Overview of the
Home and Community Based Services (HCBS) Digital Health
Technical Assistance (TA) Program

September 28, 2023

DHCF
Department of Health Care Finance

eHealthDC
A DISTRICT OF COLUMBIA PRIMARY CARE ASSOCIATION PROGRAM

DCPCA
DISTRICT OF COLUMBIA
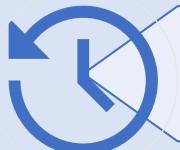PRIMARY CARE ASSOCIATION

Today's Agenda

- Introductions

- Digital Health TA Program Overview

- Meet the HCBS Digital Health TA Team

- HCBS Digital Health TA - Service Offerings

- HCBS Provider Eligibility Criteria

- HCBS Program Incentives

- Benefits of an Electronic Health Record (EHR)

- CRISP DC – Health Information Exchange (HIE)

- Stakeholder Advisory Committee (SAC) Meeting(s)

- What to Expect Next?

- Questions?

Digital Health TA Program

Utilizing American Rescue Plan Act (ARPA) Enhanced Funding to enhance, expand and strengthen HCBS digital health infrastructure to support a more integrated and accessible person-centered system in the District.

Previous Digital Health Programs

- Medicaid Electronic Health Record (EHR) Incentive Program
- Health Information Exchange (HIE) Connectivity Program
- COVID-19 Emergency Telehealth Program

HCBS Promoting Interoperability (PI) Program

The HCBS PI Program rewards HCBS providers for meeting milestones to adopt and implement CEHRT systems and connect to the DC HIE.

The HCBS PI Program *is* an incentive program.

HCBS Telehealth Program

The Technical Assistance (TA) program builds on the efforts to expand the use of Certified Electronic Health Record Technology (CEHRT), extends telehealth investments, and encourages the use of remote patient monitoring devices.

The HCBS Telehealth Program is *not* an incentive program.

HCBS Digital Health TA Team

eHealthDC is a program operated by DCPCA that provides free technical assistance for DC providers to adopt digital health technologies and achieve HIE Connectivity in the District.

Led by DCPCA, the eHealthDC project partners for this grant are: Clinovations Government + Health, Zane Networks, CRISP DC, and Enlightened.

Project Lead

PI TA Lead for ASARS, DDS, LTSS & HSS providers

PI TA Lead for MHRS providers

PI TA Lead for HIE Integration

TA Lead for Telehealth Services

HCBS Digital Health TA - Service Offerings

Program Management Services

- Identify eligible providers and conduct needs assessments
- Perform provider outreach and enrollment services
- Conduct practice readiness assessments of eligible and targeted HCBS providers
- Document and report provider/program participation status

Promoting Interoperability Program (PIP)

- Identify, select, implement, and/ or optimize Certified Electronic Health Record Technology (CEHRT)/Health Information Technology (HIT) systems
- Provide customized, practice-specific TA services based on PIP track
- Provide initial and ongoing user education services
- Assist with Administrative Simplification provisions of HIPAA
- Onboard and connect to the DC HIE

Telehealth Program

- Manage distribution of telehealth equipment and tools if applicable
- Provide customized, practice-specific services for telehealth guidance, tools, and workflows
- Provide telehealth adoption and implementation services
- Provide initial and ongoing user education services

HCBS Provider Eligibility Criteria

- A non-profit or for-profit entity or governmental entity

- A Medicaid provider organization that has adjudicated claims within FY21-FY23 from DHCF to provide services either through contract or fee-for-service

- Licensed, as applicable, by an affiliated government agency:

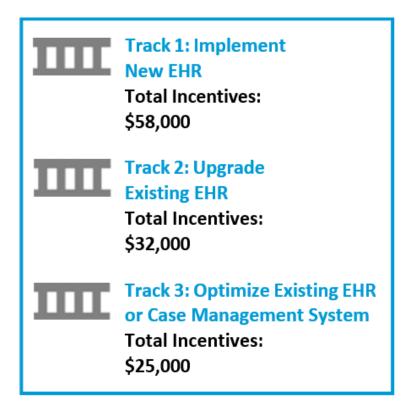| Department	
Department of Health Care Finance (DHCF)	• Home Health Agencies (HHA) • Assisted Living Facilities (ALF) • Certified Medical Assistants (CMA) providers licensed to diagnose and treat health care conditions to the extent permitted by and in accordance with District law and regulations • HCBS providers enrolled by DHCF to deliver 1915(c) or 1915(I) services or supports, which includes Adult Day Health Programs (ADHP)
Department of Behavior Health (DBH)	• Mental Health Rehabilitation Services (MHRS) • Adult Substance Abuse • Rehabilitation Services (ASARS) • Other Rehabilitation Services providers certified to provide services to the extent permitted by and in accordance with District law and regulations
Department of Disability Services (DDS)	• HCBS providers delivering 1915(c) services or supports, which includes services authorized under the People with Intellectual and Developmental Disabilities HCBS Waiver Program (IDD Waiver) and the Individual and Family Supports HCBS Waiver Program (IFS Waiver)
Department of Human Services (DHS)	• HCBS providers enrolled by DHCF to deliver 1915(i) services or supports, which includes Housing Support Services

HCBS Program Incentives

PROGRAM INCENTIVES

HCBS practices (inclusive of behavioral health, long term support services, disabilities services, and housing support services) can earn incentives available from DHCF that contribute to the selection, adoption, and implementation of health IT and/or approved case management systems and connection to the to the DC HIE.

