

Legislative Health & Human Services Committee

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- Support Broker Agency for Self Direction Community Benefit (SDCB)

- **Some members haven't had their initial phone assessment**
 - At least two in Metro have complex behavioral issues (Molina/BCBS)

- **Community Needs Assessment (CNA) has not been completed for members with Level 2 and 3**

- **Members who were on Mi Via (Self-Direction) prior to Centennial Care, are having their budgets cut:**

1. 88 year old Member lives outside of Chama was told to receive transportation it needs to come out of his caregiver hours, this member also was told his internet, landline and cell minutes will not be covered.

Issue How can he call for help without a phone or cell?

Issue How can he fax his mandatory timesheets and payment requests to Xerox for processing? He has no way to fax without a landline

Issue How can he get groceries (over an hour away in Espanola) without transportation? (BC/BS)

2. Community Navigator was removed from members budgets, this was a critical support person for members with brain injury.

Issue MCOs/HSD doesn't understand the huge void this leaves in the members' lives

- **Problems with plan approvals/appeals**

1. 37 year old Member lives in Taos. He was using a personal trainer at the local gym to gain back strength and to regain mobility. This man was successful in ambulating from a wheelchair to a walker to being able to do some steps. He even moved out of his parents' home into his own apartment. However since the denial of his personal trainer and not able to include his gym membership, he is falling again and losing his mobility

Issue His gym membership was not allowed in his budget nor was his personal trainer. As the MCO wants him to see a Physical Therapist

2. Massage and Acupuncture are not allowed unless the member takes the amount away from homemaker (All MCOs)

3. Previous homeless Member with no natural supports living successfully by herself in community for 5+ years uses an agency for homemaker as she

Study Staff - Self-Directed Choices: (800) 508-1663 and QDC@ncsc.gov
Support Desk: Agency for Self-Directed Community Benefit (SDCB)

• Some members haven't had their initial phone assessment
o At least two in MCOs have complex personal issues (Molina/BCBS)

• Community Health Assessment (CHA) has not been completed for
members with Level 2 and 3

• Members who were on the list (Self-Directed) prior to Confidential
Care are having their budgets set

1. 88 year old Member lives outside of Chapel was told to receive
transportation if needs to come out at the end of the month. This member
also was told his internet loading and cell minutes will not be covered.

Issue how can he call for help without a phone or cell?
Issue how can he pay his mandatory expenses and payment requests to
Xerox for processing? He has no way to fax without a machine.
Issue how can he get groceries (over an hour away in capitol) without
transportation? (BCBS)

2. Community Navigator was removed from member's budget, this was a
critical support person for member with brain injury.
Issue MCO/HEO doesn't understand the huge void this leaves in the
member's lives

• Problems with poor customer support
1. 37 year old member lives in Tazewell. He was using a personal trainer at the
local gym to gain back strength and to regain mobility. This gym was
successful in assisting him with a walker to being able to be
some steps. He even moved out of his parent's home into his own
apartment. However since the denial of the personal trainer and not able
to include his gym membership, he is falling again and losing his mobility

Issue His gym membership was not allowed in his budget nor was the
personal trainer. As the MCO wants him to see a Physical Therapist

3. Massage and Acupuncture are not allowed unless the member takes the
amount away from home care. (All MCOs)

3. Previous homeless member with no natural support. Being successfully by
benefit in community for 7+ years based on agency for home care as the

is unable to manage hiring strangers. She has been with this agency since the beginning. (Molina)

Issue She will no longer be able to use her chosen agency as they are not a Medicaid agency. She is extremely afraid of strangers and being forced to change agencies.

4. Members who are children are being denied computers, printers, and faxes
 - a. Research has proven computer programs are beneficial for sensory and learning
 - b. Printers can be used to print items for sensory integration
 - c. Faxes are needed to fax mandatory employment documents to Xerox
 5. Respite
 - a. Respite for children is not allowed unless the member has 2 or more diagnosis
 - b. Respite for the unpaid caregiver is not always available through EPSDT – especially in rural areas
- **Lack of MCO awareness/expertise**
 1. Members have lack of contact with their Care Coordinators. They are told to call 800# but their Care Coordinators still don't call back
 2. The MCOs lack the understanding and experience of Self Direction
 3. Care Coordinators are told by supervisors SDCB is more expensive
 4. Care Coordinators have quit due to frustration
 5. Many members have had more than 1 care coordinator, one of our members has had 4 since January
 6. Lack of members being able to transition from Agency based to Self Direction Community Benefit do to lack of "how to do the transition"
 7. Care Coordinators do not understand the FoCOS computer system which is used for SDCB

In closing

Community Reintegration helped many New Mexicans leave the nursing homes to live safely in their communities, next year, with the imposed budget cuts many of these members are facing returning to the nursing homes. Is this what we want for our fellow New Mexicans?

is unable to manage hiring an agency - She has been with the agency since the beginning (Mona)

Issue: She will no longer be able to use her chosen agency as they are not a health care agency. She is extremely afraid of change and being forced to change agencies.

Members who are children are being denied computer, internet, and fax.

