

# **New Hampshire Balancing Incentive Program No Wrong Door System Memorandum of Understanding**

## **I. Parties to the Agreement**

The parties to this memorandum are the New Hampshire Department of Health and Human Services (NH DHHS), operating as the NH State Medicaid Agency and the Single State Agency on Aging and (identify NWD partner organization).

## **II. Purpose**

The purpose of this Memorandum of Understanding (MOU) is to set forth the roles and responsibilities of each party in the development, implementation, operation and evaluation of the Balancing Incentive Program (BIP) as it relates to creating and supporting a more responsive and integrated system for accessing community long term services and supports.

## **III. Summary of the Balancing Incentive Program**

The Balancing Incentive Program provides financial incentives to states to spend at least 50% of long-term-care dollars on care provided in home and community-based settings as opposed to institutional settings. This financial incentive is through enhanced federal match for defined service categories of long-term services and supports (LTSS). New Hampshire is eligible to receive a 2% increase in FMAP through September 30, 2015.

To qualify for these funds, New Hampshire commits to increasing the share of expenditures for community LTSS so that it equals or exceeds the expenditures for institutional LTSS prior to the end of the grant period. All states participating in BIP must also implement structural changes in their systems of community-based LTSS: 1) a No Wrong Door/Single Entry Point (NWD/SEP) eligibility determination and enrollment system; 2) Core Standardized Assessment Instruments; and 3) Conflict Free Case Management.

## **IV. Definitions**

For the purpose of this memorandum, the following definitions shall apply:

### **A. Aging and Disability Resource Center (ADRC):**

The Aging and Disability Resource Center Program (ADRC) is a collaborative effort of the U.S. Administration on Community Living and the Centers for Medicare & Medicaid Services (CMS). ADRCs serve as single points of entry into the long-term supports and services system for older adults, all persons with disabilities, family caregivers, veterans, and LTSS providers. The ADRC is implemented in New Hampshire using a network of ServiceLink Resource Centers.

Fully functioning ADRC programs are designed to raise visibility about the full range of available options, provide objective information, decision support, counseling and assistance, empower people to make informed decision about their LTSS and help people access public and private LTSS programs.

### **B. Area Agency (AA):**

Developmental services offered in New Hampshire are provided by contractual agreement between the Bureau of Developmental Services and designated not-for-profit area agencies located in 10 regions of New Hampshire. These agencies are committed to strengthening and supporting individuals and families within the context of their lives and within their own communities. Area Agencies are partners within the NH No Wrong Door System.

#### C. Balancing Incentive Program (BIP):

New Hampshire applied for and was awarded a federal Balancing Incentive Program (BIP) grant through the Centers for Medicare and Medicaid Services (CMS). BIP provides financial incentives to states to offer community LTSS as an alternative to institutional care. CMS hopes that states will rebalance public funding for long-term care to better support options that allow individuals to live in communities of their choice, among friends and family, with control over their own lives and futures.

A main objective of BIP is the creation and promotion of a “no wrong door” single entry process (NWD), including the creation of an outreach and education plan and web presence. The creation of a NWD system is vital to educate, inform, and guide consumers and stakeholders about available long term services and supports (LTSS) options in order to support the re-balancing of Medicaid long-term care spending. CMS requires that the community partners participating in the “no wrong door” are successfully identified “go to” agencies for these LTSS. The current web portal and available information will be updated and enhanced to reflect the BIP goals and objectives.

#### D. Bureau of Behavioral Health (BBH):

The Bureau of Behavioral Health (BBH) seeks to promote respect, recovery, and full community inclusion for adults, including older adults, who experience a mental illness and children with an emotional disturbance. BBH works to ensure the provision of efficient and effective services to those citizens who are most severely and persistently disabled by mental, emotional, and behavioral dysfunction as defined by NH laws and rules. To this end, BBH has divided the entire state into community mental health regions. Each of the ten regions has a BBH contracted Community Mental Health Center and many regions have Peer Support Agencies. BBH is a partner within the NH No Wrong Door System.

#### E. Bureau of Developmental Services (BDS):

The Bureau of Developmental Services (BDS) is committed to joining communities and families in providing opportunities for citizens to achieve health and independence. In partnership with consumers, families, and community based service networks, BDS affirms the vision that all citizens should participate in the life of their community while receiving the supports they need to be productive and valued community members. BDS is a partner within the NH No Wrong Door System.

