

# Conflict-Free Access and Planning Workgroup

May 25<sup>th</sup>, 2022



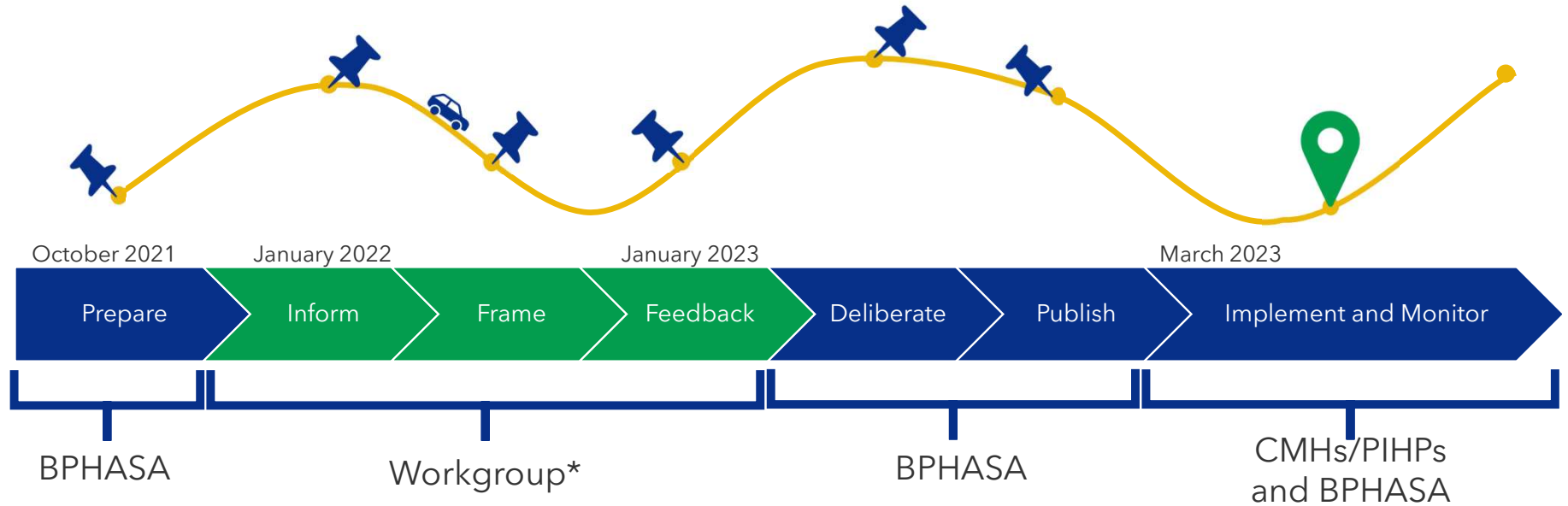
# Self-Assessment Questions

Please complete self-assessment and add thoughts/considerations to feedback form by June 8<sup>th</sup>

