

A group of people, including a young boy, a man with glasses, a woman, and a young girl, are smiling and looking up at the camera against a bright sky. The image is partially obscured by a teal overlay on the left side.

All Staff

Kathy Kliebert
Secretary
February 12, 2014

Today's Discussion

- Staff Changes
- Budget Overview
- Employee Advisory Group Update & Employee info.
- New Policies
- Managed Long Term Supports & Services
- Health Promotion Initiatives
- DHH Staff Awards
- Winter Storm Aftermath

Staff Changes: Undersecretary

➤ Jerry Phillips



➤ Jeff Reynolds



Budget Overview

- Merit increases
- Investment in Waiver Programs
- No provider rate cuts or service cuts
- IT Consolidation



Employee Advisory Group (EAG) Update



Technology Talk

- Conference room improvements:
 - All network jacks in Bienville conference rooms have been tested and marked with either a green or red dot (red obviously means that it does not work).
 - There are laptops in 118 and 173 tethered to the podiums.
 - IT has been working with Medicaid staff on modernizing conference rooms 776, 777 and 671/673
 - Features being explored include mounted projectors, TVs, in-ceiling conference call technology, network and power jacks, etc.
 - Currently waiting on second vendor on state contracts to provide quotes.

EAG Members

- Brenda Sharp, OCDD
- Avis Richard-Griffin, OPH
- Tommy Prejean, OBH
- Rachel Dixon, OAAS
- Gavin Coldwell, OMF
- Brandon Bueche, Medicaid
- Lauren Gilder, OS
- Margie Brower, Inpatient Facilities

*all contact info. can be found on SharePoint site



Staying in touch with the EAG

- **DHH SharePoint Site:**

<http://dhhnet/employeecenter/eag/SitePages/Home.aspx>

- You can also address emails to

DHHSecretary@la.gov

- We recently created a special URL for employees to stay up to date with DHH news:

DHH.louisiana.gov/StayInTouch

- This takes you to a basic page that links to our news releases, social media, RSS feeds, and newsletter sign up.



New Policies & Procedures

- Check/Cash Handling
- Mailroom



Check/Cash Handling Policy and Procedure

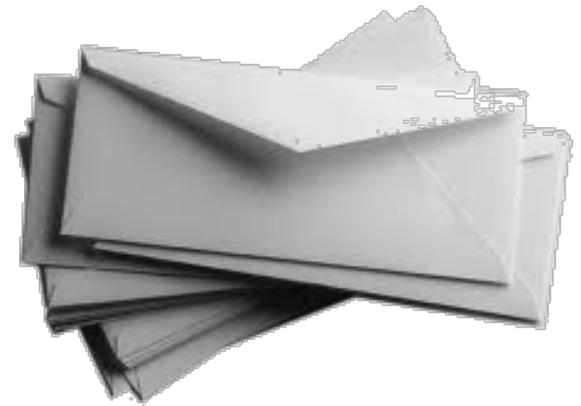
- DHH's cash/check handling procedures are very important in minimizing theft, both from robbery and internal skimming.
- In addition to DHH's general procedures, it is important for department management team to make regular audits.
- DHH has an estimated \$25 million coming in through our mailroom via check receipts.
- These policies will soon be available on Sharepoint.

Check/Cash Handling Policy Highlights

- All checks received should be made out to DHH, the appropriate agency, or the State Treasury.
- Checks made out to cash and postdated checks shall not be accepted for payment.
- To maintain proper security and good internal control procedures, the responsibility for preparing and making the deposit should be assigned to an employee other than the one assigned the responsibility for opening the mail, preparing the check log, and preparing the bank reconciliation.
- A check receipt log is to be maintained at all departmental mail entry points where checks are received.

Mail Handling Policy and Procedure

- DHH mailroom employees sort all mail so it can reach its intended recipients.
- In some places, the mailroom employees deliver the mail directly to each department; however, DHH requires someone from each department to come pick up the mail which is sorted and placed into bins.
- While the mailroom is mostly responsible for the internal mail and anything that goes in or out of DHH, it also typically deals with other shippers as well.
- Anything that is sent to the business most often goes through the mailroom first.