#### F. Bureau of Elderly and Adult Services (BEAS):

The Bureau of Elderly and Adult Services (BEAS) administers a variety of social and long-term supports to adults age 60 and older and to adults between the ages of 18 and 60 who have a chronic illness or disability. BEAS shares leadership within NH in developing and funding long term supports and advocating for elders, adults with disabilities and their families, and caregivers. BEAS is the designated at the state’s State Unit on Aging (SUA) and Area Agency on Aging (AAA). BEAS is a partner within the NH No Wrong Door System.

#### G. Community-Based Long Term Services and Supports (LTSS):

The Centers for Medicare and Medicaid Services (CMS) defines LTSS as services provided only in integrated settings that are home and community based and therefore not provided in institutions. Population groups that can receive these services include elderly and individuals with mental illness, developmental disabilities, physical disabilities and traumatic or acquired brain injury.

#### H. Community Mental Health Center (CMHC):

The CMHCs are located in 10 regions of New Hampshire. They are private not-for-profit agencies that have contracted with the NH Department of Health and Human Services, Bureau of Behavioral Health (BBH), to provide publicly funded mental health services to individuals and families who meet certain criteria for services. Community Mental health Centers are partners within the NH No Wrong Door system.

#### I. Conflict-Free Case Management (CFCM):

Conflicts can arise from incentives for either over- or under-utilization of services; subtle problems such as interest in retaining the individual as a client rather than promoting independence; or issues that focus on the convenience of the agent or service provider rather than being person-centered. Many of these conflicts of interest may not be conscious decisions on the part of individuals or entities responsible for the provisions of service. For example, there is a potential for conflict of interest when the agency or person assessing an individual for financial or functional eligibility has an opportunity for financial gain resulting from their referral.

CFCM is envisioned to prevent:

- Undue influence over goals;
- Compromised individual choice of services;
- Mis aligned financial services; and
- Provider self-referral

Through BIP, existing policies and procedures across all program areas have been reviewed to identify any potential conflict of interest. Policies and procedures are in place to eliminate or reduce the potential for conflict.

#### J. Core Standardized Assessments (CSA):

The Balancing Incentive Program also requires the development and use of a Core Standardized Assessment (CSA) process as part of a uniform process for: 1) determining eligibility for Medicaid-funded long-term services and supports (LTSS), 2) identifying individuals' support needs, and 3) informing their service and support planning (e.g., plan of care).

#### K. No Wrong Door/Single Entry Point Process (NWD/SEP):

A statewide system comprised of organizations working in partnership to support individuals to:

- 1.) Access all community based LTSS through a network of regional partner agencies.
- 2.) Obtain information regarding:
  - a. Availability of services
  - b. How to apply for services
  - c. Referral(s) for services and supports available in the community

- d. Assistance with determination of financial and functional eligibility for services
- e. Assistance with the assessment process for financial and functional eligibility

In a NWD system, multiple agencies retain responsibility for their respective services while coordinating with each other to integrate access to those services through a single, standardized entry process that is administered and overseen by a coordinating entity.

#### L. Division of Client Services (DCS):

DCS administers programs and services for eligible NH residents by providing financial, medical, food & nutritional assistance, help with child care costs and emergency help to obtain and keep safe housing. Family Assistance staff determines initial and continuing eligibility, the amount of benefits and deliver benefits using federal and NH guidelines and policies. DCS is a partner within the NH No Wrong Door System.

#### M. Division for Children, Youth and Families (DCYF)

The Division for Children, Youth and Families manages protective programs on behalf of New Hampshire's children and youth and their families. DCYF staff provides a wide range of family-centered services with the goal of meeting the needs of parents and their children and strengthening the family system. Services are designed to support families and children in their own homes and communities whenever possible.

#### N. Level One Screen:

A tool used to determine if a person is likely eligible for Medicaid funded Long Term Services and Supports. The level One Screen will also provide individuals with guidance on next steps and options for how to access person centered counseling, assistance with a NWD Partner, as well as apply and enroll in LTSS.

#### O. ServiceLink Resource Center (SLRC):

The ServiceLink Resource Centers network consists of local and accessible community based offices. All ServiceLink Resource Centers Can Help You:

- Access and make connections to resources you need to make informed choices and live independently in your community
- Access family caregiver information and supports
- Explore your future care, evaluate pros and cons of specific choices and develop an action plan based on what is important to you
- Understand and access Medicare and Medicaid

ServiceLink serves people of all ages, income levels and abilities and staff are available during normal business hours Monday to Friday. After hours appointments are available as needed. ServiceLink Resource Centers are partners within the NH No Wrong Door System.