# Review Sequence of Frame



# Workgroup Journey



\*Portions of framing and feedback are being considered by BPHASA concurrently

# Review Frame

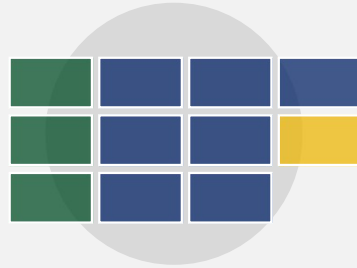
Inform

Frame

Feedback



Define Problem



Define Criteria



Develop Options



Evaluate Options

# Review Frame

Inform

Frame

Feedback



Define Problem



Define Criteria



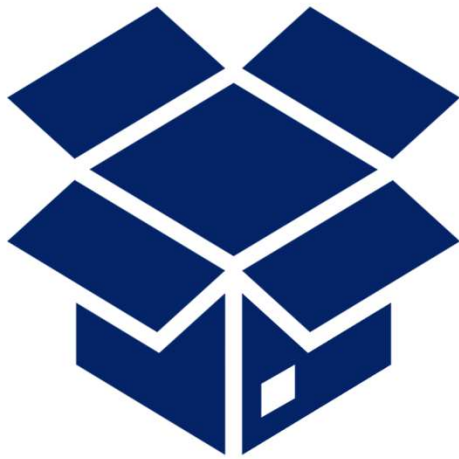
Develop Options



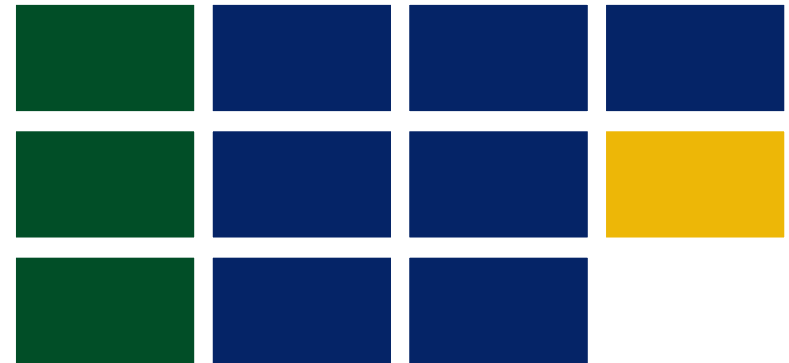
Evaluate Options

Today's focus will be on defining criteria.

# Options and Criteria



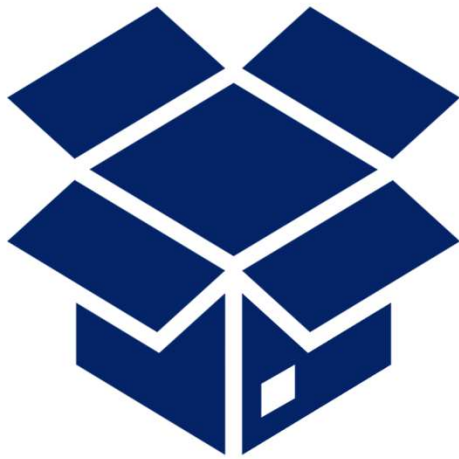
**Option**



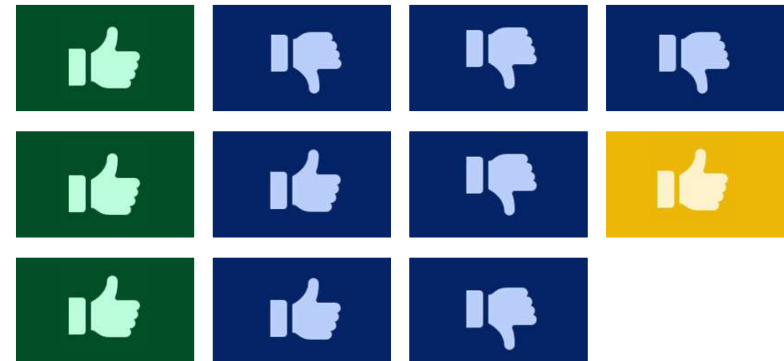
**Criteria**

Each option will be evaluated using the criteria to develop feedback for the state.