Incentive amounts available to HCBS practices vary by track. eHealthDC TA will assist each participating practice in developing a plan to achieve applicable milestones and submit attestations through the District's State Level Registry to receive incentive payments.

Track 1: Implement New EHR
Total Incentives: $58,000

Track 2: Upgrade Existing EHR
Total Incentives: $32,000

Track 3: Optimize Existing EHR or Case Management System
Total Incentives: $25,000

*Note: Deadline to declare intention to participate is October 13, 2023

Benefits of an Electronic Health Record (EHR)

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- Improves billing and payment accuracy

- Efficiently addresses denied claims

- Real time, accurate Medicaid eligibility status for clients

- EHR protects the Protected Health Information (PHI) of clients

- Secure internal messaging system among staff

- Secure Patient portal that can be used by clients, their families and their guardians

Benefits of an Electronic Health Record (EHR)

- Assigning staff to clients

- Scheduling Services for clients

- Develop and review client's individualized care plans

- Enhanced medication management

- Attendance management

- Increased capacity for data collection and reporting

- Generate reports required by government agencies, 3rd party funders, or internal use

- Improved ability to comply with audit requests

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CRISP DC – Benefits of HIE Connectivity

- Facilitates seamless and secure contribution to a patient's complete medical record

- Access to up-to-date clinical data reduces risk of medication errors and duplication of services

- Promotes enhanced care coordination, by enabling healthcare professionals to see the patient's real time encounters across the care continuum

- Connected CRISP DC participants can automate their patient panels

CRISP DC – DDS Cohort Connectivity Update

- CRISP DC is prioritizing establishing an EHR hub with Therap to support DC HIE connectivity for 33 eligible ARPA organizations

- CRISP DC has set up biweekly calls to work on integrations; currently there are 4 DDS organizations the team can work with to establish an initial Therap hub connection

HCBS Stakeholder Advisory Committee

- The HCBS Stakeholder Advisory Committee brings together Department of Behavioral Health (DBH), Housing Support Services (HSS), Long Term Support Services (LTSS) and Disability Service (DDS) providers in an open forum to discuss the benefits, successes and challenges of the ARPA HCBS Digital Health TA Program and services offered to increase participation in the DC Health Information Exchange (HIE)

- Participants will receive any late breaking news, updates, and information from DHCF and the eHealthDC team

- The HCBS ARPA TA Stakeholder Committee meets on a bi-monthly basis and cordially invites DDS providers to participate in the next meeting scheduled for **Monday November 6, 2023 at 2PM**

What to Expect Next?

- Schedule TA kickoff calls for DDS providers who indicate an interest to participate in ARPA Digital Health TA Program

- Upon completion of initial practice TA kickoff calls:
  - Execute program Participation Agreements with each individual practice
  - Conduct practice assessments to identify the appropriate TA service 'track' and prioritization of services
  - Create a practice-specific Scope of Services document and tailored practice work plan based on TA assessment results
  - Begin delivery of TA services

- Continue hosting bimonthly HCBS Stakeholder Advisory Committee Meetings to solicit provider feedback

- Continue to collaborate with DDS as needed to communicate program participation updates

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Questions?

HCBS Program Incentives

Finalized Milestones and Incentives by Track

#	Milestone Title	Incentive	Program Requirement
1	Participation Agreement (All Tracks)	$2,000	Sign eHealthDC Participation Agreement
2	Scope of Services (All Tracks)	$2,000	Sign eHealthDC Scope of Services
3	New Technology Purchase (Track 1)	$22,500	Sign new technology purchase agreement and develop implementation timeline
	Technology Upgrade Purchase (Track 2)	$8,000	Sign technology upgrade agreement and develop implementation timeline
	Integration Technology Purchase (Track 3)	$3,000	Sign technology integration purchase agreement and develop implementation timeline
4	New Technology Go-Live (Track 1)	$21,500	Complete EHR go-live and training
	Technology Upgrade Go-Live (Track 2)	$10,000	Complete EHR upgrade and training
	Integration Technology Go-Live (Track 3)	$8,000	Complete Integration technology go-live and training
5	Encounter Data to DC HIE (All Tracks)	$5,000	Connect to DC HIE and send encounter data
6	Clinical Data to DC HIE (All Tracks)	$5,000	Connect to DC HIE and send clinical summaries (CCDs)