

**SPD Operations Committee Meeting**

**Thursday, January 13, 2011**

**1:15 – 4:00 pm**

**Attendees:**

Angela Munkers  
Brenda Reed (teleconferenced)  
Bob Weir  
Carol Mauser  
Jenny Sneddon (teleconferenced)  
John Filar  
Karen Gulliver

Marci Howard  
Nancy Sargent-Johnson  
Naomi Sacks  
Phil Deas  
Terry Ford  
Trina Lee

**Guests/Presenters:**

Brook Emery  
Cathy Clay-Eckton  
Veronica Gentle  
Noel Suarez

**Absent:**

Dale Marande  
Jeanette Burket  
Melinda Compton  
Selina Hickman

**Announcements:**

Gene will be returning to the Operations Committee in place of Naomi Sacks.

TOPIC:	Action/Task Decision Log:	Responsible Person(s):	Due Date:
<b>Hospital Discharge Info from DMAP</b> (Angela Munkers)	Distribute Hospital Discharge Info report to Program Managers.	Angela Munkers	Friday, Jan. 21st

Chris Barber from DMAP works with a team that receives weekly information of who has been hospitalized and has a Prime number. They would be service and non-service cases. When this list is distributed every Tuesday, it shows who is still in the hospital, what hospital they are in, admitting diagnosis, and sorted by Prime number/branch. NWSDS had the opportunity to receive this information as a pilot project. NWSDS has not yet defined what they will do with the information, but have narrowed it

down to questions the case managers can ask e.g. do they understand the medications, do they have a follow-up appointment, etc. Angela receives this report and will begin sending it to only the program managers for their distribution. If there is some specific information of interest, Chris can be invited to the next committee meeting.

TOPIC:	Action/Task Decision Log:	Responsible Person(s):	Due Date:
<b>Translation Services</b> (Referral OPS 072 and draft AR) (Carol Mauser, Karen Gulliver)			

A recent audit by Secretary of State (SOS) discovered the use of paid translation services is not being adequately narrated by all. To meet the tracking requirements, SPD agreed to track translation service usage in the client narration when the request for LanguageLink, in-person translators or translated forms was made. A follow-up conducted by the SOS in December showed the department is not complying with the agreed action. This means when an auditor attempts to match a billing statement to a client, there is no narration explaining why, when, or what type of translation was needed. Without a record, the auditors may have to cite a discrepancy.

As a result of the audit, it was determined when workers use paid translation services, they need to include a brief narration that will explain why the translation or interpretation service is needed, the date the request for services was made and the type of translation or interpretation requested. The SPD Worker Guide *A.2 Alternate Format and Interpretation/Translation Services* will be updated to reflect this change.

TOPIC:	Action/Task Decision Log:	Responsible Person(s):	Due Date:
<b>State Plan Personal Care</b> (Referral OPS 051 and draft AR) (Veronica Gentle, Noel Suarez)			

Veronica distributed and reviewed copies of the draft *'Addictions and Mental Health 20-hour Personal Care Program/General Information (State Plan Personal Care Services)*. It lists criteria for determining client and provider eligibility.

The Addictions and Mental Health (AMH) Handbook 20-Hour Personal Care Program handbook is currently being revised. It will be available on the DHS web-site once the revisions are complete. AMH hopes to work with the Home Care Commission in developing and facilitating training for both recipients and providers of personal care services.

The committee reviewed the draft policy transmittal re: State Plan Personal Care Program Rule Revision, OAR 411-034-0010 to 411-034-0035 and 309-016-0690 to 309-016-0725.

A discussion was held re: concerns with entering case descriptor codes e.g. BPA, BPD, and BPM. Veronica will forward the transmittal related to this issue to Carol.

The committee requested a quarterly list of all the MH workers in the field offices who work with State Plan Personal Care. Veronica will send the list to Angela/Carol and they will forward it to the committee members. It was suggested that an IM be sent later about the SPPC. The committee agreed Veronica and Noel should be invited to the next Program Managers' meeting in February to discuss this topic further.

### **Miscellaneous items:**

1. **Discussion re: Hospice** - Carol serves on a DHS/DMAP workgroup re: hospice notification. There needs to be a more efficient method for DMAP to communicate with SPD when someone goes to Hospice. If we have a plan of care or they are in a nursing home and on hospice, we would not set up a plan of care based on the normal payment process. The portion paid to the nursing home for their services will be paid as in inclusive rate with the hospice rate. When the notification comes to DMAP and the client is currently in the nursing facility, we will need to end the plan of care in relation to the client's stay there. DMAP is notified by receiving a form. This form comes directly from Hospice and they will be responsible for notifying DMAP. This issue is still under discussion.
2. **DMAP Action Request** – DMAP distributed DMAP-AR-10-004 re: “Provider announcement – upcoming PSU phone service changes. The AR included documents telling providers how to prepare to use self-service resources to inquire about eligibility, claim status, and other basic questions. When taking provider calls, staff should use the phone script to encourage

providers to attend Provider Web Portal training and make sure their Provider Web Portal and AVR logins are current. Carol will send out an IM linking back to the resources that DMAP provided. If additional calls come in, they give the same locations. An SPD IM will go out instructing field offices to refer any provider calls to the web portal system as well. Field offices should refer provider calls to this site as local offices are not staffed to take on this workload.