# Options and Criteria



**Option**

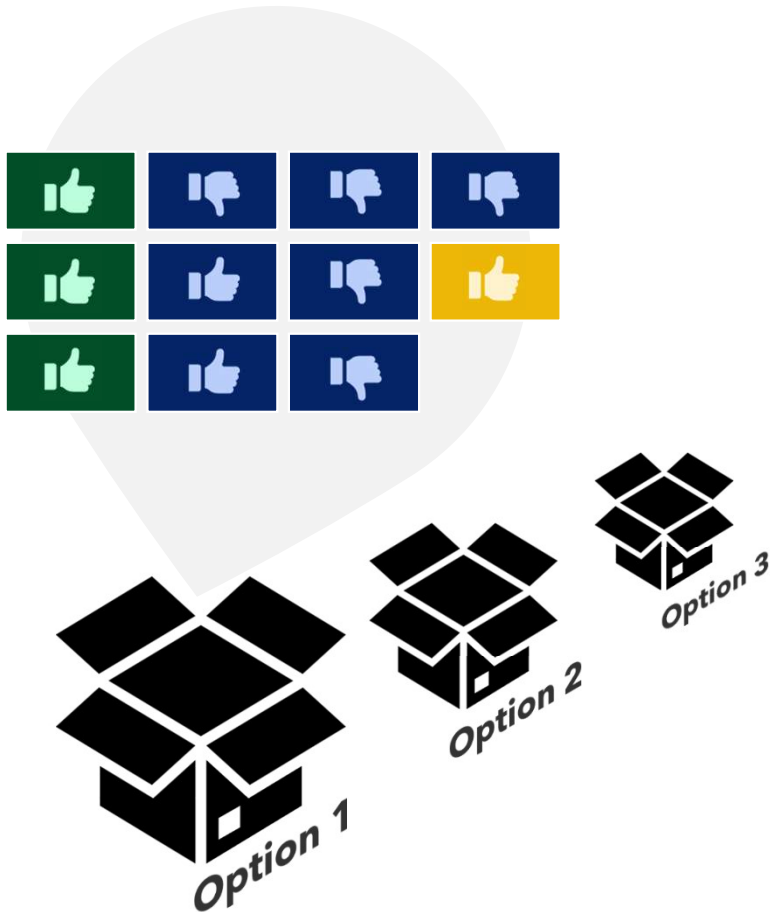


**Criteria**

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# Options and Criteria



## At the Person Level

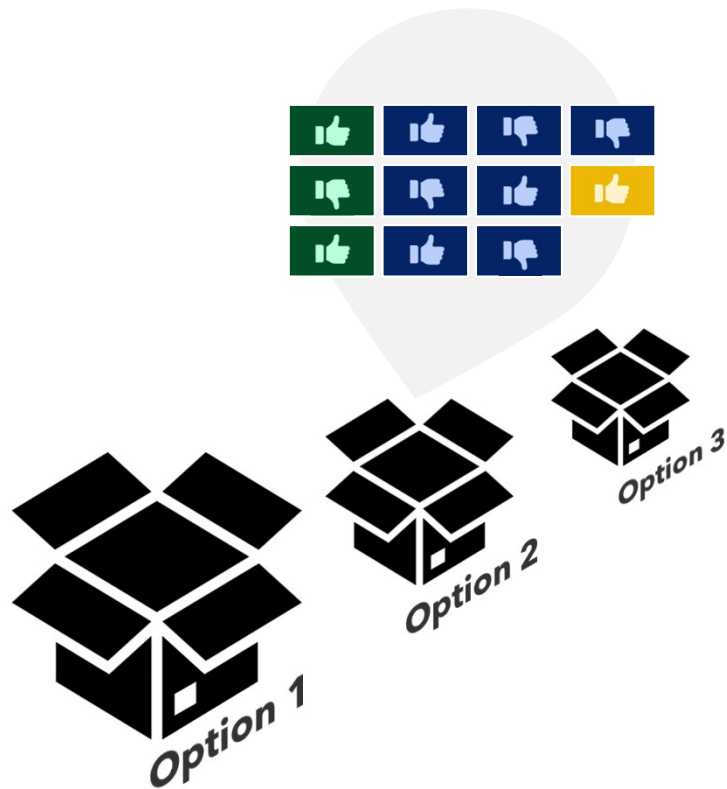
There is an incentive for a service provider to determine a person eligible/ineligible or to include themselves in the plan.



## At the System Level

The system does not require explicit structures to prevent an entity from acting in its own financial interest at the person level, as defined in federal rules.

