



Michigan Home and Community Based Services Transition to CMS Rule Compliance Frequently Asked Questions for Survey Respondents

General

Question: What is the purpose of this survey?

Answer: In 2014, the Centers for Medicare and Medicaid Services published new rules regarding the delivery of Medicaid's Home and Community Based Services (HCBS) waiver programs. These rules aim to improve the individual's experience in HCBS programs by enhancing access to the community, promoting service delivery in more integrated settings, and expanding the use of person-centered planning. The findings will help to bring the Habilitation Supports Waiver (HSW) into compliance with the new rules.

Question: Am I required to respond?

Answer: Providers are required to complete the survey. Individuals with disabilities (HSW Beneficiaries) are not required to respond, however there are benefits to completing the survey (see page 2 of this document for further details).

Question: Is there a risk in completing the survey?

Answer: No, there is no risk associated with completing the survey.

Question: How will the surveys be administered?

Answer: The surveys will be administered online through the online survey system, Qualtrics, via your email address.

Question: What if I do not have an email?

Answer: If you do not have an email, staff from the Developmental Disabilities Institute (DDI) will contact you by phone to complete the survey.

Question: How do I complete the survey if I do not have a desktop computer or laptop?

Answer: You can complete the survey using a tablet or smartphone with an internet connection.

Question: How long does it take to complete the survey?

Answer: The survey will take between 15 and 30 minutes to complete. Most questions only require a "yes" or "no" response.

Question: Is Qualtrics HIPAA compliant?

Answer: Yes, Qualtrics requires awareness of and compliance with all applicable federal and state regulations governing the use of confidential information. This includes HIPAA for protected health information and other sensitive data.

Question: When is it my turn to respond?

Answer: Data will be collected as one cohort (all Habilitation Supports Waiver beneficiaries) with two cycles. One half (50%) of respondents will be surveyed this year (Fiscal Year 2016) and the second half (50%) of respondents will be surveyed next year (Fiscal Year 2017). Providers will receive a survey invitation when a HSW beneficiary is receiving services from the provider chosen for the survey.

Question: What if I have more questions or need further assistance with the survey?

Answer: If you have general questions about completing the survey or need survey assistance, please contact the Developmental Disabilities Institute at Wayne State University at (888) 978-4334 or via email at hcbs@wayne.edu. If you have specific questions about the Habilitation Supports HCBS Waiver or the statewide transition process, please contact the Michigan Department of Health and Human Services Habilitation Supports Waiver Program at HCBSTransition@michigan.gov.

Individuals with disabilities (Habilitation Supports Waiver beneficiaries)

Question: Who is the survey respondent?

Answer: A survey respondent is a person with a disabilities enrolled on the Habilitation Supports Waiver. The individual can have help to complete the survey and choose who they would prefer to assist with the survey or choose a “proxy” to answer the survey on his/her behalf. The proxy cannot be a provider of services.

Question: What is the benefit to completing the survey?

Answer: There are a number of benefits to completing the survey:

- a) You have a chance to voice your opinion.
- b) Those who complete the survey will be entered into a raffle for a gift card.
- c) Your responses will help the Michigan Department of Health and Human Services improve how it delivers community mental health services and supports to you and your peers.

Question: Will my services providers be surveyed?

Answer: Yes, your service providers will be asked to complete a survey.

Question: Will I learn about the survey outcomes?

Answer: Yes, DDI will summarize the survey results and post the information at its webpage (<http://ddi.wayne.edu/hcbs.php>). The results are expected to be available in late 2016. The findings from last year’s pilot survey are posted at the website.

Residential Providers and Non-Residential Providers

Question: Who should respond to the provider survey?

Answer: A representative of the residential and/or non-residential service agency who is familiar with the services and supports provided to the HSW beneficiary and general operations of the agency.

Question: How does my organization prepare for the transition to the new rules?

Answer: The Michigan Department of Health and Human Services, Behavioral Health and Developmental Disabilities Administration is in the process of developing a HCBS toolkit including a "Readiness Tool". This tool will assist providers for compliance with the new rule. This toolkit will be available and posted on DDI's website (<http://ddi.wayne.edu/hcbs.php>) and the MDHHS HCBS website in the near future.

Question: What will the survey ask?

Answer: The provider will answer questions about the residential and/or non-residential services the provider is delivering to a specific HSW beneficiary.

Question: Are providers required to respond?

Answer: Yes, each provider is required to respond to each survey invitation. The survey email invitation provides a unique link for each survey. **A survey link cannot be used more than once, reused, or forwarded to another email address.**

Question: How many surveys will my provider agency receive?

Answer: You should expect to receive one survey for each HSW beneficiary whom you serve.

Question: When will the survey results be available?

Answer: DDI will summarize the survey results and post the information at its webpage (<http://ddi.wayne.edu/hcbs.php>). The results are expected to be available in late 2016. The findings from last year's pilot survey are posted at the website.

Question: How will my provider agency learn about remediation, expectations, strategies and timelines?

Answer: The Michigan Department of Health and Human Services, Behavioral Health and Developmental Disabilities Administration is organizing these activities for the State transition process. Information will be updated and available at the State's HCBS website (www.michigan.gov → "Assistance Programs" [drop down menu] → "Health Care Coverage" [left panel] → "Home and Community-Based Services Program Transition").