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Meeting Agenda



- Welcome and Introductions – Audrey Sumner/Valerie Tuttle
- Review of Meeting Objectives - Audrey Sumner/Valerie Tuttle
- TPA Concept – Rick Valentine
- How It Works
 - Discussion of CORE/IFI Provider Role in the New System – Rick Valentine
 - Review of Consumer Support Services Matrix – Audrey Sumner/Valerie Tuttle
- Overview of Public Partnerships LLC – Marc Fenton
- Enrolling Consumers/Creating Service Referrals
- Demonstration of the Program Website – Stacey Sereno
- Key Functions for CORE/IFI Agencies – Michelle Prior
- Communication with Providers and Vendors – Michelle Prior
- Regional Meetings – Vendor Recruitment and Website Training – Michelle Prior

Welcome and Introductions



- Georgia DMHDDAD Representatives
 - Rick Valentine – Project Manager
 - Audrey Sumner – Director, Office of Mental Health
 - Valerie Tuttle – C & A Systems of Care
 - John Quesenberry – Director, Information Management Unit
 - Ken Brandon – Regional Service Administrator

- Public Partnerships, LLC (PPL) Representatives
 - Marc Fenton – PPL President
 - Michelle Prior – PCG Associate Manager
 - Stacey Sereno – PPL Assistant Program Manager

Review of Meeting Objectives



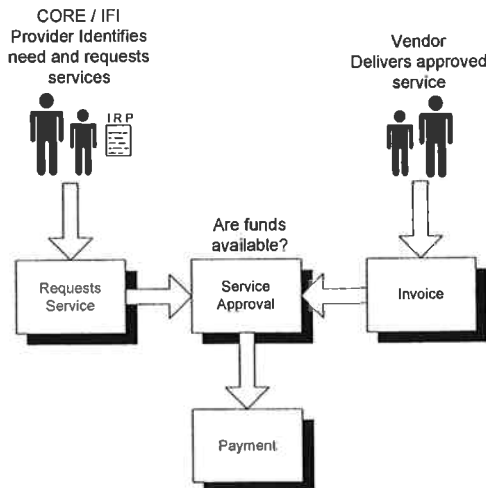
- Introduce the TPA Project
- Introduce PPL to the Audience
- Explain the Roles of Referring Provider and Vendors in the New System
- Introduce PPL Key Staff and Provide Contact Info
- Present a High Level Regional Meeting Overview
- Engage Attendees to Assist with Identifying Potential Vendors

Why Move from Contract to TPA?

- Prior to TPA, Consumer/Family Support Services were funded by contract.
- There was a need to increase the number and types of Consumer/Family Support Services and the number of potential vendors providing these services.
- Existing Data Reporting and Financial systems could not handle the increase in volume.
- This created the need for a Third Party Administrator to handle statewide vendor recruitment and payment processing.
- Benefit to consumers is that access to services and choice is increased.

Who is served?

- Child and Adolescent consumers enrolled in Core/IFI services with a demonstrated need that has been documented on the IRP.



TPA Concept-2



How Does It Work?

- TPA is allocated funding, by Region, each quarter for Consumer/Family Support Services
- Consumers and certain services have limits on units and spending
- **Core/IFI Clinician**
 - Consults with family and determines need for service based on IRP.
 - Contacts and schedules service with "**Approved**" TPA vendor.
 - Seeks approval for service, via web, for consumer from TPA.
- TPA approves/denies service based on funding availability and consumer/service spending limits.
- If approved, **Clinician** confirms service with TPA Vendor and sends **Consumer** to service delivery.
- **TPA Vendor** provides service to **Consumer** and invoices TPA for payment.

TPA Concept-3



Role of Core/IFI Provider in TPA System

- Assesses for Services Needed
- Documents Need in IRP
- Contacts "Approved" TPA Vendor to Arrange Service for Consumer
- Ensures Consumer is Enrolled with TPA and, if not, Enrolls Consumer with TPA
- Seeks Funding Approval from TPA
- Verifies Consumer Receives Service and is Satisfied with Service.

Service Matrix



Service Name	Service Description	Credentialing Requirements
RESPITE		
In-Home: Hourly (Agency)	Temporary care for a child in their home to provide a break for the caregiver. Provided by a certified respite worker from an agency .	1. CCI or CPA licensing and 2. Respite Training or Foster Parent Training
In-Home: Daily/Overnight (Agency)	Temporary care for a child in their home to provide a break for the caregiver. Provided by a certified respite worker from an agency .	1. CCI or CPA licensing and 2. Respite Training or Foster Parent Training
Out-of-Home: Hourly (Agency)	Temporary care for children in a certified provider's home or facility to provide a break for the caregiver. Provided by a certified respite worker from an agency .	1. CCI or CPA licensing and 2. Respite Training or Foster Parent Training
Out-of-Home: Daily/Overnight (Agency)	Temporary care for children in a certified provider's home or facility to provide a break for the caregiver. Provided by a certified respite worker from an agency .	1. CCI or CPA licensing and 2. Respite Training or Foster Parent Training