# Options and Criteria



## At the Person Level

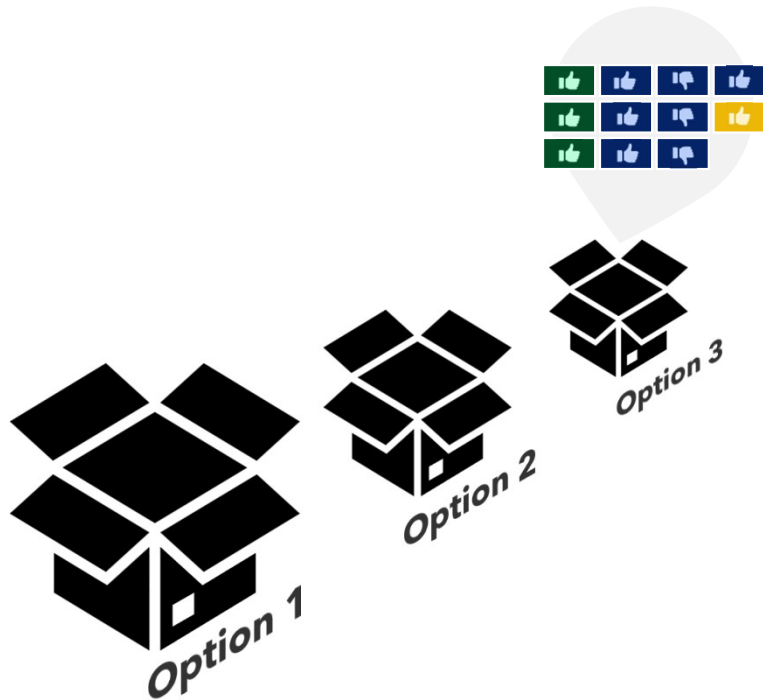
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# Options and Criteria



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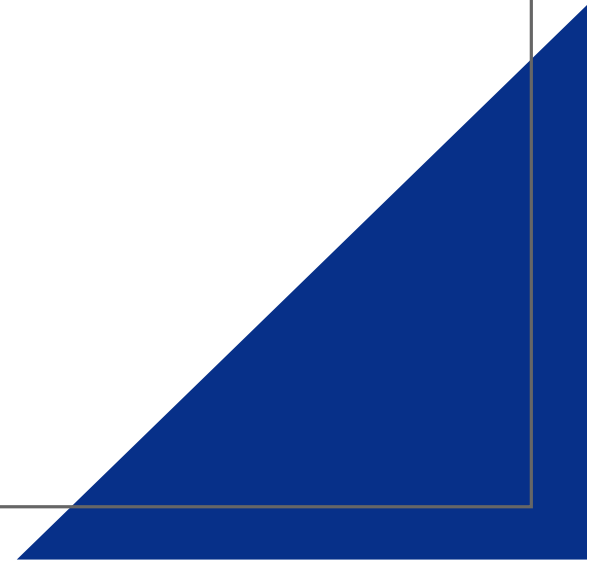
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## At the System Level

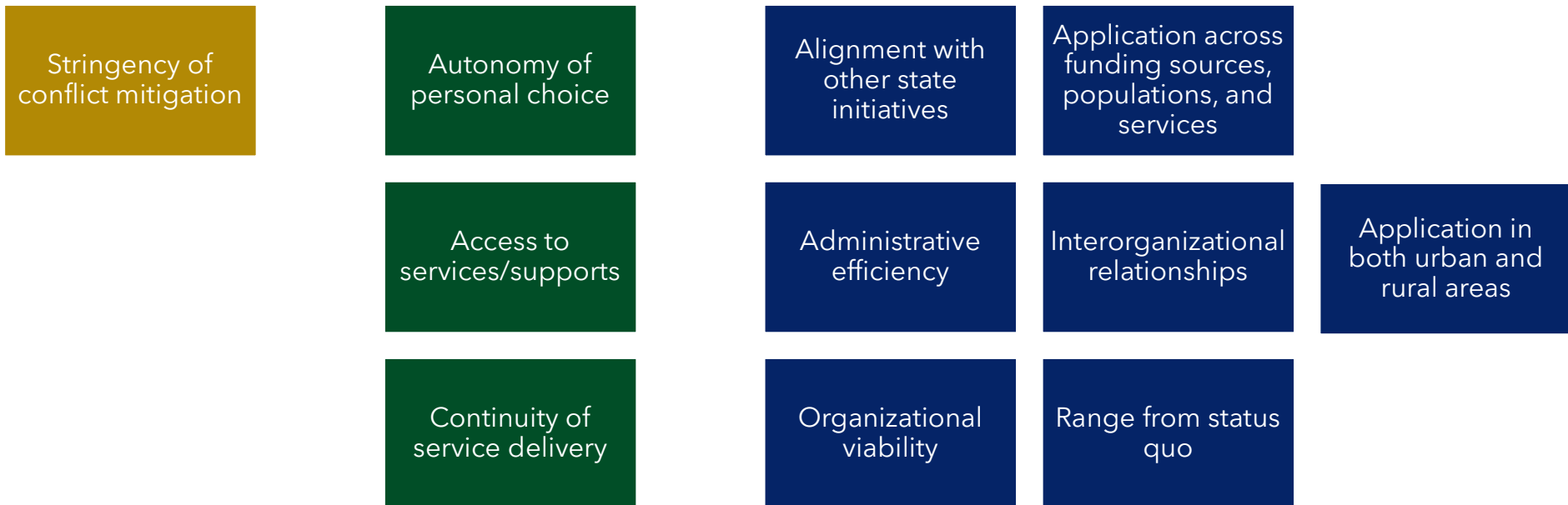
The system does not require explicit structures to prevent an entity from acting in its own financial interest at the person level, as defined in federal rules.

