

# Commonwealth of Massachusetts

Executive Office of Health and  
Human Services



## **Chapter 257 of the Acts of 2008**

**Provider Information and Dialogue Session:**

**DMH Individual & Family Flexible Supports  
Rate Review**

**October 22, 2014**

[www.mass.gov/hhs/chapter257](http://www.mass.gov/hhs/chapter257)  
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# Agenda



- Overview - Chapter 257 and Rate Review Process
- Service Description and Current Pricing Components
- Proposed Changes
- Operational Considerations
- Timeline/Next Steps
- Questions/Feedback



## Chapter 257 of the Acts of 2008



Chapter 257 places authority for determination of Purchase of Service reimbursement rates with the Secretary of Health and Human Services under MGL 118E. The Center for Health Information and Analysis (CHIA) provides staffing and support for the development of Chapter 257 pricing.

Chapter 257 requires that the following criteria be considered when setting and reviewing human service reimbursement rates:

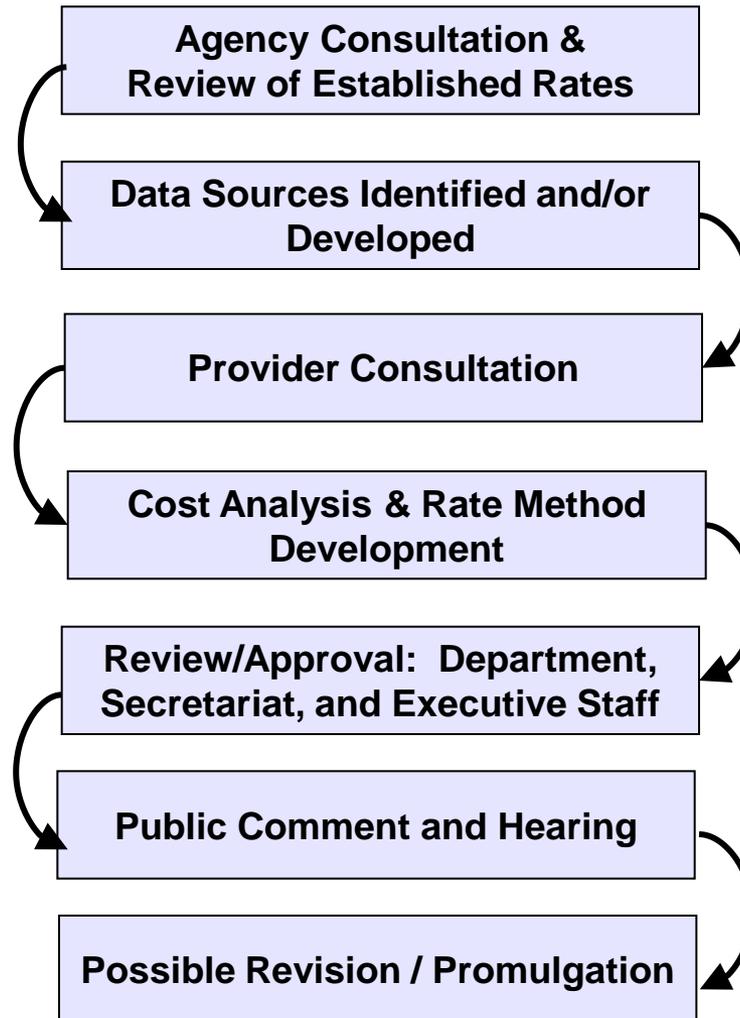
- Reasonable costs incurred by efficiently and economically operated providers
- Reasonable costs to providers of any existing or new governmental mandate
- Changes in costs associated with the delivery of services (e.g. inflation)
- Substantial geographical differences in the costs of service delivery



# Rate Review Process Overview



## Rate Review Analysis, Approval, and Hearing Process





# Service Description



Activity Code	Service Name	FY14 Spending	Target Rate Finalization	Target Rate Implementation
3066	Individual & Family Flexible Support Services (Blanket)	\$10,713,105	Spring 2015	July 1, 2015

- DMH Individual and Family Flexible Support services provide a range of community-based services and supports to youth with mental illness and serious emotional disturbance (SED) and their families.
- The goal of these services is to enhance a family's capacity to support their child at home and in the community, and to reduce the need for out-of-home placements.
- These services are goal-oriented and vary in intensity depending on the needs and preferences of the youth and family.



