

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Health Care Finance



Office of the Director

DHCF Transmittal #10-17

TO: EPD Waiver Providers

FROM: Julie Hudman, Ph.D.
Director

A handwritten signature in blue ink, appearing to be 'JH', is written over the name 'Julie Hudman, Ph.D.' and extends to the right.

DATE: August 13, 2010

SUBJECT: Submission of EPD Waiver Recertifications Sixty Days Prior to the Medicaid Expiration Date

The Department of Health Care Finance (DHCF) appreciates the provider community's participation in the District of Columbia's Elderly and Individuals with Physical Disabilities (EPD) Waiver program. The purpose of this Transmittal is to:

- Remind providers of their responsibility to submit complete and timely recertifications; and
- Describe DHCF actions in the event EPD Providers do not submit recertifications in a timely manner.

DHCF regrets the financial challenges EPD Waiver Providers have faced due to outstanding program requests. To date, the Department has: a) established dedicated clinical review days for all programmatic requests (e.g., new admissions, recertifications, change requests, and transfers); b) secured overtime hours; c) provided Office of Chronic & Long-Term Care (OCLTC) with assistance from other units for prior authorization work; and d) met with providers to discuss specific agency needs. Additionally, DHCF has worked to transition from a paper application submission process to Casenet, an electronic case management system, to expedite the application submission and review process. DHCF has transitioned the prior authorization function to Delmarva to increase agency capacity to prior authorize EPD Waiver services.

In order to prevent future development of outstanding applications, DHCF needs EPD Waiver Provider assistance. While DHCF fully recognizes its operational challenges, a key provider-related factor contributing to the development of outstanding work is the frequent submission of EPD Waiver recertifications less than sixty (60) days prior to the end of the beneficiary's Medicaid expiration date. This leads to the loss of the beneficiary's Medicaid benefits because not enough time is given to process the recertification.

Outlined below is the policy for submitting EPD Waiver applications, information on how to obtain technical assistance with this matter, and information on possible DHCF actions in the event providers do not submit recertification program request in a timely manner.

Submitting EPD Recertifications. Recertification packets must be submitted by the case managers in a timely manner that allows adequate lead time for processing by DHCF and the Department of Human Services/Income Maintenance Administration (IMA). The suggested submission timeframe is at least sixty (60) days before the end of Medicaid eligibility. It allows IMA the needed forty-five (45) days to redetermine Medicaid eligibility and allows time for case managers to submit additional information, if requested. Additionally, the purpose of the sixty (60) days lead time is to avoid lapses in Medicaid eligibility.

Technical Assistance. Beginning in early 2009, OCLTC began hosting mandatory monthly EPD Waiver provider training sessions on the EPD Waiver Program and the EPD Waiver application process. In early 2010, OCLTC began offering Case Management 101 trainings with the hope of offering this training twice per year. Additionally, a comprehensive training binder was developed and materials are available upon request. To aid EPD providers in submitting complete EPD program requests in a timely manner through Casenet, DHCF began offering monthly Casenet trainings in June 2010 and will establish a time for weekly one-on-one technical assistance. Weekly technical assistance will be allocated on a first-come-first-serve basis.

DHCF Actions. Repeated submissions of recertifications that do not allow adequate time for DHCF and IMA processing may result in the termination of the Medicaid provider agreement. Additionally, DHCF will not make retroactive payments for case management services provided during eligibility lapses due to untimely submissions. Repeated offenses also may result, if warranted, in referral to the appropriate licensure board (e.g., Board of Nursing, Board of Social Work).

DHCF appreciates the EPD provider community's commitment to our beneficiaries and will make every effort to support providers as the processes, above, are implemented. DHCF looks forward to working with the entire EPD community to implement these important program enhancements.

Should you have suggestions, questions, or concerns, please contact Michael Cheek, Associate Director, OCLTC, DHCF, on (202) 442-9225 or via email at michael.cheek@dc.gov.