# Draft Criteria



# Design Challenge

How might the state strengthen protections against **conflict of interest** in a way which **prioritizes the person's experience** and uses **existing system structures** where possible?



While reviewing draft criteria,  
please consider...



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...Criteria and sub-criteria are in draft form



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... If you see major holes in criteria, please  
note this in the feedback form by June  
15th



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...Which criteria group you may want to  
join in June

# Group 1 Review

Criteria and subcriteria are in draft form.

Autonomy of personal choice

Access to services/supports

Continuity of service delivery

# Group 1 Review

Criteria and subcriteria are in draft form.

Autonomy of personal choice

"This may impact person centered planning."

"person centered planning we remember this is not synonymous with Family-Driven/Youth Guided planning and practice for children and families."

"We also have Recipient Rights and Appeals and Grievances directed by the person..."

"I would like to see an approach that begins with a focus on PCP IF and implementation."

Access to services/supports

Continuity of service delivery



# Group 1 Review

Criteria and subcriteria are in draft form.

Autonomy of personal choice

"This may impact **person centered planning.**"

"person centered planning we remember this is not synonymous with **Family-Driven/Youth Guided planning** and practice for children and families."

"We also have **Recipient Rights and Appeals and Grievances directed** by the person..."

"I would like to see an approach that begins with a focus on **PCP IF** and implementation."

Access to services/supports

Continuity of service delivery

# Group 1 Review

Criteria and subcriteria are in draft form.

Autonomy of personal choice

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Person-centered planning process or principles

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Family-Driven/Youth-Guided Planning process or principles

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Recipient Rights/Grievances/Appeals directed by person

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Independent Facilitation

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Self-directed arrangements

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...

Access to services/supports

Continuity of service delivery

# Group 1 Review

Criteria and subcriteria are in draft form.

Access to services/supports

“When there are two organizations involved in care/planning... There are concerns this could delay care or disrupt care....there are additional steps between when a person expresses a need and when that need is addressed in the plan.”

“In my own health care--I prefer one-stop shopping so I dont have to deal with records transfers, telling my story time and again, lack of information/communication between providers. End user experience is a priority consideration.”

“How would ongoing planning look once a provider is assigned and providing ongoing progress reviews, treatment plan updates, addendums etc.”

Autonomy of personal choice

Continuity of service delivery

# Group 1 Review

Criteria and subcriteria are in draft form.

Access to services/supports

“When there are two organizations involved in care/planning... There are concerns this could **delay care or disrupt care**....there are **additional steps** between when a person expresses a need and when that need is addressed in the plan.”