#### P. Statewide Outreach and Education Plan:

To effectively advertise the NWD process a statewide outreach and education plan has been created. This effort will incorporate a variety of outreach and education strategies to target audiences in order to

increase access to appropriate community based services. The goal is to implement an outreach and education plan to inform, and guide consumers and the general community by providing information to target audiences about:

1. Available long term services and supports (LTSS) options
2. How and where to apply for the LTSS
3. Assistance available in applying for LTSS

The outreach and education plan will include a web presence, and the logo/tagline “NH Care Path, Connections to better living.”

#### Q. Bureau of Community-Based Military Programs, NH Department of Health & Human Services

The mission of the Bureau of Community Based Military Programs is to collaborate, coordinate and communicate with military and civilian provider groups in the delivery of services to New Hampshire veterans, service members and their families. The Bureau is responsible for developing military/civilian partnerships throughout the state that improve education, outreach, and services.

### V. NH DHHS Roles and Responsibilities

1. Administer and oversee the BIP NWD System as the coordinating entity for the state.
2. Establish streamlined processes and procedures for providing information, referrals and eligibility determinations.
3. Provide NWD partners with a standardized form for individuals accessing the NWD System to be referred between partners.
4. Establish and Administer a website where individuals can learn about and obtain comprehensive information regarding community LTSS.
5. Establish statewide outreach, education and awareness campaign.
6. Provide NWD partners with standardized informational materials to be shared with individuals inquiring about community LTSS.
7. Provide a Level One screening tool to determine likely eligibility for Medicaid funded LTSS.
8. Establish the position of, and oversee the work of, five Eligibility Coordinators, located throughout the state to assist in the financial and functional assessment and eligibility determination process.
9. Provide support for trainings to inform staff about the NWD system and support activities to enhance knowledge and skills of NWD partners.
10. Facilitate regional learning collaborative meetings.
11. Collaborate with regional NWD partners to develop data protocols, systems and processes for the sharing and exchange of information.

### VI. NWD Partner Roles and Responsibilities

Under this agreement, the parties agree to collaborate, as specified in this section, on the development, implementation, operation, monitoring and evaluation of a No Wrong Door system. **(partner organization)** agrees to:

1. Follow standardized processes established by NH DHHS for providing information, referrals and eligibility determinations so that individuals accessing the system at different locations experience a similar process and are provided a consistent core set of information about

- community LTSS options in the state. This includes using a standardized form for communicating NWD referrals between partners.
2. Assist and support an individual's applications for financial and functional assessments for public programs.
  3. Serve as an access point where individuals can inquire about community LTSS, obtain comprehensive information based on their needs and preferences, and/or receive a Level One screening to determine if they are likely eligible for Medicaid funded LTSS.
  4. Ensure that a consistent statewide experience and core set of information is provided to all individuals inquiring about services.
  5. Identify the agency lead to serve as the point of contact to work in collaboration with the NH DHHS designated Eligibility Coordinator throughout the financial and functional assessment and eligibility determination process.
  6. Work in collaboration with No Wrong Door regional partners to make referrals within one business day.
  7. Respond to referrals from NWD partners within 2 business days using the standardized referral form.
  8. Appoint staff to attend trainings offered through the NWD program.
  9. Ensure your agency presence at regional NWD meetings to inform the effectiveness of standardized/streamlined eligibility processes and identify areas for improvement.
  10. Collaborate with NH DHHS to develop data protocols for the sharing and exchange of information.
  11. Participate in activities related to development, implementation, operations, monitoring and evaluation of the NWD system.
  12. Create Memos of Understanding between your organization and each No Wrong Door regional partner, identifying how you will work together to fulfill the responsibilities outlined above.
  13. Participate in outreach, education and awareness campaign. Including, but not limited to, linking from your agency website to the NH Care Path website, distribute NH Care Path materials in the region, enhance exiting agency outreach and education by promoting NH Care Path, insure information and access through referrals to other NWD partners at your agency.
  14. Adhere to Policies and procedures in place to eliminate or reduce the potential for conflict
  15. Share commitment to best practices and innovative approached and solutions across regional partners.
  16. Both parties shall protect the confidentiality of information obtained or accessed in the implementation of the MOU. The use of confidential information is confined to the activities that are essential for the purpose of the MOU. Client information must be protected in accordance with the state and federal laws governing the programs and with the federal Health Insurance Portability and Accountability Act (HIPAA).

**VII. Terms of Memorandum**

This Memorandum shall be effective upon signature and shall continue in force and effect until the completion of the BIP program period, anticipated to be June 30, 2016.

**VII. Signatures**

**NH DHHS**

**NWD Partner Organization**

Signature: \_\_\_\_\_

Signature \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_