there about specific situations that are really help you with nailing down the best way to use this process.

50
00:07:45.473 --> 00:07:59.572
Okay, another question all normally required forms are still needed such as budget staffing patterns, SDS, allocation, form, review, form, et cetera. Um, so the answer to that 1 is to.

51
00:08:01.014 --> 00:08:15.173
In short, yes. Kind of recommend going and reviewing those to the, the 2
memos that are on the website because it helps clarify when, and how
those types of things need to be done for specific situations.

52
00:08:15.593 --> 00:08:16.134
Um.

53
00:08:16.588 --> 00:08:19.709
It, there's a lot of depends on.

54
00:08:19.709 --> 00:08:24.988
With each possible scenario so I would go and reference those memos.

55
00:08:30.713 --> 00:08:41.693
Okay, last another question. So I had a lot of issues with clients when
they had to be indoors behaviorally. I needed to get them through the
process quickly, but it went through regular.

56
00:08:42.778 --> 00:08:47.188
Um.

57
00:08:47.188 --> 00:08:58.499
I'm not sure if that's a question or statement, but hopefully, hopefully
we have a process in place that will help get some services through more
quickly when they're coded related now with expedited being back in play.

58
00:08:58.499 --> 00:09:09.568
Um, would it be fair to say that you are, is designed to bypass the
regular process because of something due to? Um, yes.

59
00:09:09.568 --> 00:09:13.349
That's absolutely correct. The, um.

60
00:09:15.114 --> 00:09:29.783
It's just to give a faster way to give service approval. So really? The
primary thing that expedited bypasses is the requirement for it to go
through committee. It allows it designate away on weigh in, on those
things.

61
00:09:29.783 --> 00:09:38.874

So, not having to go to a you, our committee is is what really makes cuts off days from there because you're not waiting for that regular time for the committee to meet.

62
00:09:44.099 --> 00:09:50.519
Um, okay, another question, can you request a waiver slot during this time?

63
00:09:50.519 --> 00:10:01.649
As individual's do not have to show up and provide services, but slots with comprehensive a waiver does have to show up.

64
00:10:01.649 --> 00:10:05.308
If the question is, um.

65
00:10:05.308 --> 00:10:12.658
Is the rationale for getting a comp slot is in an appropriate rational rationale to say.

66
00:10:12.658 --> 00:10:16.678
I can't get providers under CSW waiver.

67
00:10:16.678 --> 00:10:25.019
To to show up to provide services, and the fact that I don't have that means I get a slide. Um.

68
00:10:25.019 --> 00:10:37.019
So that's just an oddball question. I'd say oddball. It's come up many, many, many times. The short answer is no, that's not really a logic path to do that.

69
00:10:37.019 --> 00:10:40.379
However, we have seen where, um.

70
00:10:40.379 --> 00:10:52.739
You know, the, it becomes a critical need because those things haven't been there. So we would address any of those types of questions on a case by case basis. There's not a 1 size fits. All answer to that.

71
00:10:56.933 --> 00:11:11.604
Okay, another question from Chad, in regards to employment services, I've been told in the past if someone does not have supported employment authorized, but we're to obtain a job during the discovery career planning or Pre vocational process.

72
00:11:11.994 --> 00:11:19.403
Is it appropriate to request an expedited reinstatement for support?
Employment or go through the regular process.

73
00:11:19.708 --> 00:11:26.249
And host that the authorization will be approved at the retroactive date
requested. Okay. So.

74
00:11:26.249 --> 00:11:30.509
There's 2 different questions there 1 is I.

75
00:11:30.509 --> 00:11:36.208
Wouldn't see employment services that's something that would be an
expedited thing.

76
00:11:36.208 --> 00:11:39.839
That's that's just how I see it. Um.

77
00:11:39.839 --> 00:11:51.448
There may be instances where, where maybe there is a coded related reason
why that request would go through. Um, I don't know. I don't know what it
would be. Um.