# Current Service Components and Rates



<b>Individual and Family Flexible Support Services (IFFSS)</b>		
<b><i>Service Component</i></b>	<b><i>Current Rate</i></b>	<b><i>Unit</i></b>
Family Systems Intervention (FSI)	\$57.23	Enrolled Day
Individual Youth Supports (IYS)	\$51.90	Hourly
Youth Support Groups (YSG)	\$253.25	Session (4-12 clients)
Collateral Contact/Case Consult (CC)	\$18.31	15 minutes
Flex Pool Dollars (FP) Transaction Fee	\$13.92	Transaction



# Areas to Address in Current Model



- The current rate structure with five discreet service components is insufficient to allow an efficient, timely and flexible response to changing youth and family needs and preferences.
- Current administrative and business processes associated with managing the IFFSS fee-for-service model can be tedious and require significant agency and provider staff time and resources.
- Data shows that the current YSG rate is sufficient only in a limited set of circumstances. When youth are not receiving other community-based services, it does not support activities required for client identification, engagement, outreach and on-going support while a youth is in the group.



# Proposed Updates to Service Payment Model



- Add two additional service components to the current array of five components to expand the options available for serving a youth and family.
  - These two additional service components will be comprehensive service models, similar to the existing FSI model. They will allow for more intensive services than the current FSI service, with variations in staffing to support combinations of in-home family support, parent and youth individual support, and group supports, depending on the needs of the youth and family.
- Streamline and increase efficiencies of current administrative, business, and IT processes.
- Enhance and standardize IFFSS Quality and Performance Management protocols and processes.



# Proposed IFFSS Models



Capacity: 10			
<b>Position:</b>	<b>Direct Care and Clinical Less Intensive</b>	<b>Direct Care and Clinical High Intensive</b>	<b>Direct Care and Clinical Higher Intensity</b>
Program Director	0.45	0.69	0.57
Clinician (Master's level)	1.14	1.93	1.28
Direct Care Staff	1.20	1.52	3.29
Program Support	0.25	0.20	0.47
<b>Total Staff</b>	<b>3.04</b>	<b>4.34</b>	<b>5.61</b>



# Operational Considerations



- Implementation of additional Comprehensive Service Models
- Opportunities for increased efficiencies:
  - Eliminate unit management on the “front-end”, e.g., delete units from Referral and Change Forms. Invoicing at the unit level on the “back-end” will remain the same.
  - Flex Pool Dollar invoicing: eliminate Flex Pool Log and include these expenditures in regular invoices.
- Enhanced quality and performance management systems (Q/PM):
  - Enhanced reporting to provide more information about and analysis of youth/family and services provided.
  - Add “Service Completion Form” to support tracking of youth outcomes.
  - Implement Adverse Event Reporting
  - Develop standardized QM and PM protocols and processes



# Timeline



<b>Target Timeframe</b>	<b>Area</b>	<b>Activity</b>
Spring - Winter 2014	DMH Process	Develop specifications for administrative and IT system changes and QM/PM system
October 22, 2014	Rate Review	Provider Session
Winter 2014-15	Rate Review	Revised Rates Proposed; Public Hearing
Winter - Spring 2015	Rate Review	Post-hearing Review/Adjustments
Winter - Spring 2015	DMH Process	Test Administrative and IT system changes
Spring 2015	Rate Review	Final Approval of Revised Rates
Spring 2015	DMH Process	Conduct Agency and Provider training on service and administrative/IT/QM-PM system changes
July 1, 2015	DMH Process/ Rate Review	Implementation



# Questions/Feedback



The meeting presentation will be posted on  
the Chapter 257 website:  
[www.mass.gov/hhs/chapter257](http://www.mass.gov/hhs/chapter257)

Comments and questions regarding  
the Chapter 257 process can be sent to:  
[EOHHSPOSPolicyOffice@state.ma.us](mailto:EOHHSPOSPolicyOffice@state.ma.us)