

**Balancing Incentive Program (BIP)
General Information and Status
December 1, 2016**

Grant or Program Basics

Name	Balancing Incentive Program (BIP)
Grant Number	N/A this is a program and not a grant
Project Period	April 1, 2014 – September 30, 2017
Federal Agency	Centers for Medicare & Medicaid Services (CMS)
Award Amount	\$7.6 million based on allowable HCBS projected expenses

Background and Purpose

CMS approved the Nevada application for the Balancing Incentive Program (BIP). Nevada earned \$7.6 million in additional FMAP to be used to improve infrastructure for Long Term Services and Supports (LTSS). We are required to develop a No Wrong Door/Single Entry Point (NWD/SEP) system for potential participants, a Core Standardized Assessment (CSA) and a plan for Conflict Free Case Management. This will be accomplished through the 12 Major Objectives as outlined in the Comprehensive Project Plan. The Balancing Incentive Program (BIP) offers a targeted increase in the Federal Medical Assistance Percentage (FMAP) to States that undertake structural reforms to increase access to non-institutional LTSS. States in which 25-50 percent of the total expenditures for medical assistance under the State Medicaid program are for non-institutionally-based LTSS are eligible for a two percentage point FMAP increase. In 2009 Nevada was at 41.6% according to a CMS report. More recent estimates have been at around 48%.

Benchmarks or Project Activities

The Comprehensive Project Plan includes the following activities;

1. Standardized information materials – for recipients and NWD case managers
2. Case Management System
3. Identify the operating agency & NWD/SEPs
4. Identify service coverage and ensure accessibility
5. LTSS website
6. 1-800 number
7. Advertising
8. Core Standardized Assessment (CSA) and Core Data Set (CDS)
9. Conflict-Free Case Management
10. Data collection and reporting
11. Sustainability
12. Coordination with the State HIX

Special Attributes

The most important requirement is that we have a target for non-institutional HCBS expenditures of 50% of the total expenditures for long term services and supports.

Challenges

The original timeline called for a program end date of September 30, 2015. This extremely short timeline posed a great challenge to completion of projects to accomplish BIP's objectives. In May 2015, Nevada was granted a two year extension, pushing the end date for the program to September 30, 2017. The additional time has allowed the state of Nevada the opportunity to look at more program and process development opportunities to deliver an even more robust NWD program for the state.

Status

As of 12/1/2016:

Team:

- **Project Director**: Overseeing all Objectives and deliverables

The project deliverables are measured by the execution of each required Objective. The following is the status by Objective:

1: Standardized Materials for the No Wrong Door/Single Entry Point (NWD/SEP):

The team has created various standardized materials for communicating information about available LTSS services and programs to both staff and consumers. These include consumer fact sheets, a No Wrong Door website, and materials needed to train all state staff on the No Wrong Door system and methodology.

2: A single eligibility coordinator, "Case Management System":

We are partnering with the Aging and Disability Services Division (ADSD) via an Inter-Local agreement for the delivery of key IT projects to ensure the structural changes to support key objectives: creation of a Level 1 screening tool which resides on the Aging and Disability Services Division web resource center; update of the Serious Occurrence Report (SOR) database, development of Core Standardized Assessment instrument including modification to the Social Health Assessment (SHA) as a Level II Assessment tool and the Level I Screen and have it added to the Social Assistance Management System (SAMS) case management system and Harmony for Developmental Services case management system. Harmony Information Systems, Inc. is the supplier of choice to complete these modifications which is the supplier of record for the SAMs Case Management System, and has an on-going and formal working relationship with an existing contract in place with ADSD. The project kick-off occurred on January 30, 2015. Most tools have been delivered and implemented as of December 2016, with the Serious Occurrence Reporting database as the final deliverable expected in Q1 2017.

3: NWD/SEP's Network and Operating Agency:

The operating agency is Division of Health Care Finance and Policy (DHCFP). Memorandums of Understanding between DHCFP, Aging and Disability Services (ADSD) and Department of Public and Behavioral Health (DPBH) are completed.

4: Identify NWD/SEP locations that will help individuals inquire about community LTSS and receive information regarding enrollment, eligibility and program options counseling:

The shed coverage map of the Nevada/County district offices with a list of accessibility options available to older adults and individuals with disabilities. Have been completed and sent to CMS.

5: Website:

Nevada's No Wrong Door website has been created and is hosted on the main DHCFP website. In addition, we have partnered with other information and referral (I&R) resources to ensure that Nevadans have access to LTSS, regardless of where they seek information. We will continue to partner with ADRC as a No Wrong Door entity and use the "Nevada Care Connection" branding. Nevada's No Wrong Door system and the Level I Screening tool are also available through the Nevada 211 website, Nevada Health Link (the state insurance exchange website), the Division of Welfare and Supportive Services website, and others.

6: 1-800 Number:

Nevada 211 is Nevada's No Wrong Door 1-800 number. Through an agreement with the Department of Health and Human Services, BIP has funded numerous infrastructure improvements to Nevada 211. In addition to including a more robust and better organized database of services, Nevada 211 call specialists have been trained to administer the Level I Screen, identify LTSS needs, and make appropriate referrals.

7: Advertising: Nevada will develop an advertising campaign which will highlight our NWD/SEP system for community LTSS:

The BIP team has contracted with a state MSA advertising firm to generate an advertising and outreach plan to communicate the improvements to Nevada's No Wrong Door system. Advertising will begin in January 2017 and continue through June 2017. Messaging will focus on using the enhanced No Wrong Door system to get information on LTSS and to assist those who need help in remaining in home and community-based settings.

8: Core Standardized Assessment/Core Dataset:

The Level I Screen has been launched and is currently in use in the case management systems and on the web. The screening tool has been used more than 500 times in the first few months of use without any advertising or outreach support.

9: Conflict Free Case Management:

We have established conflict of interest standards for the CSA instrument and within our plan of care processes and have been sent off to CMS. The LTSS unit has completed the plan to establish a mitigation strategy for existing and potential conflict of interest if it arises in the future. Six new case managers were hired to accomplish this objective.

10: Data Collection and Reporting:

Reporting of Nevada's progress has been ongoing since December 2014. We identified our Data collections tools and reports for Quality and Service Data and Outcome Measures. In addition, we reported on our BIP implementation progress to the work plan. Measures are reported to CMS quarterly.

11: Sustainability: Identify funding sources that will allow Nevada to build and maintain the required structural changes:

Nevada's BIP team has contracted with a consultant to develop a formal sustainability plan. The plan is in draft form and should be completed in Q1 2017. The plan includes an organizational assessment, using the Baldrige Excellence Framework as well as recommendations and an action plan for sustaining the process and infrastructure improvements funded by BIP.

12: Exchange IT Coordination:

Links to the Level I Screen have been included on the Nevada Health Link website. In addition, consumers may enter the screening tool from Access Nevada, the eligibility system for Nevada's welfare, Medicaid, and other social service programs.