

# RFA BOARD MEETING

## April 8, 2021



SOUTH CAROLINA REVENUE AND FISCAL AFFAIRS OFFICE  
*Transforming data into solutions for South Carolina*

# Adoption of Meeting Minutes



# Employee Recognition



# Retirement

Dennis Dickerson, Health and Demographics

Grace Kubilisz, Mapping and Operations

Candi Lovett, Health and Demographics

Happy Retirement!

# Years of Service

## 20 Years of Service

Lisa Jolliff, Fiscal Analysis



# Project Highlights



# Big Data Driven Clinical Informatics & Surveillance for COVID-19

- Partners: UofSC Big Data Health Science Center, DHEC, RFA
- Innovations:
  - Breadth and variety of data sources (DHEC, Hospital (UB 92/04), Medicaid, DMH, DAODAS + others pending approval or submission)
  - Advanced techniques such as machine learning and predictive modeling
- RFA Role:
  - Data intermediary and data supplier
  - Person level record linkage

# Big Data Driven Clinical Informatics & Surveillance for COVID-19

- Aim 1: Create a de-identified linked database system for collating surveillance, clinical, multi-omics and geospatial data on both COVID-19 patients and health workers treating COVID-19 patients in South Carolina.
- Aim 2: Examine the natural history of COVID-19 including transmission dynamics, disease progression, and geospatial visualization.
- Aim 3: Identify important predictors of short- and long-term clinical outcomes of COVID-19 patients in South Carolina using machine learning algorithms.