“In my own health care--I prefer one-stop shopping so I dont have to deal with records transfers, telling my story time and again, lack of information/communication between providers. **End user experience is a priority consideration.**”

“How would ongoing planning look once a provider is assigned and providing ongoing progress reviews, **treatment plan updates, addendums** etc.”

Autonomy of personal choice

Continuity of service delivery

# Group 1 Review

Criteria and subcriteria are in draft form.

Access to services/supports

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Timeliness service/support experience

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Steps between identified need and receipt of service

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Access to new/additional services during monitoring

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Autonomy of personal choice

Continuity of service delivery

# Group 1 Review

Criteria and subcriteria are in draft form.

Continuity of service delivery

"I prefer one-stop shopping so I don't have to deal with records transfers, telling my story time and again, lack of information/communication between providers."

"When there are two organizations involved in care/planning... There are concerns this could delay care or disrupt care....there are additional steps between when a person expresses a need and when that need is addressed in the plan."

"Concern that a person may need to go to multiple providers + the planning agency to get all their needs met - which causes concerns for duplication and bifurcation."

Autonomy of personal choice

Access to services/supports

# Group 1 Review

Criteria and subcriteria are in draft form.

Continuity of service delivery

"I prefer one-stop shopping so I don't have to deal with **records transfers**, telling my story time and again, **lack of information/communication between providers.**"

"When there are two organizations involved in care/planning... There are concerns this could **delay care or disrupt care**....there are additional steps between when a person expresses a need and when that need is addressed in the plan."

"Concern that a person may need to go to multiple providers + the planning agency to get all their needs met - which causes concerns for **duplication and bifurcation.**"

Autonomy of personal choice

Access to services/supports

# Define Criteria

Criteria and subcriteria are in draft form.

Continuity of service delivery

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Coordination between providers

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Steps between identified need and receipt of service

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Duplication in service experience

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...

Autonomy of personal choice

Access to services/supports



# Group Review

Criteria and subcriteria are in draft form.

Autonomy of personal  
choice

Access to  
services/supports

Continuity of service  
delivery

Group 1

# Group Review

Criteria and subcriteria are in draft form.

Autonomy of personal choice	Range from status quo	<hr/> <hr/> <hr/>
Access to services/supports	Organizational viability	<hr/> <hr/> <hr/> <hr/>
Continuity of service delivery		
Group 1	Group 2	

# Group Review

Criteria and subcriteria are in draft form.

Autonomy of personal choice	Range from status quo	Administrative efficiency	Documentation duplication
			Administrative duplication
Access to services/supports	Organizational viability	Interorganizational relationships	Number of providers/organizations involved in decisions
			Existing contractual relationships
			Oversight structures
			Authorization authority
			Payment structures
			Care coordination structures
Group 1	Group 2	Group 3	

# Group Review

Criteria and subcriteria are in draft form.

Autonomy of personal choice	Range from status quo	Administrative efficiency	Alignment with other state initiatives	Independent Facilitation
				CCBHC
				Parity
				SUD
Access to services/supports	Organizational viability	Interorganizational relationships	Application across funding sources, pop., and services	ACT
				Wraparound
				CCBHC
				Urban areas
				Rural areas
				Suburban areas
Continuity of service delivery			Application in both urban and rural areas	
Group 1	Group 2	Group 3	Group 4	

# Group Review

Criteria and subcriteria are in draft form.

Autonomy of personal choice	Range from status quo	Administrative efficiency	Alignment with other state initiatives
Access to services/supports	Organizational viability	Interorganizational relationships	Application across funding sources, pop., and services
Continuity of service delivery			Application in both urban and rural areas
Group 1	Group 2	Group 3	Group 4

- Please email Josh and Remi with your group selection by June 8<sup>th</sup>.
- Groups may be capped.

# Draft Criteria Groups

Autonomy of personal choice	Range from status quo	Administrative efficiency	Alignment with other state initiatives
Access to services/supports	Organizational viability	Interorganizational relationships	Application across funding sources, pop., and services
Continuity of service delivery			Application in both urban and rural areas
Group 1	Group 2	Group 3	Group 4