



Department of Public Health and Human Services

Senior and Long Term Care Division ♦ 1100 Last Chance Gulch., PO Box 4210 ♦ Helena, MT 59602
(406) 444-4077 ♦ Fax: (406) 444-7743 ♦ www.dphhs.mt.gov

Greg Gianforte, Governor

Adam Meier, Director

December 14, 2021

TO: Community First Choice/Personal Assistance Services Provider Agencies
Mountain-Pacific Quality Health
Waiver Case Managers

FROM: Abby Holm, CFC/PAS Section Supervisor

RE: Reinstatement of Mountain-Pacific Quality Health referral, assessment, and authorization for Community First Choice and Personal Assistance Services

The Department of Public Health and Human Services is continually evaluating and working to improve delivery of Medicaid services during the COVID-19 Public Health Emergency. This memo is to notify you of the reinstatement of the referral, assessment, and authorization process for Community First Choice (CFC) and Personal Assistance Services (PAS) by the Department's contractor, Mountain-Pacific Quality Health. Effective January 1, 2022, Mountain-Pacific will resume operations of all CFC and PAS referrals, assessments, and authorizations. This includes assessments and authorizations for all new referrals, annual visits, change in condition (amendments) and COVID-19 high risk referrals/intakes.

To ensure continuity of care during the COVID-19 Public Health Emergency, all of the COVID-19 flexibilities remain in place. The only change is the re-instatement of the role of Mountain-Pacific in processing CFC/PAS referrals and conducting the assessment and authorization of CFC/PAS services.

To provide Mountain-Pacific staff with important information about a member's current CFC/PAS service authorization, a process has been established for Mountain-Pacific and CFC/PAS provider agency staff to communicate during the transition. Mountain-Pacific will generate reports (Mountain-Pacific Member Visit Annual Reviews and Prescreen Annual Reviews) to the CFC/PAS provider agency that includes a list of members scheduled for a visit in the coming month. The CFC/PAS provider agency will be required to review the reports, update demographic information, indicate which of the members are no longer receiving CFC/PAS services, and indicate which members are receiving services through a COVID-19 flexibility. Once the CFC/PAS provider agency has updated the list, the CFC/PAS provider agency will submit the current Service Plan (SLTC-170/175) for members on the list. The Mountain-Pacific nurse will use the information provided by the CFC/PAS provider agency to complete the member's assessment and authorization visit and issue the appropriate notice to the provider agency, Plan Facilitator and member when there is a service increase or decrease.

The following are important details that the CFC/PAS provider agency must comply with for the successful reinstatement of the Mountain-Pacific's referral, assessment, and authorization process:

1. **Effective January 1, 2022:**

- a. All new CFC/PAS referrals must be submitted to Mountain-Pacific for processing according to CFC/PAS policy 411.
 - o Exception: CFC/PAS provider agencies may continue to complete high risk referrals/intakes when the criteria outlined in CFC/PAS policy 414 and 417 is met. All other referrals should be faxed to Mountain-Pacific.
- b. Mountain-Pacific will complete annual assessment and authorization visits on all COVID-19 high risk referrals throughout the 2022 calendar year. The Mountain-Pacific nurse will complete the visit in the same month the COVID-19 high risk referral was submitted to Mountain-Pacific For example, the Mountain-Pacific nurse will complete an assessment/authorization visit in the month of May 2022 for a member who had a high-risk referral submitted to them in May 2020 or May 2021.
- c. Mountain-Pacific will complete annual assessments and authorizations according to CFC/PAS policy 415.
- d. Mountain-Pacific will process amendment requests according to CFC/PAS policy 417 and 719 on all member change in condition that occur after January 1, 2022. The CFC/PAS provider agency must fax amendment requests to Mountain-Pacific and include the member's current Service Plan.
- e. CFC/PAS provider agencies should continue delivering services to members as identified on the member's current Service Plan (SLTC-170/175) until either one of two conditions are met:
 - o A change in condition occurs. In which case, the CFC/PAS agency should fax an amendment request to Mountain-Pacific, or
 - o Mountain-Pacific nurse completes the member's annual authorization/assessment and submits an annual service profile authorization (SLTC-155) to the provider agency.
- f. CFC/PAS provider agencies are encouraged to reach out to members to let them know that a Mountain-Pacific nurse will be reaching out to them to schedule an assessment/authorization visit and to inform them that this is a mandatory component for participation in the CFC/PAS program.