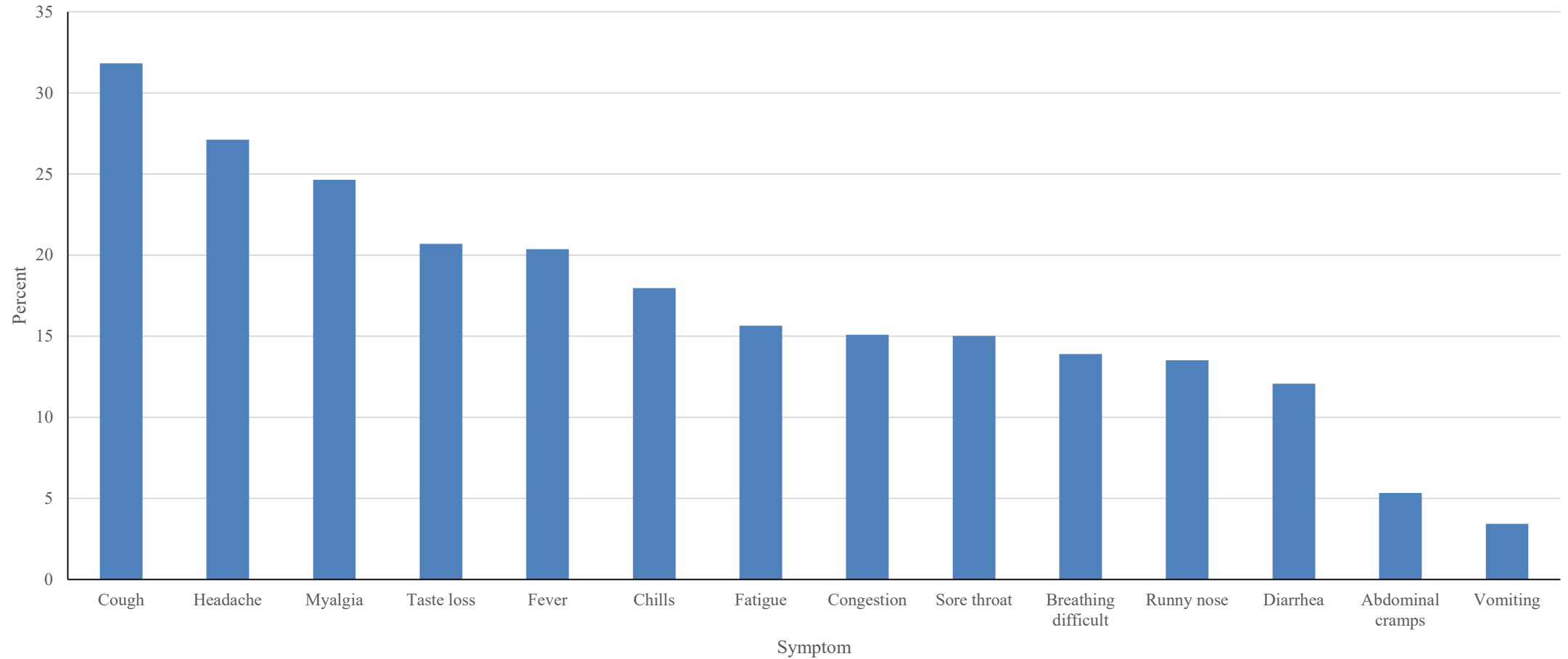


# Result Highlights

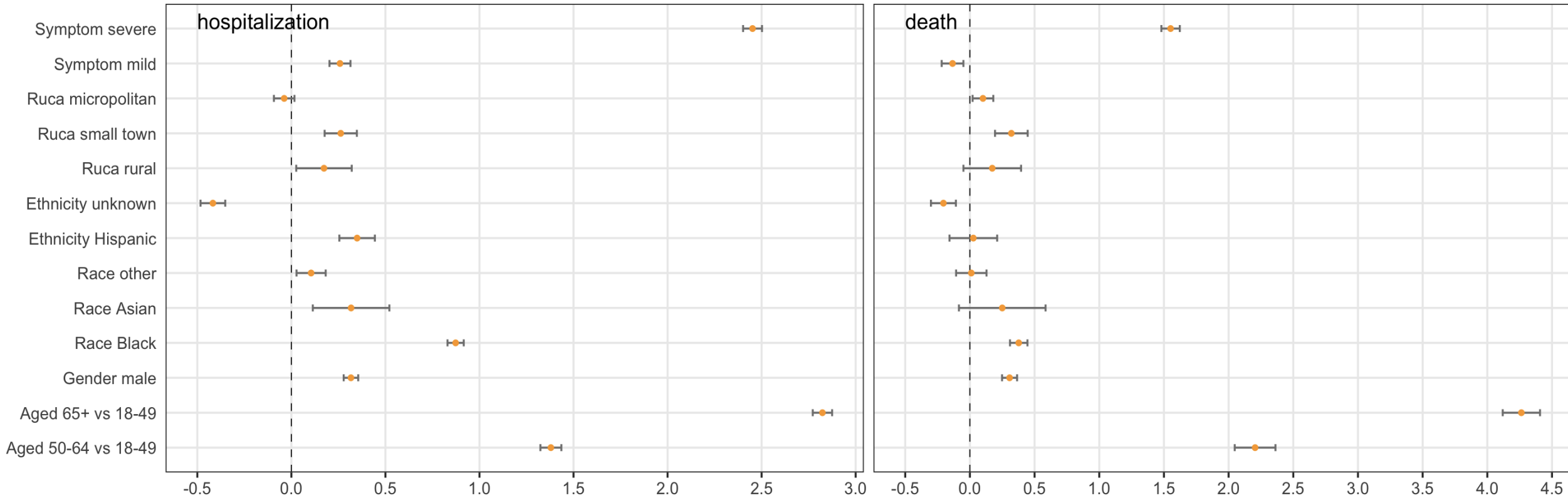
- 280,177 SC COVID-19
- Around 5.2% (14,451) were hospitalized
- 1.9% (5,308) died.
- Presenting symptoms: such as cough (31.8%), headache (27.1%), fever (20.4%), myalgia (24.7%), and loss of taste or smell (20.7%) most dominant symptoms
- Older patients, males, African Americans, Asians, rural residents had higher odds of hospitalization and/or mortality.



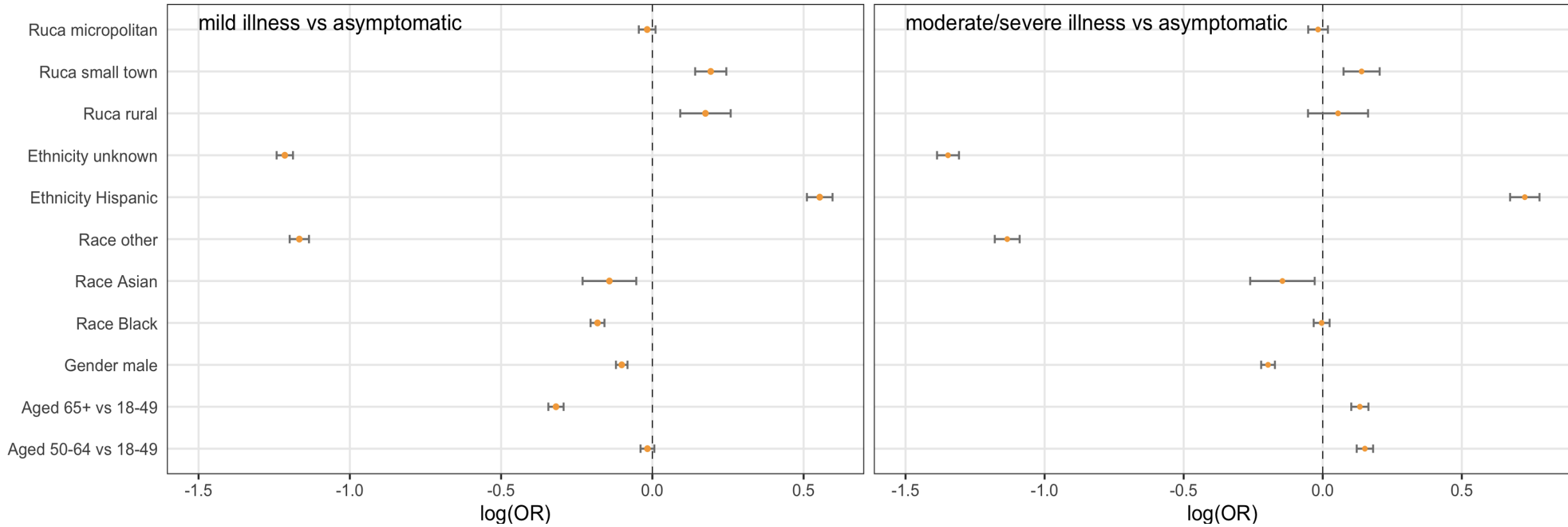
## Distribution of Symptoms for SC COVID-19 Patients, Hospitalization and Mortality, SC COVID-19 Patients, Feb 2020 – Jan 2021



