



N.C. Department of Health
and Human Services

Introduction to North Carolina Innovations Waiver Changes

*Presented by the NC Division of Medical Assistance and the NC
Division of Mental Health, Developmental Disabilities and
Substance Abuse Services*



Topics

- Innovations Waiver review
- Reasons for change
- Listening
- Collaboration
- Key Messages



What is the NC Innovations Waiver?

- A Medicaid program
- Federal and State funding
- *The Centers for Medicare and Medicaid Services (CMS)* – Federal agency that sets the ‘ground rules’ for Medicaid



What is the NC Innovations Waiver?

- States can ask for a **waiver** of some of those ground rules
- Different types of waivers
- NC Innovations is a 1915 (c) waiver or *Home and Community Based Services* (HCBS) waiver
- Provides services to people with I/DD



What is the NC Innovations Waiver?

HCBS waivers allow states to:

- Use Medicaid funding to support people in their homes and communities
- Decide who to serve and how many to serve
- Determine which services to provide



What is the NC Innovations Waiver?

- Adults and children with I/DD
- Would otherwise qualify for institutional services
- 12,488 people in NC



Reasons for Change

Session Law 2011-264

- LME-MCOs
- PBH model
- NC Innovations
- Serve maximum number of people within aggregate funding (available resources)



Reasons for Change

Session Law 2011-264

- Deploy a system for the allocation of resources (*resource allocation*) based on the reliable assessment of intensity of need (*Supports Intensity Scale*)



Listening

Statewide Focus Groups, Spring 2014

- DMA and DMH/DD/SAS staff
- Small groups of randomly selected Innovations Waiver participants, family members, people on the registry of unmet need and provider agencies



Listening

What we learned:

- Lack of information and misinformation
- Worried that change will lead to loss of services
- System must be fair and user friendly



Listening

Statewide Listening Tour, Fall 2014

- Dave Richard - Deputy Secretary of Behavioral Health and Developmental Disabilities Services (at that time)
- 13 Community Forums
- Listen and answer questions



Listening

Listening Tour Themes

- Qualified workforce (including specialty providers)
- Communication and education
- Cumbersome processes
- Relative as provider



Listening

Listening Tour Themes

- Wait list
- Care Coordination / Case Management
- Due process and appeals
- Crisis and residential services
- Supports Intensity Scale (SIS)
- Person Centered Planning



Listening

State I/DD Stakeholder Group, Winter 2014

- Provide feedback and recommendations to the State for moving the I/DD system of services and supports forward
- Includes service recipients and family members, State Consumer and Family Advisory Committees (CFAC), providers, provider associations, advocacy organizations and the DD Council



Listening

Key Points for System Change

- Outcome driven
- Clear
- Person-centered *process*
- Accountability to people receiving services
- Equitable
- Sustainable
- Flexible



Collaboration

State and Local Stakeholder Groups provide ongoing input into NC Innovations Waiver:

- Services
- Policies and procedures
- Implementation of changes



Collaboration

- NC Innovations Waiver service changes posted for public comment
- All public comments considered and reviewed by State Stakeholder group
- DMA and DMH continually review feedback received via email, phone and meetings with stakeholders



Key Messages

- DHHS **partners** with people who have intellectual and developmental disabilities (I/DD), families, providers and LME-MCOs in supporting people with I/DD to make **choices** about the services and supports they receive



Key Messages

- DHHS is committed to **person-centered** planning and **self direction** to promote real life **outcomes** in the **community**
- DHHS strives to provide a quality system that is **fair, practical** and **easy** to understand



Key Messages

- DHHS ensures that people with I/DD have equal access to **due process** and **appeal rights**
- DHHS endeavors to ensure that funding is spent in a way that is **fair, predictable** and **sustainable**.



What's Next?

- Service Changes / Waiver Amendment
- Policies and procedures that promote choice
- Assess needs in an objective and fair way
- Create individual budgets to help guide the person centered planning process
- Standard practices across LME-MCOs



How Can I Provide Feedback?

Email IDDLISTENINGSESSIONS@DHHS.NC.GOV

Voice Mail: 919-855-4968