

Q&A from the No Wrong Door March Monthly Webinar

From Pennsylvania:

Question: Could Oregon share their customer survey with everyone?

Answer: Oregon's [Survey Script](#), which includes questions for I&R/A and Options Counseling, is now posted to the [NWD Planning Grants Webpage](#). Oregon also has a more extensive script that includes verbiage on identifying the correct consumer and omitting those not in their sample, such as agency contacts. States that are interested in this should contact Elizabeth O'Neill at elizabeth.a.oneill@state.or.us.

From Pennsylvania:

Question: Would you please define the TEFT acronym?

Answer: TEFT stands for Testing Experience and Functional Tools. TEFT is a grant that has been awarded by CMS to nine states to test quality measurement tools and demonstrate e-health in Medicaid community-based long term services and supports. You can learn more on the [CMS Website](#).

From Pennsylvania:

Question: Has there been any further discussion regarding funding for person centered planning counseling? Are we to assume it will remain on the path of unfunded mandate?

Answer: The person-centered counseling function is not an unfunded mandate but actually a function that the public/consumer is increasingly asking for and expecting from our respective access system. Public payers and some private insurers are making every effort to respond to this public "call" by paying for PCC in some instances. For example, PCC is built into some care transition and Money Follows the Person (MFP) programs. Some hospitals and managed care companies are also now paying for person centered counseling.

The federal partners are also working collaboratively with the 8 Part A states to develop a NWD System Medicaid Claiming Guide. Several Part A states (including Wisconsin and Maryland) are already receiving Medicaid Federal Financial participation funds for PCC components. We intend to release the Medicaid Claiming Guide this summer.

The VHA also pays for PCC through the VD-HCBS program in 2 ways. First, the VHA pays a one time, flat fee for the assessment piece of PCC. The assessment may take several hours and more than one conversation and involves the development of the person centered plan. The VHA also pays for PCC

through the ongoing monthly VA administration component which includes funds for Options Counseling (which includes PCC components), Financial Management Services (FMS) and general administration of the program. The VA Administration component continues monthly as long as the Veteran is enrolled in the VD-HCBS program.

From Pennsylvania:

Question: Are you rolling out the NWD System Management Tool in place of the SART spring reporting?

Answer: ADRC Spring reporting requirements will vary depending on the specific grant. If you have a question about the spring reporting requirement for a specific grant, please reach out to your respective project officer. However, in general, yes, the NWD System Management Tool will eventually replace the SART for spring and fall reporting.

From Pennsylvania:

Question: What states are pursuing NWD/ADRC at governor level?

Answer: Several states have included the Governor's office in their No Wrong Door Planning efforts. For example, Hawaii's efforts are being led by the Governor's Office of Healthcare Transformation, Illinois' planning efforts are being co-led by the Governor's Office of Management and Budget, and a representative from the Governor's office is a member of the NWD Governing Committee in Tennessee. Including the Governor's office in the No Wrong Door planning process and overall governance helps to ensure cross-agency cooperation and collaboration and helps to stabilize the financial and political climate surrounding the No Wrong Door System.

From Texas:

Question: What is the time frame for the other tool which will be focused on measuring consumer outcomes?

Answer: We are currently in the logic model stage of development with the performance measures/outcomes tool. We anticipate working with some states to develop this tool before it is rolled out on a broader scale. We do not yet have a specific timeline for this process.