

MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES
BEHAVIORAL HEALTH AND DEVELOPMENTAL DISABILITIES ADMINISTRATION

**Michigan Home and Community Based Services Transition to CMS Rule Compliance
Frequently Asked Questions for Survey Respondents
1915 b3 Survey**

General

Question 1: 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 Michigan's Waivers into compliance with the new rules.

Question 2: Am I required to respond?

Answer: Providers are required to complete the survey. Individuals with disabilities (Beneficiaries) are not required to respond, however there are benefits to completing the survey (see page 3 of this document for further details).

Question 3: Is there a risk in completing the survey?

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

Question 4: How will the surveys be administered?

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

Question 5: What if I do not have an email?

Answer: If you do not have an email, staff from the Pre-Paid Inpatient Health Plan (PIHP) will contact you by phone to complete the survey. If you are an Individual with disabilities, the survey has been sent to your Supports Coordinator or Case Manager. Your Supports Coordinator or Case Manager can assist you to complete the survey.

Question 6: 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 7: How long does it take to complete the survey?

Answer: The survey will take between 10 and 15 minutes to complete. Most questions only require a "yes" or "no" response.

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Question 8: Is Qualtrics HIPPA 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 9: When is it my turn to respond to the survey?

Answer: Data will be collected from July-November 2017. Individuals and providers will receive a survey invitation during this time. When an individual or beneficiary is selected for the survey the provider will also receive a survey.

Question 10: What is the WSA number that is listed in the survey invitation?

Answer: The WSA number is the Waiver Supports Application (WSA) number. It is a number that uniquely identifies the individual or beneficiary who receives services and supports. Contact the Pre-Paid Inpatient Health Plan (PIHP) Home and Community Based Service (HCBS) Lead Coordinator for assistance to identify the individual. Click on this link for a listing of the HCBS Lead Coordinators: http://www.michigan.gov/mdhhs/0,5885,7-339-71547_2943-334724--,00.html.

Question 11: 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 your Pre-Paid Inpatient Health Plan (PIHP) Home and Community Based Service Lead Coordinator (HCBS). Click on this link for a listing of the Coordinators: http://www.michigan.gov/mdhhs/0,5885,7-339-71547_2943-334724--,00.html. If you have specific questions about the HCBS statewide transition process, the heightened scrutiny process, or the survey process, please email your questions to the Michigan Department of Health and Human Services Habilitation Supports Waiver Program at HCBSTransition@michigan.gov.

Individuals with disabilities (beneficiaries)

Question 12: Who is the survey respondent?

Answer: A survey respondent is a person with a disability who receives community mental health services and supports. 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. Your Supports Coordinator or Case Manager can assist you to complete the survey. The proxy **cannot** be a provider of services (residential services, community living services, skill building, or support employment) or staff from the Community Mental Health program.

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Question 13: 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 14: Will my service providers be surveyed?

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

Question 15: Will I learn about the survey outcomes?

Answer: Yes, the results are expected to be available in 2018 and will be posted at the Michigan Department of Health and Human Services, Home and Community Based Services webpage.

Residential Providers and Non-Residential Providers

Question 16: 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 beneficiary and general operations of the agency.

Question 17: How does my organization prepare for the transition to the new rules?

Answer: The Michigan Department of Health and Human Services convened a stakeholder advisory group called the Implementation Advisory Group (IAG). The IAG has developed HCBS "Readiness Tools" (Residential and Non-Residential). The tools assist providers to prepare for compliance with the new rule. The tools are available and posted on the MDHHS HCBS website:
http://www.michigan.gov/mdhhs/0,5885,7-339-71547_2943334724--,00.html.

Question 18: What will the survey ask?

Answer: The survey will answer questions about the residential and/or non-residential services the provider is delivering to a specific individual with disabilities (beneficiary).

Question 19: Are providers required to respond?

Answer: Yes, each provider is required to respond to each survey invitation if the provider wishes to continue to provide HCBS services. The survey email invitation provides a unique link for each survey. **A survey link cannot be used more than once or reused.** However, the provider can forward the link to the appropriate staff to complete the survey.

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Question 20: How many surveys will my provider agency receive?

Answer: You should expect to receive one survey for each beneficiary whom you serve that receives any of these 1915 (b) waiver services: Skill Building, Support Employment, or Community Living Supports (if living in a provider owned or operated residence).

Question 21: If my organization received a survey during the previous HCBS survey process, will my organization receive this survey again?

Answer: Providers will receive surveys only for individuals involved in the current survey process. All providers must respond to all surveys by the deadline of **November 17, 2017**.

Question 22: When will the survey results be available?

Answer: MI-DDI will summarize the survey results and post the information at its webpage (<https://ddi.wayne.edu/hcbs>). The results are expected to be available in early 2018. The findings from previous surveys are posted at the website.

Question 23: How will my provider agency learn about heightened scrutiny, 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 at http://www.michigan.gov/mdhhs/0,5885,7-339-71547_2943-334724--,00.html). If you have specific questions about the HCBS statewide transition process or the survey process, please email your questions to the Michigan Department of Health and Human Services Habilitation Supports Waiver Program at HCBSTransition@michigan.gov.