Service Matrix



Service Name	Service Description	Credentialing Requirements
SUPPORT SERVICES		
Tutoring	Assistance with homework or other school assignments to help participant reach educational goals.	Teaching Certification through Local Board of Education
Childcare	Child care services provided in a licensed child care facility or licensed family child care provider's home.	Child Care License
Behavioral Aide Services	Face-to-face supervision to participants with high risk issues and /or behaviors that could, if unattended, present a threat to child or others. Provided in the home, community settings, and schools. **Behavior Aides may not be used to provide behavioral supports in the classroom during educational activities.	Bachelor's degree in Education or Human Services OR Bachelor's degree with 2 yrs field wk with children who have SED or co-occurring disorders (employed by agency vendor)
Parenting Instruction	Curriculum based services such as Love and Logic, Systematic Training for Effective Parenting (STEP), or Parent Effectiveness Training (PET) that focus on the parent's need for instruction and skill development to maintain or enhance parental functioning.	Bachelor's degree (employed by agency vendor)
Interpreter and Translation Services	Interpreter and translation services to facilitate communication on behalf of the child and family	DHR approved provider of interpreting services through the Office of LEP/SI

Service Matrix



Service Name	Service Description	Credentialing Requirements
HOUSING NEEDS		
Rent / Mortgage	Payments for monthly rent or mortgage.	none
Security Deposit	Payments to secure housing for participant.	none
Utilities	Payments to utility company on behalf of participant. (Electric, Gas, Oil, Phone, Water)	none
Furniture / Appliances	Payments for home furnishings or appliances.	none
Emergency Shelter	Payments for temporary, emergency housing.	none
Housekeeping Services	Payments for cleaning, laundry, cooking or other household duties.	none
Household Supplies	Payments for household materials or supplies	none
Housing: OTHER	Service generally described as HOUSING SUPPORT, but service cannot be specifically defined within other group codes.	none

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Service Matrix



Service Name	Service Description	Credentialing Requirements
GOODS		
Basic Needs	Payments made for basic needs items. (Food / Clothing)	none
Memberships	Payments made for participation in recreational activities that promote social skills, teamwork, and interpersonal relationships or for membership in community programs (YMCA/YWCA).	none
Assistive Technology	Any item that increases access and/or independence in home and/or community.	none
TRANSPORTATION		
Vehicle Payment/Lease	Payments for automotive lease or monthly payment.	none
Vehicle Repair	Payments for automotive repair.	National Automotive Service Excellence (ASE) Certificate

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Overview of Public Partnerships, LLC



- Public Partnerships, LLC (PPL) provides financial management and other services that support consumer directed programs.
- PPL is a wholly owned subsidiary of Public Consulting Group, Inc. – a national consulting firm focused entirely on the public sector serving health, education and human service agencies
- PPL has programs in 15 states, supporting about 20,000 consumers. Participants include:
 - Children with severe mental illnesses and their families
 - Children and adults with developmental disabilities
 - Children and adults with chronic healthcare problems and physical disabilities
 - Older adults seeking to avoid nursing home placement
- Services include:

Financial Operations	Vendor Network Development
Accounts Payable	Customer Service
Payroll Operations	Information Technology
Fiscal Employer Agent (IRS)	Microsoft Navision
Tax Filing	Consumer Contact Services
Budget Management and Reports	Teleforms
Support Brokerage	Web portals

Consumer Enrollment



- Enrollment Process
 - Prior to program start, PPL will do a one time upload of consumer data from DMHDDAD
 - Website will have option to 'Search for a Consumer Profile'
 - Any consumer not found in the database, will need to be enrolled by the Core/IFI Provider via the website
 - Validation of eligible consumers will occur at CORE/IFI level
- Key Information Needed for Enrollment
 - Consumer Name
 - Consumer ID and/or Medicaid ID
 - Date of Birth
 - Social Security Number
 - Address and County of Residence
- Once Consumer Profile is found or New Enrollment is successfully submitted, Core/IFI Providers will be able to create Service Referrals to request services

Creating Service Referrals



- Service Referrals will serve as the authorization process to request services
- Service Referrals can only be created and submitted by Core/IFI Providers
- Prior to creating a Service Referral, provider must be sure that:
 - Consumer is enrolled
 - Selected vendor is registered with the program and fully credentialed
 - Vendor is available to provide the requested services during the desired referral dates
 - The number of service units needed has been established
- Service Referrals will be submitted via the website
- Each Service Referral will be for one consumer, for one type of service
- Service Referrals will be valid for 30 days during which time it is expected that the consumer will receive the requested service
- Website will provide each Core/IFI Provider with a list of all Service Referrals they have submitted and their status

Program Website



- Website Demo will show the following processes/concepts:
 - Core/IFI Provider Log-In
 - Consumer Profile Search
 - Consumer Enrollment
 - Vendor Registration
 - Service Referral Request
 - Navigation of Service Referral List
 - Vendor Directory