Mail Handling Highlights

- The mailroom will not sign for large deliveries such as equipment, computer purchases, printers, etc. The delivery personnel should be directed to the office that placed the order.
- Only **written** authorized staff members are permitted to pick up mail from the DHH mailroom department bins.
- All bin keys used to collect the mail located in the mailroom should be secure so not accessible by unauthorized staff personnel.
- Acquiring a P.O. Box should be approved by the Office of Management and Finance.
- Mailroom staff should be visible for anyone entering the mailroom while the door is unlocked.

Managed Long Term Supports & Services



Managed Long-Term Supports and Services

- “MLTSS refers to the delivery of LTSS (including both home and community based services (HCBS) and institutional-based services) through capitated Medicaid managed care programs. These programs can be operated by a variety of health plans, including managed care organizations.”*
- There has been a growing movement in this direction across the nation, from eight states in 2004 to 13 in 2013 with managed LTSS programs.

**Centers for Medicare and Medicaid Services (CMS), Guidance to States using 1115 Demonstrations or 1915(b) Waivers for Managed Long Term Services and Supports Programs, <http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Delivery-Systems/Downloads/1115-and-1915b-MLTSS-guidance.pdf>.*



Objectives for Managed Care

The key objectives of restructuring LTSS to a system of managed care are to:

1. Improve quality of services and health outcomes;
2. Decrease fragmentation and improve coordination of care;
3. Create a system that utilizes proven and/or promising practices;
4. Refocus the system in order to increase choice and provide more robust living options for those who need LTSS and their families; and
5. Rebalance the system in order to meet the growing demand for services within the existing level of expenditures for the LTSS population.

Managed Long-Term Supports and Services

- On August 30, 2013 the Louisiana Department of Health and Hospitals (DHH) released a concept paper on the transformation of Louisiana's Long Term Supports and Services System (LTSS).
- In the concept paper, DHH explains that a comprehensive MLTSS program can improve the quality of life for many of our state's most vulnerable residents.



MLTSS Advisory Group

- DHH has assembled an advisory group of stakeholders to guide the process towards managed care.
- The advisory group first met on October 3, 2013 and has met three times since then, with the latest meeting on February 6, 2014.
- Additionally, the department has been working with the advisory group to incorporate public feedback through webinars and various public forums.

Timeline for MLTSS

Step	Date or Time Frame
Advisory Group Meetings and Public Feedback	October 2013 – June 2014
Anticipated RFP Release	Summer 2014
Deadline for Proposals	60 days from RFP release
Evaluation of Proposals	30 days from the day following the deadline
Announcement of Contract Awards	TBD, following evaluation period
Assignment of Members to Health Plans and Notices Sent	First day of the month prior to the month MLTSS will go live
Go Live Date	TBD

MLTSS Webinars

- There are 3 webinars scheduled to give the public an opportunity to ask questions and provide feedback.
- Prior to the webinars, the access information will be posted.
- They will begin with a brief presentation by Secretary Kliebert followed by 90 minutes of questions from the public.

