

Testimony at House Committee on Human Services
Conflict Of Interest Free Case Management
04/19/2023

- Communication
 - Note the importance and acknowledge the thoughtfulness that went into developing HCBS for people with I/DD in Vermont
 - System changes are interconnected
 - Preserve the flexibilities that are built into a waiver and continue to be thoughtful as we move forward with the system changes that we do not unintentionally restrict access, choice, and the ability to address situations in a nimble manner.
 - Complicated system/ changes impacted many parts not just one area and many are still struggling with understanding the change or having opportunities to attend these sessions
 - Goals of COI is choice and making sure all VT with I/DD who are eligible for HCBS know these options and to have choice with who provides CM (explain current system)

- Maintain Continuity of Care
 - The flexibility of HCBS Waiver to support an individual's life
 - Ease of access and ability to expedite when needed
 - Multiple systems and providers working together
 - Already a lot of changes with intake going the state (With DAs now), assessment (SIS-A being carved out by PCG) and now COI Case management Entity. There will be 3 new "doors" for people to go through as they come in – and more on-going. Will need to maintain strong team connections.
 - There has been increased efforts from Health Management Associates (HMA) to provide opportunities to learn more.
 - Opportunity for questions has been limited due to sessions being full with offering information that can be difficult to digest
 - Working closely with our current service coordinators are up to date to help with questions and direct people to the information that is posted
 - Division is working with providers; however, there are still many unknowns and difficult to plan

- Making sure that people in services are fully engaged in the process. Agencies are inviting DAIL to come speak about it, but it's hard to be reassuring with so much still unknown
- Learning from other states
 - Continuing to understand states who've implemented the changes successfully
 - Looking at states who have struggled with implementation and how we can avoid the same issues
 - Gloria in New Mexico at ANCOR talking to other states about what they're doing. Some initially had a good roll-out
- Funding / New Resources
 - Recognize the importance and need for VT to come into compliance and this will require new resources.
 - The fiscal challenges our system is currently experiencing
 - Unclear- funding for the new CME
- Workforce – where will the new case managers come from?
 - Acknowledge and appreciate increases in the previous legislative session
 - Note the increases that have been necessary to continue to attract, recruit and retain a stretched workforce
 - Continue to have stretched workforce

This is a Unique moment in VT DS – lots of things happening at once:

- Federal Setting Rule
- Rolling out EVV
- System/Finance reform
 - Encounter data
 - Funding model
 - Assessments – New SIS-A (adjusted with provider feedback)
 - Rate study
- Rewriting the VT Medicaid Manual
- AND COI