# Odds for Multiple Indicators, SC COVID-19



# Odds for Multiple Indicators, SC COVID-19



# Phoenix Application (SC Department of Health and Human Services)



- SCDHHS contracted with RFA to convert a case management system built in Microsoft Access into a dynamic web application.
- Development began in 2007 and the application has been in production since 2010.
- The Community Long-Term Care division at SCDHHS helps Medicaid recipients remain in their homes and communities instead of placing them in nursing facilities prematurely and unnecessarily.
- Services including personal care, home-delivered meals, adult day health care, home modifications, and pest control are provided.

# Phoenix Application Components

- Referral and Intake
- Waiting List
  - Participant Record
  - Assessment
  - Service Plan
  - Medications
  - Home Assessment
  - Caregiver Information
  - Forms
  - Quality Assurance
- Reporting
- Dashboards
- Provider Directory
- Issue Reporting
- Provider Portal
  - Claim entry
  - Worker Management
  - Reporting
  - Dashboards

# Medicaid Claims Processing

- In 2013, the scope of the application expanded to include claims processing and the development of a separate application used by Medicaid providers.
- The Phoenix system works to ensure that Medicaid services are delivered as authorized and SCDHHS payments are only made for allowable and appropriate prior authorized services.
- The delivery of in-home services is documented via an interactive phone system or mobile phone app and then transferred to Phoenix via a third party vendor.
- Phoenix compares the services and the units provided to what has been previously approved and authorized in Phoenix. Only authorized units are submitted to MMIS for payment.

# Prior Approval of Services

<b>Personal Care I (Home Mgmt.)</b> <input type="checkbox"/> New Request	14.0 Laura Kelley 03/24/2021	7.0 Roger Kinlaw 03/24/2021		4.0	<p>[Roger Kinlaw 03/24/2021]: The participant has a more urgent need for Personal Care II. I am decreasing the requested units of Personal Care I and increasing Personal Care 2 to 14.</p> <p>[Laura Kelley 03/24/2021]: Participant needs assistance with meal preparation and household chores due to diagnosis of congestive heart failure.</p>
<b>Personal Care II</b> <input type="checkbox"/> New Request	7.0 Laura Kelley 03/24/2021	14.0 Roger Kinlaw 03/24/2021		6.0	<p>[Laura Kelley 03/24/2021]: Participant needs assistance with dressing and bathing due to decreased mobility.</p>

## Assessor Signature and Date

Laura Kelley signed on 03/24/2021

Check box and click 'Save' to reset signature

## Reviewer Signature and Date

Roger Kinlaw signed on 03/24/2021


Check box and click 'Save' to reset signature

\*Not actual names of providers or clients





# Service Authorizations

 Waiver Supports

(0000043) Charlotte Last


 Medications
  Service Plans
  Caregiver Supports
  Home Assessment
  PASRR
  **Waiver Supports**



Open Authorizations (4)


All Authorizations (18)

Active Referrals (2)

All Referrals (9)

Service Provider Report

 New Referral

 New Authorization

## Open Authorizations

SERVICE	TOTAL UNITS	START DATE	END DATE	PROVIDER	STATUS	ACTIONS
Case Management	1.0	10/02/2009		(EX0675) GOLDENCARE ADULT DAY CARE ((803) 381-3255)	Active with Provider Acceptance	<a href="#">View</a>
Pers. Emer. Resp. Sys.	1.0	11/01/2011		(EN1110) HELP SERVICES INC ((866) 672-4852)	Active with Provider Acceptance	<a href="#">View</a>
Personal Care I	4.0	11/30/2011		(EX0110) Medi Home Private Care ((803) 358-6743)	Active with Provider Acceptance	<a href="#">View</a>
Personal Care II	6.0	11/30/2011		(EX0110) Medi Home Private Care ((803) 358-6743)	Active with Provider Acceptance	<a href="#">View</a>

# Service Authorizations

Client requires the use of the mobile application due to lack of landline phone.

