

**MCM Step 2 MCO Training and Education: Updated 9/24/15**

<b>Training Topic</b>	<b>Target Audience</b>	<b>Purpose/Objective</b>	<b>Assigned To (Subject Matter Expert: Develop and or Delivery)</b>	<b>Training Development Completion Date</b>	<b>Projected Training Month</b>	<b>Training Venue</b>
Bureau of Elderly and Adult Services Continuum of Care Focus	MCOs	Nursing Facilities: Eligibility, Care Planning, Cost of Care, Setting, Levels of Care, Role of DHHS staff and MFP	Lorene Reagan	September 2014	September 11, 2014 <b>Complete</b>	In person
Bureau of Elderly and Adult Services Continuum of Care Focus	MCOs	Community Based Services: Eligibility, Care Planning, Cost of Care, Setting, Levels of Care, Role of DHHS staff and roles of enrolled	Lorene Reagan	September 2014	September 24, 2014 <b>Complete</b>	In person
Bureau of Developmental Services	MCOs	Focus on Orientation/Discussion of Acquired Brain Disorder Waiver, In Home Supports Waiver, Developmental Disabilities Waiver,	Lorene Reagan	September 2014	October 2, 2014 <b>Complete</b>	In person

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Overview of Bureau of Developmental Services Programs	MCO	Rights Health and Safety, Reporting Abuse, Neglect and Exploitation, Early Supports and Services, Participant Directed and Managed Services	Lorene Reagan	October 2014	October 30, 2014 <b>Complete</b>	In person
Session One: Current Systems <ul style="list-style-type: none"> <li>• Referral Sources</li> <li>• Demonstrate/Provide continuum of care scenarios</li> <li>• Eligibility Processes</li> <li>• Initial Care Planning Processes</li> </ul>	MCOs	To demonstrate to MCOs current state of DHHS LTSS related CFI/NF systems and member experience.	Donna Mombourquette	December 2014	January 28, 2015 <b>Complete</b>	In Person
Session Two: <ul style="list-style-type: none"> <li>• Pre-Admission Screening Resident Review (PASRR)</li> <li>• LTC /Resident Rights Assurances: Role of LTC Ombudsman</li> <li>• Systems Utilized               <ul style="list-style-type: none"> <li>○ Options</li> <li>○ MMIS</li> <li>○ New Heights</li> </ul> </li> </ul>	MCOs	To demonstrate to MCOs current state of DHHS LTSS related CFI/NF systems and member experience	Donna Mombourquette	January 2015	February 11, 2015 <b>Complete</b>	In person meeting

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Session Three: Each plan will choose 10 current members (CFI,NF) and share all relevant/available clinical data	MCOs	To provide each MCO with member specific experience related to content presented during sessions one and two	Donna Mombourquette	March 2015	April 30, 2015 (WellSense) May 7, 2015 (NHHF) <b>Complete</b>	In person
CFI Billing Requirement	MCOs and DHHS Staff	To assist MCO's in understanding the current billing practices for CIF Providers	Betsy/Carlissa/Susan	April 2015	April 16, 2015 <b>Complete</b>	In person meeting
Panel Discussion of 5 experts who receive a combination of DD, ABD, and CFI waived services.	MCOs and DHHS Staff	Opportunity for DHHS and the MCOs to meet some of the individuals that are supported and better understand the tailored services that are offered through these programs.	Denise Sleeper	April 2015	May 7, 2015 <b>Complete</b>	In person meeting

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EQRO Conference	MCOs and DHHS Staff	Discuss Social Determinants of Health	Doris Lotz	April/May 2015	June 1, 2015 <b>Complete</b>	In person Conference
Importance of HCBS as an alternative to nursing home care	MCO Staff	Understand the history of the development of the community based system. Understand the federal and state context for the shift to HCBC; including the ADA and Olmstead decisions. Understand the values that guide each of the service systems: DD, MH, and Aging.	Matt Ertas/Sue Fox Kelley Capuchino	May 2015	June 19, 2015 <b>Complete</b>	In person – and online

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Person First Language	MCO Staff	Understand the role families play in managing and advocating for services for their family member. Understand the importance of including members and their families in decision making at all levels of the organization	Sue Fox/Kate Cary Kelley Capuchino	May 2015	June 19, 2015 <b>Complete</b>	In person and online
Provider & Client Information Sessions	Recipients/Providers	Step 2 overview How clients enroll in a plan Checking eligibility and plan enrollment in MMIS Well Sense and NHHF	Carol I Betsy H MCOs	June 2015	June 24, 2015 Concord NH 5:30-7:30PM <b>Complete</b>	Webinar In person

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Working with Members and Families	MCO Staff	Understand the role families play in managing and advocating for services for their family member. Understand the importance of including members and their families in decision making at all levels of the organization	Carl and Sarah Cooley Kelley Capuchino	May 2015	June 19, 2015 <b>Complete</b>	In person
CFI Focus Group	Individuals accessing services	Get input on what worked in Step 1 and what didn't.	UNH/IOD	May 2015	June 30, 2015 GSIL <b>Complete</b>	In person