Key Functions for CORE/IFI Agencies



- Each Core/IFI Provider will need to designate an employee to administer website usernames and passwords
- PPL will assign usernames and passwords to Provider Web Administrator
- Provider Web Administrator will create usernames and passwords to individuals within the agency who will be accessing the website to submit referrals
 - Username is linked to service referral authorization, and therefore must be current and accurate
- Other Provider Web Administrator Responsibilities:
 - Update Agency information as needed
 - Manage user accounts for agency employees (i.e. delete username when no longer needed, change password)
- Additional Expectations of Provider Web Users
 - Update Consumer Profiles as needed
 - Enroll consumers, begin the vendor registration process, and create service referrals
- Additional Training Sessions in Each Region TBD

PPL Customer Service



Service



Network Development Office

Atlanta, GA

- Vendor Recruitment
- Vendor Credentialing
- Vendor Support
- Vendor Updates
- Website Technical Assistance

Financial Operations Center

Chelsea, MA

- Funds Management
- Payment Issues
- Invoice Questions

Contact us at: PPLGA@pcgus.com

Communication Plan – Key Project Info



- PPL's Atlanta Office is Located at the Intersection of 285 and 75
- An 800-number will be established for customer service
- Project will have a dedicated fax number for certain forms to be faxed to our customer service center
- Relevant Phone and Fax Numbers will be published at Regional Vendor Enrollment Meetings

Communication Plan



- Communication among PPL, Referring Providers and Servicing Vendors will happen in several ways:
 - Via the Website where messages will confirm if a referral is approved, denied or pended
 - Via email to referring providers which will contain an authorization number for approved referrals
 - Via email to vendors which will contain a notation that all necessary certification/documentation has been reviewed and is acceptable
 - Via regular mail for referring providers or vendors who do not have email
 - Via phone for follow up calls and to resolve routine questions
- Communication between Referring Providers and Consumers will happen face to face at agency offices or via phone between the referring provider and the consumer and his/her guardian/primary caretaker
- Communication between Referring Providers and Servicing Vendors will occur largely via phone if services need to be scheduled for specific dates and times.
 - Otherwise Referring Providers can use the Vendor Directory to identify available vendors to meet a specific service need

Communication Plan – Key PPL Staff



- **PPL is recruiting program staff**
- Anna McLaughlin – Project Manager (Atlanta)
- Stacey Sereno – Assistant Program Manager (Boston)
- Vendor Network Staff – TBD (Atlanta)
- Financial Management Staff – TBD (Boston)
- **Senior Staff**
- Marc Fenton – PPL President
- Michelle Prior – PCG Project Launch Manager
- James McInnis – PPL Financial Operations Director
- Jack Liu – PPL Chief Information Officer

Regional Meetings: Vendor Recruitment and Website Training



- PPL will conduct Regional Meetings at various locations throughout the state – meeting dates and locations are not yet finalized
- Objectives of the meeting are:
 - Recruit vendors and explain how the program works
 - Train potential vendors and CORE/IFI providers on how to use the program website for all project related transactions
- Topics to be covered at the Regional Meetings include
 - Review of Credentialing requirements for each service
 - Invoicing for Services via the Website or other means
 - Requesting reimbursement for goods via the Website or other means
 - Walk through of how consumer enrollment will happen via the website
 - Walk through of how referrals for service will get created via the website
 - Walk through of Vendor Registration and Vendor Profile Update functionality

Public Partnerships
**Process to Recruit Potential Vendors
in Each Service Area**



- Everyone in attendance is asked to complete a Vendor Identification Form for any vendor they would recommend to serve consumers in this program
- Drop the forms in boxes at the back of the meeting room or email the information to PPLGA@pcgus.com

Public Partnerships
Questions



- Please feel free to ask any questions regarding the Program or the Presentation
- Thank you for attending our Georgia Child and Adolescent Consumer Supports Program Orientation

Georgia C&A Consumer Supports Program

VENDOR RECRUITMENT FORM

*Please fill out in as much detail as possible the following:

VENDOR INFORMATION:

Agency: _____ Contact: _____ or

Name: _____ Phone Number: _____

Primary Email Address for Project Communication: _____

Street Address: _____ Apt/Suite # _____

City: _____ State: _____ Zip Code: _____

Please indicate the service type:	Respite <input type="checkbox"/>	Goods <input type="checkbox"/>
Housing Needs <input type="checkbox"/>	Support Services <input type="checkbox"/>	Transportation <input type="checkbox"/>

Comments (availability, hours of operation, current/active credentials, license etc.):

Does the above vendor currently provide the service listed? Yes: _____ No: _____

If no, please explain why you are recommending this vendor to participate in the program:

COMPLETED BY:

First Name: _____ Last Name: _____

Phone Number: _____ Email Address: _____

Agency: _____

Street Address: _____ Apt/Suite # _____

City: _____ State: _____ Zip Code: _____

*If interested in providing more than one service please continue on the back