## Authorization

**Client**

(0000043) Charlotte Last

**Area:**

Columbia

**Provider:**

(EX0110) Medi Home Private Care

**Service:**

Personal Care II (PC2)

**Status:**

Active with Provider Acceptance

**Provider Response:**

Accepted at 12/27/2011

**Referral ID:**

**Rate:**

18.4

**Created:**

12/22/2011 01:04:37 PM by Julia Roberts

**Last Updated:**

12/27/2011 09:24:47 AM by Medi Home Private Care

## Schedule

**Start Date:**

11/30/11

**End Date:**

### Service Schedule

2.0 hours on Monday in the morning or afternoon or evening

2.0 hours on Wednesday in the morning or afternoon or evening

2.0 hours on Friday in the morning or afternoon or evening

Total: 6.0

## Details

**Pay-To Provider:**

**Check Memo:**

**Procedure Code:**

T1019

\*Not actual names of providers  
or clients



# Palmetto Coordinated System of Care Module (PCSC)

- PCSC serves children and youth with serious behavioral health challenges who are most at risk of out of home placements by providing evidence-based practices and supports that are convenient for children, youth and their families.
- A new module in Phoenix for the management of the PCSC program was released in August 2020.
- PCSC utilizes the High Fidelity Wraparound (HFW) model. HFW is a team-based, collaborative planning process for developing and implementing individualized care plans for children with behavioral health challenges and their families.
- HFW is a youth-guided and family-driven planning process.

# Components of the PCSC Module

- Child & Family Team Members
- Team Meetings
- Family Story
- CAFAS and CASII Assessments
- Plan of Care
  - Crisis Plan
  - Family Vision
  - Team Vision
  - Team Strengths
  - Needs and Outcomes
- Diagnoses
- Allergies
- Reporting
- School Placement
- Custody Placement
- System Encounters
- Dashboards

# Plan of Care

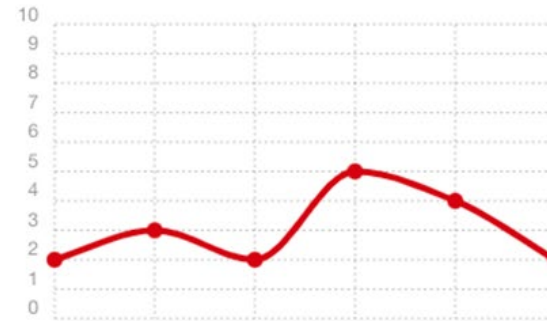
## Family Vision

### Family Vision

**Statement:**

To live a productive, supportive family life where opportunities exist and endure.

Reviewed On	Progress
07/01/2018	2
08/01/2018	3
08/15/2018	2
08/28/2018	5
09/01/2018	4
09/15/2018	2

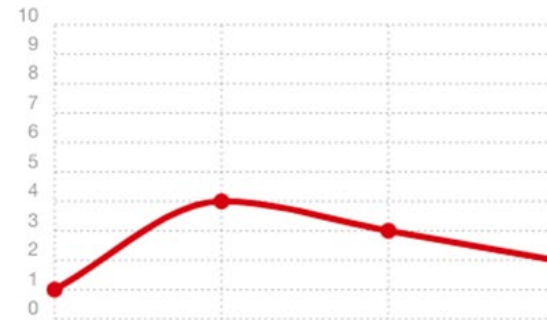


### Team Mission

**Statement:**

Create a positive outlook for each day

Reviewed On	Progress
07/01/2018	1
08/01/2018	4
09/01/2018	3
10/01/2018	2



# Centers for Medicare & Medicaid Services (CMS) Certification

- In 2020, we began the process of obtaining CMS Care Management System certification for Phoenix.
- Federal certification is the procedure by which CMS validates that State Medicaid systems are designed to support the efficient and effective management of the program.
- RFA completed a System Security Plan for Phoenix, and it is currently being reviewed by Deloitte as they conduct their annual audit for SCDHHS.
- CMS will be reviewing the Phoenix system in July to evaluate its certification readiness, and then they will present us with a Corrective Action Plan.

# Other Business