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Provider & Client Information Sessions	Recipients/ Providers	Step 2 overview How clients enroll in a plan Checking eligibility and plan enrollment in MMIS Well Sense and NHHF overview and Aging.	Carol I Betsy H MCOs	June 2015	July 14, 2015- Nashua <b>Complete</b> July 16, 2015 Littleton <b>Complete</b> July 22, 2015 Keene <b>Complete</b> August 6, 2013 Rochester <b>Complete</b>	Webinar In person
Region 8 – Information Night	Public	Step 2 overview How clients enroll in a plan Checking eligibility and plan enrollment in MMIS Well Sense and NHHF overview and Aging.		June 2015	July 25, 2015 <b>Complete</b>	In person
1915 ( c ) Public Hearing	Public	Opportunity for input on the 915 ( c )waiver	Susan Lombard Christine Shannon	July 2015	TBD	In Person

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CFI Providers Meet and Greet Health Plans	CFI Providers MCOs	Health Plans will assist the CFI providers in understanding the process for contracting and credentialing	Betsy Hippensteel Provider Communication Team	July 2015	August 11, 2015 (2-4PM) Residential <b>Complete</b>	In Person Brown Bld
Collaborative Session	Case Management Agencies	The Department will host one collaborative session with case management agencies to gather information and ideas on how best to ensure that the mandatory population self-selects a plan, versus being auto enrolled.	Sandy hunt	August 2015	August 20, 2015 <b>Complete</b>	In Person Fox Chapel, Main Building Concord
CFI Providers Meet and Greet Health Plans	CFI Providers MCOs		Betsy Hippensteel Provider Communication Team	July 2015	August 21, 2015 (10-12PM) Homecare <b>Complete</b>	In Person Brown Bld
Nursing Facility Provider Forum	Nursing Facility Providers		DHHS/Health Plans Kelley Capuchino	June 2015	August 25, 2015 2-4PM John Poirier NH <b>Complete</b>	In Person

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Case Manager Information Sessions	Case Managers	Outline the Department's expectations and ideal outcomes (85% self-selection rate)The form and process developed by the workgroup will be presented at these sessions	Sandy Hunt	August 2015	August 27, 2015 2:30PM-4:30PM 6:00PM-8:00Pm <b>Complete</b>	In Person and Webinar
CFI Focus Group	Individuals accessing services	Get input on what worked in Step 1 and what didn't.	UNH/IOD	May 2015	August 2015 Laconia Housing Authority <b>Complete</b>	In person
MCM 2 Phase 1: Voluntary to Mandatory	Maximus	Provide support to facilitate a person-centered transition from voluntary to mandatory. Review systems related changes	Karen Chartier	Complete	September 2015	Webinar
MCM 2 Phase 1: Voluntary to Mandatory	Service Link	Provide support to facilitate a person-centered transition from voluntary to mandatory. Review systems related changes	Karen Chartier	Complete	September 2015	Webinar

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MCM 2 Phase 1: Voluntary to Mandatory	DCS Staff	Provide support to facilitate a person-centered transition from voluntary to mandatory. Review systems related changes	Karen Chartier	Complete	September 2015	In person & Webinar
Structure of HCBS	MCO Staff	Staff will understand diverse need of various populations served by LTCSS	Sue Fox Kelley Capuchino	September 2015	October 2015	In person, online
CFI Home and Community Based Care	MCO Staff	Understand the purpose of the CFI waiver	Sue Fox	CFI Home and Community Based Care	October 2015	Understand the purpose of the CFI waiver
Nursing Facility Overview	MCO Staff	Understand how clients are found eligible for nursing home level of care	Sue Fox/Cheryl Bergeron Kelley Capuchino	September 2015	October 2015	In person, online
Nursing Facility Information Session	County Nursing Home Staff	Step 2 overview How clients enroll in a plan Checking eligibility and plan enrollment in MMIS Well Sense and NHHF	Betsy Hippensteel/Lisa Boucher		November 3, 2015	County Nursing Facilities' Annual Meeting

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Information Session	TBD	Step 2 overview How clients enroll in a plan Well Sense & NHHF	TBD	June	December 2015 (Lac/Manch )	In person
Long Term Care Ombudsman	MCO Staff	Understand the role of OLTCO	Sue Fox/Don Rabun	December 2015	January 2016	In person, online

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Participant Protections	MCO Staff	Understand participants rights and advocacy	Sue Fox/Michelle Winchester	December 2105	January 2016	In person, online
PASSAR	MCO Staff	Understand PASSAR and MCO's role within the process	Sue Fox/Cheryl Bergeron	December 2015	January 2016	In person, Online
An Overview of the NH Developmental Services System	MCO Staff	Overview of all aspects of the DD System	Sue Fox/Scott Trudo	March 2016	April 2016	Online
CLTSS Models of Care	MCO Staff	Understand participant directed, adult family care, supported living and supported employment	Sue Fox/Matt Ertas	March 2016	April 2016	In person, online