- o Monday, February 17, 5:00 – 7:00 pm

- o Tuesday, February 18, 1:00 – 3:00 pm

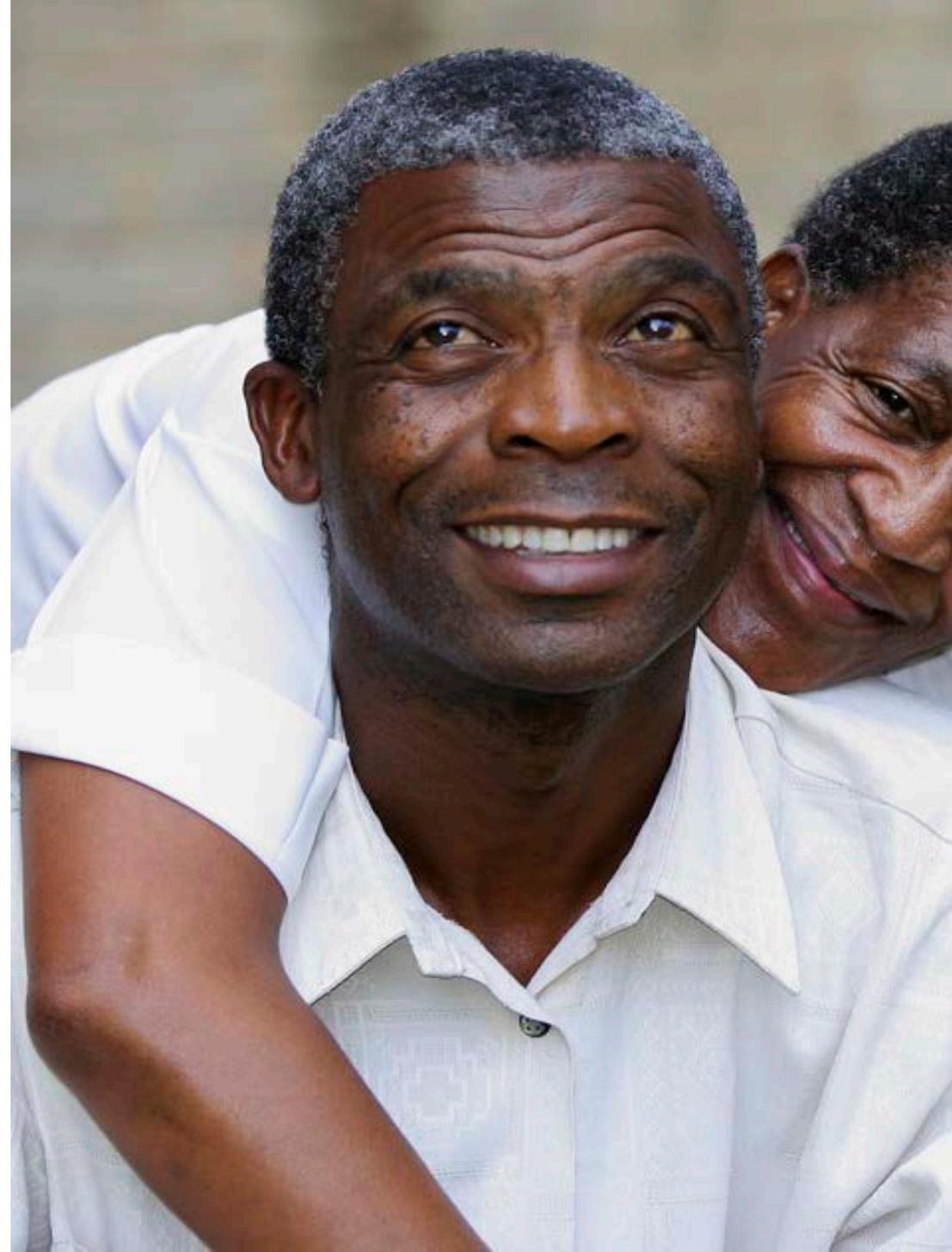


MLTSS Public Forum Meetings

- In addition to the webinars, DHH will be hosting 3 public forum meetings around the state also aimed at giving the public an opportunity to ask questions and provide feedback.
- The format will be the same, and they will be held at the following locations:
- Tuesday, February 25th
 - o 10:30 am – Pinecrest Supports and Services Center, Gym (Alexandria)
 - o 5:00 pm – Holy Angels Residential Facility, Gym (Shreveport)
- Wednesday, February 26th
 - o 12:30 pm – Allied Health/Nursing School Building (New Orleans)



Health Promotion



A New Initiative for Better Health

- Louisiana is an extraordinary, one-of-a-kind place...world class cuisine, music that moves, and festivals that excite. We are known for these things, but we want to add one more to the list: **excellent health**.
- We will be officially launching the program later this month and encouraging all Louisiana citizens to participate.
- How does this work?
 - The program proposes different tiers of health practices deployed in key places Louisiana residents spend much of their time: child care centers, grade schools, hospitals and health care facilities, local governments, restaurants, universities and colleges, and workplaces.
 - For each tier, the organization will be recognized as a health leader in Louisiana by DHH upon meeting certain criteria.



Staff Spotlight

- Charles E. Dunbar Jr. Career Service Award

- Diane Batts, Medicaid Deputy Director
- Hugh Eley, Assistant Secretary for the Office of Aging & Adult Services

- 2014 Women Leaders in Medicine Award

- Dr. Rebekah Gee, Louisiana Medicaid Medical Director

Congratulations, and thank you for your leadership!



Winter Weather Situation

- Thank you to all staff, who worked diligently and seamlessly throughout the storm.
- DHH facilities responded flawlessly to protect the health and safety of those we care for.
- Here are some pictures that show the effects of the winter weather at DHH facilities.





Questions and Answers

Kathy Kliebert

Secretary

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