

CCO Supervisor Development Meeting Minutes 8/12/2020 | Zoom Video Conference

Attendees: Zina Delancey, Tawnya Hurley, Samyia Jackson, Dawn Johns, Jeri Jones, Wade McLaughlin, Ronni Nunez, Challina Roberts, Shannon Runk, Chalarra Sessoms, Tasha Walls, Lindsey Weekley, Jennifer Wolsin, Candice Adams, Caroline Jones, Joana Josil, Taneisha Carter, Nancy Lever, Cindy Schaeffer, Jordy Yarnell

I. Welcome (Nancy Lever and Cindy Schaeffer, UMB)

- a. Introductions & updates to supervisors list
- b. Announcements from the field
 - i. Potomac Case Management Services awarded Allegany county
 - ii. Wraparound MD (Chalarra) will begin with Worcester county late February
- c. YCC Online Resource Library (Jordy Yarnell, UMB)
 - i. <http://bit.ly/Youth-Care-Coordination>

II. Updates and Questions (BHA and Angela Gray, moderated by Lindsey Weekley)

- a. Report Reminders: TCM Plus Bi-annual reports were due in July 2020; *Monthly reports continue to be due by the 31st of each month*
 - i. All reports go to Candice Adams and Angela Gray.
 - ii. There is a recent increase in report submissions (Great job!)
 1. Candice Adams will send an individualized list of children on your waitlist to crosscheck your records
 - iii. Questions:
 1. Are youth receiving TCM Plus services without Medical Assistance (MA) still receiving extended services on a case by case basis?
 - a. Yes. TCM Plus services are authorized in six-month increments. Youth without MA are limited to one year of TCM Plus to allow waitlisted youth access to those services as well.
 2. What should supervisors submit to receive authorization for extension of services?
 - a. Bi-annual reports and any additional information that will support the need to extend services.
 3. How far in advance can supervisors request an extension and for how long?
 - a. The time will be based on the individuals' plan of care.
 4. How long does the TCM plus authorization last for?
 - a. TCM Plus services are authorized in six-month increments and last no longer than one year.
 5. Will authorizations for TCM Plus be extended due to COVID-19?
 - a. BHA will have an internal meeting and share a response.
- b. Challenges Related to Optum Authorizations and Reimbursement
 - i. Communication
 1. Response times are significantly delayed
 2. There is no explanation for denials or voidance unless CCO supervisors call
 3. There is no clear system or timeframe for which authorizations are approved when
 4. Authorizations are not granted in the order received
 - ii. Website
 1. The website process for submitting authorizations is unclear and the format is not user friendly
 2. Service interruptions cause submissions to take up to an hour

- iii. Authorizations
 1. You cannot pick a future date for re-authorizations
 2. An entire new authorization must be submitted for minor missing information
 3. Information is not saved to return to the form later.
 4. A client number is required for discharge; clients that were in services before Optum took over do not have this number
- iv. Accessing Client Information
 1. An Optum ID number is required to access client information and there is no way to accessing this number without contacting Optum
- c. 1915b State Plan Amendment
 - i. Optum acknowledged challenges regarding connectivity, network capacity, and admission criteria for youth.
- d. CCOs' challenges with the CANS assessment
 - i. Accessing and completing trainings is difficult
 - ii. Virtual administration is a challenge
 - iii. YCCs cannot re-administer the CANS until an administration has expired. This results in a large gap between getting a certificate and doing an intake.
 - iv. CCOs are receiving duplicate charges
 - v. Tech support is difficult to reach in a timely manner
 - vi. Quality of tech support is inconsistent
 - vii. BHA will share concerns with CSAs and LBHAs
 - viii. UMB team will discuss other virtual options with BHA

III. Supervisors' Outreach Segment (SOS) Peer Support (*Cindy Schaeffer, UMB*)

- a. Telework has helped CCOs to find better ways to connect/engage with families. CCOs are considering maintaining several strategies post-COVID due to their effectiveness.
- b. COVID has brought an opportunity to encourage caregivers to engage more in services.
- c. Break the WRAP 101 process down into digestible pieces
- d. Serve as a connection between schools and families
 - i. Communicate with schools and superintendents to understand schooling this year
 - ii. Disseminate information learned to youth care coordinators so that they can share with clients' caregivers.
- e. Stay connected with other youth care coordinators through group texts
- f. Family Economic Challenges
 - i. Caregivers struggle with virtual learning due to availability and access
 - ii. CCOs have limited tangible resources to support caregivers experiencing burnout.
- g. **Action:** Share information, lessons, and resources with Jordy (JYarnell@som.umaryland.edu) so he may share them with the group

IV. Supervisors' Feedback Survey

Please check your e-mails for a link to the survey and complete ASAP!

V. Next meeting: October 7th, 2020 | 10:30a to 11:45a | via Zoom