78
00:11:51.448 --> 00:11:59.759
But if you wanted to give me a shout offline, or afterwards, we could go
through that in general. I would assume that, uh.

79
00:11:59.759 --> 00:12:03.089
Employment services would go through the typical process.

80
00:12:03.089 --> 00:12:07.708
In general.

81
00:12:07.708 --> 00:12:16.798
So, Neil, 1, that was up a little bit farther said that the request is an
initial request for will it be expedited through the s. M.

82
00:12:21.658 --> 00:12:29.609
Um, I can't say the answer to that circle back unless clay, unless play
1.

83

00:12:31.739 --> 00:12:38.278
I think I'll have to circle back for that. I wanted to find an answer and
get it back to, you.

84
00:12:38.278 --> 00:12:45.568
Okay, and then I wasn't sure if you've seen the question that says, what
is the turnaround time want service forms are completed.

85
00:12:47.514 --> 00:13:02.394
Once the expedited form is submitted, um, there, there's supposed to be a
24 hour turnaround as far as getting the getting approval for a
recommendation for denial. If, if we elect and not.

86
00:13:03.089 --> 00:13:07.109
You know, pursue whatever the service request is, but it's supposed to be
done very quickly.

87
00:13:07.109 --> 00:13:18.389
Okay, and will the expedited forms go directly to Jennifer or Lisa as
before? I think they're talking specific regional office locations.

88
00:13:18.389 --> 00:13:21.538
Tracy.

89
00:13:21.538 --> 00:13:26.548
Yeah, I assume that that's as soon as we, um.

90
00:13:26.813 --> 00:13:40.193
They're really, we're not doing anything different this time around than
previous iterations of expedited you are. So, if that was the process
before, it's very likely that that will be the case again if you want to
know exactly how that's going to be handled locally.

91
00:13:40.193 --> 00:13:44.004
Would recommend you contact your local, you are lead and ask that
question.

92
00:13:56.813 --> 00:14:09.053
New question, and we've seen a lot of requests come through for a change
in services from day, had to community community integration, et cetera,
because of the current staffing crisis. And they had to do not have
appropriate staff.

93
00:14:09.144 --> 00:14:15.354

This would only qualify as an expedited request. If it can be related to CO bid, that is correct.

94
00:14:15.629 --> 00:14:26.754
Uh, expedited, uh, expedited you are is for expedite is for request related to the coven 19 pandemic. If the request doesn't have anything to do with, uh, with code.

95
00:14:26.754 --> 00:14:30.864
If you can't connect those 2 dots, then it, it goes through regular.

96
00:14:38.308 --> 00:14:45.778
Our new question, can the regional office send out information on who to submit at each regional office? Um.

97
00:14:45.778 --> 00:14:58.139
The simple of that is, you submit it to your to your lead at the regional office. Hopefully everybody knows who who that person is already, but that's that's where those requests would go.

98
00:15:11.278 --> 00:15:19.229
Hello.

99
00:15:19.464 --> 00:15:19.793
All right,

100
00:15:19.793 --> 00:15:20.094
folks,

101
00:15:20.094 --> 00:15:29.394
I don't see anymore popping in so I'm going to assume that folks have run out of queries for today the information on the screen still accurate if you want to reach out to me,

102
00:15:29.394 --> 00:15:33.114
feel free to send me send me an email or give me a call directly,

103
00:15:33.114 --> 00:15:39.653
and I'll be happy to try and chat you through the process and that goes for ongoing things as this process moves forward.

104
00:15:39.653 --> 00:15:49.254

Hopefully, we have a good way of getting services more rapidly to the folks that we are all jointly trying to support.

105
00:15:49.344 --> 00:16:03.594
And if we can help them have better lives during the pandemic and we absolutely need to be able to do that in the best way. We can, so thank you all for participating today. Thanks for all the questions, and have a wonderful, wonderful rest of the week, and a beautiful weekend.