- a. Research has proven computer programs are beneficial for autism and learning.
- b. Fingers can be used to print letters for sensory integration.
- c. Faxes are needed to fax necessary early intervention documents to Xerox.

2. Goals

- a. Research for children is not allowed unless the member has 2 or more siblings.
- b. Research for the public caregiver is not allowed unless through ESDOT - especially in rural areas.

Lack of MCO awareness/experience

- 1. Members have lack of contact with their Care Coordinators. They are told to call SDC but that Care Coordinators still don't call back.
- 2. The MCO lack the understanding and experience of Self Direction.
- 3. Care Coordinators are told by supervisors SDC is more expensive.
- 4. Care Coordinators have quit due to frustration.
- 5. Many members have had frustration with a coordinator, one of our members has had 4 since January.
- 6. Lack of members being able to transition from Agency based to Self Direction Community benefits due to lack of how to do the transition.
- 7. Care Coordinators do not understand the FOCUS computer system which is used for SDC.

IA Meeting

Community Rating: soon trained many New Mexicans leave the nursing homes to live safely in their communities, next year with the passage budget cuts many of these districts are facing returning to the nursing homes. Is this what we want for our fellow New Mexicans?

Care Coordination issues

To whom it may concern,

October 20, 2014

I am the granddaughter and caretaker for Savary Washington. From day one when we decided to enroll her in this program I had issues. Delay after delay. I feel that my Grammy was mistreated while living in Princeton Place. From bruises on her face to sleeping in a broken bed for months, to being made to sit up all day, not being able to reach her call light. And the list goes on and on.

Finally I was able to get her discharge going only to find out at the meeting, which was held twice, the person from united health care did not bother to show up to either meeting guess they were TOO busy pitiful. I was told by Self Directed Choices that they were properly notified and failed to show up. This delayed us removing my grandmother. However, program or not we were just going to take her home. I was fed up with everything at this point.

Then we get her discharged finally and because united health care didn't show up, we did not have the proper equipment for her. We her family provided her with what she needed. In the meantime we kept after United Health Care to coordinate her services. I called for months with no one to even call me back. It wasn't until united health care was backed up in paperwork and had to meet a deadline in June 2014 did someone call us. My Grammy was in our care since 11/2013. And I am JUST NOW getting a call because they had to meet a deadline? Really are you kidding me? And this was someone filling in for Grammys assigned care coordinator. The care coordinator Justin Goad was useless to our needs. I would faithfully leave him messages. I talked to him once only because Melinda from Self Directed Choices stepped in and got him to call me back. But by this time I was tired of the run around. From the company US MED that brought us a broken hospital bed which took again months of calling to get a new bed. From her running out of much needed medications that her insurance covered at the nursing home. We ended up paying out of pocket for her meds.

We had trouble getting her supplies such as diapers, chucks, wipes. Finally again we were able to get her approved for these items. I had to pay out of pocket for her diabetic testing supplies and test strips are not cheap. But my Grammy is much happier being home with her family and I would do whatever it takes to keep her that way. We had to set up our own home health care services who only came a few times and said oh were only allowed this many days. Again useless.

We were also told in the initial meeting that we could get a budget for 24/7 care. Well that did not happen because of this centennial care junk.

My Grammy is total care and it's sad to say the only way she can get 24/7 paid caregivers would be in a nursing home again. Well my response to that is screw them. Although we would like an increased budget to hire more caregivers, if a nursing home is the only other way, we will make do with what we have to make sure her quality of life stays good to where she is happy.

Another thing that completely irritated me was when Melinda called to set up a meeting for the new budget. Months prior to this Melinda told us that the care coordinator Justin was going to set up a meeting again to come out and see what level of care was needed. Well Justin never showed and he lied about coming out. This was the final straw. If I had not asked about a budget increase with Melinda, Justin was ready to send the budget through without once meeting my Grammy to see for himself what was needed. So then I asked for a new care coordinator. At this point I am fed up with how this whole system works. My Grammys doctor did fill out the proper paper work for an increased budget which didn't happen.

I am writing this letter because I am unable to attend this meeting. This whole system started out as a nightmare for us. But I am glad my Grammy is happy and she is the only person that matters. All of the trouble we went through, she never knew about it, her family took care of it. And we had to go out of pocket to purchase a mattress because the one she was given was like sleeping on a box spring. Again this whole year of dealing with United and Centennial Care, Care Coordination is something I hope another family doesn't have to deal with at all.

If it had not been for Melinda with Self-Directed Choices staying in my Grammys corner, what would have happened,

to whom it may concern
Dear [Name],

October 20, 2014

I am the principal and in charge of the [Name] school. I am writing to you regarding the [Name] student who was [Name] in the [Name] school. I am writing to you regarding the [Name] student who was [Name] in the [Name] school. I am writing to you regarding the [Name] student who was [Name] in the [Name] school.

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we are grateful for her. Thank you Melinda for all you do. Much love!

Thank you for allowing me to be heard. If you have any questions feel free anyone to contact us. Self-Directed Choices has my information. Because I certainly have more I could say on this matter. About what a screw up this all has been.