2. **Timelines for January Assessment and Authorization Visits:**

- a. **December 14, 2021:** Mountain-Pacific submits January MPQH Member Visit Annual Reviews/Prescreen Annual Reviews List to CFC/PAS provider agency. The list will be generated on the Montana ePass file system.

- b. **On or Before December 27, 2021:** CFC/PAS provider agency reviews the January MPQH Member Visit Annual Reviews/Prescreen Annual Reviews List and complete the following steps:

- Mark and “x” in the “break in service” box for members who are not currently receiving services;
- Mark an “x” in the “flex” box if the member has been authorized under one of the COVID-19 flexibilities (i.e., payment to parents/spouse, Community Integration in the home, exceed ADL cap, exceed IADL cap);
- Update demographic information;
- Upload the updated January MPQH Member Visit Annual Reviews/Prescreen Annual Reviews List in the ePass folder ; and
- Upload the January visit member Service Plans into the ePass folder. The CFC/PAS provider agency should title the file “January 2022 Service Plans”.

NOTE: The CFC/PAS provider agency should only submit Service Plans for member’s identified on the January Visit List.

- c. **January 1, 2022-Janury 31, 2022:** Mountain-Pacific nursing staff complete assessment and authorization visits for members identified on the agency’s January MPQH Member Visit List. Mountain-Pacific creates the Overview and Profile (SLTC 154/155) and faxes the information to the CFC/PAS provider agency and Plan Facilitator.

3. **Timelines for February-December 2022 Assessment and Authorization Visits:**

- a. **First of month prior to month visits are due:** Mountain-Pacific submits MPQH Member Visit Annual Reviews/Prescreen Annual Reviews List to CFC/PAS provider agency via ePass.
- For example, the March MPQH Member Visit List will be submitted on ePass by February 1.
- b. **15th day of month prior to month visits are due:** CFC/PAS Provider agency updates the Visit List and uploads all of the applicable member Service Plans via ePass.
- For example, March MPQH Member Visit List updates and Service Plans must be uploaded by February 15th.
- c. Mountain-Pacific will contact the agency if they do not receive the necessary reports from the agency by the 15th.
- d. Mountain-Pacific nursing staff complete assessment and authorization visits for members identified on the agency’s MPQH Member Visit Annual Reviews/Prescreen Annual Reviews List by the end of the month the visits is due. Mountain-Pacific creates the Overview and Profile (SLTC 154/155) and faxes the information to the CFC/PAS provider agency and Plan Facilitator.

4. Instructions for use of ePass file transfer system:

Montana's confidential electronic file transfer system is known as ePass. All of the updates to the MPQH Member Visit List and CFC/PAS member Service Plans must be uploaded using the ePass instructions below:

- a. To set up an ePass account go to the following website:
mt.gov - Montana's Official State Website or www.
- b. The CFC/PAS agency will be set up with an ePass MT Drive folder. The folder will be titled "Agency Name MPQH Visits".
- c. ePass folders can be accessed using the MT Drive in ePass. The MT Drive is a tab that can be accessed on the top of the file transfer screen.
- d. ePass folder access will be granted to specific users. CFC staff, Mountain-Pacific staff and lead CFC/Provider agency staff will have access to the folder.
- e. To access the folder, hover over the folder and right click the link. Once the folder has been accessed, add files by clicking the blue "add new files" button on the top left of the screen.
NOTE: Do not delete any files from this folder once they have been uploaded.
- f. Once the CFC/PAS agency ePass MT Drive folder is set up, all users must upload required MPQH Member Visit List document and Service plans into this folder.
- g. CFC/PAS provider agency must title member Service Plans with the month the Mountain-Pacific visit is scheduled. For example, the file should be titled "January Service Plans" for members identified on the January MPQH Member Visit List.

Note: The ePass system does not send automatically generated emails when files are uploaded to the agency's folder on the MT Drive. CFC/PAS provider agencies and Mountain-Pacific staff must check the folder according to the timeline in this letter to access uploaded documents in a timely manner.

A CFC/PAS provider meeting will be scheduled for Friday, January 14 from 11:00-12:00 to discuss this memo. If you have questions related to this memo prior to the meeting contact your assigned Regional Program Officer.