



agency for persons with disabilities
State of Florida

Charlie Crist, Governor

Jane E. Johnson, Agency Director

**Medicaid Waiver and Non-waiver
Services for Crisis Clients**

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Crisis Process

- Due to the complexity of the Medicaid eligibility and service coordination processes, the waiver is not appropriate to address emergency situations.
- The Crisis process addresses the immediate critical needs of individuals through short term approval of GR and SSBG funded services.
- APD can **immediately** authorize services funded with GR and SSBG to address emergency situations.
 - ❖ FY 06-07: \$5,340,734.29 GR for individuals on the wait list
 - ❖ FY 07-08: \$2,229,215.45 to date for individuals on the wait list



Crisis Procedures

- After addressing emergency needs, APD staff assist individuals requesting services in completing a crisis application.
- APD Crisis Committee meets monthly to review all crisis applications for approval or denial.



Crisis Procedures

- Per legislative direction, crisis enrollment is funded through attrition from the waiver.
- APD has been able to enroll all approved crisis applicants so far this fiscal year.
- **Throughout this process** individuals with emergency needs continue to receive services paid for with GR and SSBG funds.



Waiver Enrollment Process

- Many individuals in crisis are Medicaid eligible and can be directly enrolled to the waiver. For those individuals in crisis who are not Medicaid eligible, DCF must make a determination of Medicaid eligibility prior to APD enrolling the individual on a waiver.
- An average of 32 APD applications for Medicaid eligibility are received and processed by the DCF each month.
 - ❖ Of these, 29 are approved with an average of 19 days to process.
 - ❖ Of the approvals in December 2007, 33% were approved in four days or less and 57% were approved in 14 days or less.



Waiver Enrollment Process

- The federal standard for timely processing of Medicaid eligibility is 45 to 90 days depending on the case circumstances, but applications that take this long are rare.
- Chapter 393.065, F.S. instructs APD to “review each applicant for eligibility within 45 days after the date the application is signed for children under 6 years of age, and within 60 days after the date the application is signed for all other applicants”



Process Improvements

To more rapidly respond to the needs of these individuals, DCF and APD are implementing new procedures:

- Training APD staff in the Medicaid application process and web application screens, so they can better assist the families;
- Identification of pending crisis applications so that Medicaid eligibility issues can be resolved prior to APD crisis committee review;
- Assignment of a Medicaid eligibility expert to consult with the APD crisis committee to troubleshoot any complex eligibility issues; and



Process Improvements (continued)

- Encouraging families to apply for regular Medicaid before enrollment in the waiver.
 - ❖ If eligible, they can be immediately enrolled in the waiver when funding becomes available.
 - ❖ If not eligible for regular Medicaid, relevant information and documentation, including that related to the disability can be collected early and be available to complete the Medicaid eligibility approval as soon as the individual is accepted on the waiver.



Options to Consider: Recategorize the Wait List

I. Legislative and Judicial mandates

- Individuals in Crisis
- Children in foster care system
- Brown v. Bush
- Individuals with valid court orders

II. Immediate Needs

- Individuals needing services within 6 months



Options to Consider (continued)

III. Wait List – services needed within 7-24 months

- Aging out of Medicaid State Plan within 2 years
- Transitioning from school within 2 years
- Anticipated loss of caregiver within 2 years

IV. Planning List – services needed within next 2-5 years

This information will be based on self reported data that is updated annually.

Changes Since 2006 OPPAGA Report

- Subsequent to OPPAGA report, APD has significantly streamlined the waiver wait list process by combining APD eligibility and waiver eligibility into one application.
- Individuals whose contact information is no longer current are purged from the wait list.
 - ❖ When letters from APD are returned to the agency, Area Office staff attempt to contact by phone and other means. If unsuccessful, names are taken off list.
 - ❖ During FY 2006-2007 1169 active client files were closed.
- APD staff make an annual contact to update information with individuals on the wait list



Changes Since 2006 OPPAGA Report (continued)

- APD has significantly streamlined the waiver wait list process by combining APD eligibility and wavier eligibility into one application.
- Families must also provide secondary contact information.
- APD is working with the Family Care Council of Florida and the Florida Developmental Disabilities Council to conduct phone surveys to determine immediacy of needs and core services required to allow individuals to remain with their families – projected completion by March 15.
- QSI assessment administered by certified APD staff to document level of need for services – completed by June 30, 2008.