Lisa Lee

We are grateful for the information you have provided for all you do. Thank you.

Thank you for allowing us to be part of your life. If you have any questions or need any help, please contact us. We are here for you. We are grateful for the information you have provided for all you do. Thank you.

Thank you.

Thank you.

October 20, 2014

To the Legislative Health and Human Services Committee,

Due to my full time employment and work schedule I will not be able to attend the meeting October 21, 2014 at 11:00am.

I am a parent of a son born with a Cerebral Palsy here in Albuquerque, New Mexico. Kyle is awaiting DD allocation on the central registry, he is currently receiving services under Centennial Care Self Directed Community Benefit. My son, Kyle is now 21 years old and has attended public schools here in Albuquerque up to this point. His birthday is in the summer so he is ineligible to continue his education at his High School and is required to transition out at the end of this school year. This transition would be a smooth transition if there were resources set in place; however this is NOT the case.

A few months ago we were notified that my son's budget would be reduced instead of increased. We were always told he could expect an increase in his budget when he turned age 21, which is the case in Mi Via because of the EPSDT services ending but not so in Centennial Care SDCB. Instead the limited budget we were given was going to be decreased. This decrease affects our family directly in many ways: My husband and I both work full time to meet the needs of our family. With the decrease of budget, the caretaker who helps us with Kyle cannot work as many hours and therefore we are scrambling to find family members who can absorb the missing hours. The problem is plain and simple, without an increase in his budget I don't know what will happen in the summer. As I stated above, Kyle will be transiting out of his High School this spring. We need to find a program that he can attend Monday through Friday while my husband and I are at work. Obviously we need a budget that will support this and sustain him into his adult years.

Transitions times are difficult for families and agencies, but I was wondering why I have not met my new care coordinator? I was assigned one and she quit. I met a pediatric coordinator before Kyle's birthday and she assured me there would be another coordinator assigned. I received a phone call from one, but have not had any phone call or physical contact with a coordinator since. This is a critical time in Kyle's life. I would think I would be flooded with information and appointments and a care coordinator who would be fighting to meet my son's needs. But it is the opposite. I feel like I am getting the short end of the stick and all agencies, except Self Directed Choices, are silent. I am very grateful to them!

One last comment is concerning how we are allowed to spend the budget, once it is in place. I have chosen to me a participant of the Mi Via program which allows me the opportunity to directly assign his budget to where my son's needs are. At least that is what is advertised, but since Centennial Care time and time again I will submit a request for a direct need of my son's and it will be denied or a substitute can be provided that would be a waste of his budget. For example: I requested a new mattress for my son's bed because he has incontinence issues because of his disability. They denied that request and told me I could be provided a hospital

bed instead! This hospital bed would be fully equipped with bars, hydraulics and a new hospital mattress. I am sure it would cost a fortune! It way exceeds his needs. I just want to use his budget to go and buy a simple mattress. I thought I could choose what best meets our family's needs? This is one example, and I have many more.

I hope that you will consider my family when you are making wide spread decisions that impact individual families so intimately.

Thank you for your time.

Deanna Mielke

I hope that you will consider my friends when you are making your final decision. I am not sure if you will need it, but I have a few more. I am sure it would be a good idea to have a few more. I am sure it would be a good idea to have a few more. I am sure it would be a good idea to have a few more.

Thank you for your time.

Thomas M. ...

Trent L Comer - (5) 10/20/2014
Robin Jaynes - mother

As a result of the changes our family and Trent are already feeling the effect. We've had to reapply for assistances, our ability to do 'extra' has come to an end, and I am struggling to get approved the actual things that would benefit him with 'his' allotted budget. As a 5 year old with autism his needs are ^{met} here in the home with his large family and stay at home mom. Not with a stranger in a social or environment that is being pushed upon him; he enjoys the travel; he does - in no way - enjoy the destination - museum or zoo or park. His mother is able to care for his needs - why is someone else needed to come in our home beside who already has this job - MOM - Trent is not ~~ver~~ but out technology savvy - again he loves

10/20/2014
The first step is to

As a result of the changes
in family and the way
we live, the effort has
been made to extend
the scope of the
program to include
the needs of the
community.

It is a goal to provide
the best possible
service to the
community and
to ensure that
the program is
able to meet
the needs of
the community.

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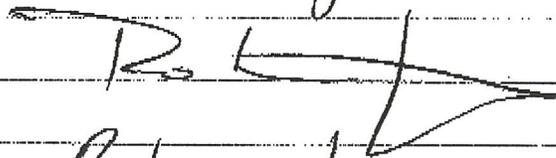
I Corner

- 2 -

to play outside w/ swing, slide
trampoline but isn't comfortable
or safe in a public area

Trent has unique needs -
as every person/child w/ autism
does and they need to individually
be addressed.

Thank you



Robin Jaynes

505 402 8945

705 Dillon

Agree, NM 87410

Tommy

2

to get outside of some kind
temperature and some kind of
the safe and quiet area
that you are in
in many cases, it is
best and best to
be observed

Thank you

John
for
for
for