



**Division of Developmental Disabilities (DDD)
District West Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Tuesday, February 23rd, 2021 – 5:30 PM to 7:30 PM**

Call to Order

This meeting is being held virtually due to the Coronavirus (COVID-19) concerns.

Meeting called to order by De Freedman. The date was Feb 23rd, 2021 at 5:35 pm. The address of the meeting was Virtual, no physical address.

Welcome and Introductions

- Attendance in Person: **None This meeting was virtual only due to COVID-19 concerns**
- Attendance by Google Meets unless noted: **Diedra (De) Freedman, Pat Thundercloud (by Phone), Bernadine Henderson, Pam Grady, Cynthia Macluskie, Brad Doyle**
- Absent: **Julie Heineking, Laurene Zemis**
- Public in Attendance: **None**
- Arizona Department of Administration (ADOA): **Larry Allen, ADOA IOC Liaison**
- Healthcare Plan Liaison: **Sophie Stevenson, UHCCP Liaison, Janet Holtz, Mercy Care Liaison, Amy Esch, UHCCP**
- DDD staff: **Jeffrey Yamamoto, DDD IOC Liaison, Leah Gibbs, Octavia Lamb, Amy Rose, Ryk Scott,**
- **The Committee, DDD, UHCCP, Mercy Care and ADOA Employees** introduced themselves. The IOC make up in attendance: **De Freedman** is a former Lawyer, **Pat Thundercloud** is a former Physician's Assistant, **Bernadine Henderson** is a former School Teacher and a current Foster Parent, **Cynthia Macluskie** is the Vice President of the Greater Autism Society of AZ. **Brad Doyle** is a Parent and Advocate. All these members have children who have services with DDD. **Pamela Grady** is the manager of the DRS program at Estella Mountain College.

Call to Public

De Freedman: Called for public to announce themselves. **There was no public in this session.**

DDD Staff Updates

There may have been question(s) and vote(s) taken during this section and those are listed in the "Discussion and Voting on Request for DDD" section of these minutes.

Jeffrey Yamamoto introduce Amy Roses to update the committee. Amy started the updates from DDD.



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Amy Rose -DDD Program Review Committee (PRC) Chair began by thanking the committee for allowing her to update them. She began by stating that Bernadine has been doing a great job with attending the PRC. She is asking the committee to see if there are others who can help with the PRC. **Pat Thundercloud** informed Amy that she could now help more with the PRC. Amy Rose informed them that the PRC meets on Tuesday, Wednesday and Thursday from 9:30am-12:00pm. And encourages them to meet at 9:00am to discuss the Behavior Plans (BP) in advance of the meeting. **Bernadine Henderson and De Freedman** asked about the electronic platform for BP and its status. **Jeffrey Yamamoto** answered that the finalized plan with May DeCarlo (PRC) is planned for this week and hopefully in 2 weeks to have it up and running. The committee did not have any more questions. Jeffrey Yamamoto then introduced **Ryk Scott** to give his update. He did not have anything to update and the committee did not have any questions. Jeffrey Yamamoto then introduced Leah Gibbs to give her review of the annual report.

Leah Gibbs reported that the annual report was concise, and she was going to go over pain points of the annual report and describe what DDD was doing to address those points.

Recruitment- DDD is working on recruitment efforts for all district. Specifically, the liaisons are working with support coordination on recruitment efforts during the huddles with support coordinators to find family members or concerned community members who may be interested in the IOC. DDD is also posting in their newsletters to the members and family about the need for volunteers for the IOCs.

Move to electronic platform for IRs and BPs- DDD has created a shared drive that the members can now access the IRs any time. She asked if there were any problems and Bernadine, and Brad had problems accessing the system. Jeffrey Yamamoto said he would work with those having problems on a one-on-one basis to resolve the issue. The behavior plans will be being created hopefully in the next two weeks. This is due to finalizing the IR shared drive and taking out the problems in it.

Brad Doyle mentioned to Leah problems he's been having with DDD, AHCCCS and the Health Plans over dental and behavior procedures. She is aware of the situation. This matter was discussed and formed as a question to DDD as #3 in the "Discussion and Voting on Request for DDD" section of these minutes.

Discussion on response from DDD on last month's requests

There may have been question(s) and vote(s) taken during this section and those are listed in the "Discussion and Voting on Request for DDD" section of these minutes.

The questions were read individually as well as the response from DDD. There are follow up requests to some of the requests. A continued request was made on the first and second request from the prior meeting. The re-requests were made and is #1 and #2 in the "Discussion and Voting on Request for DDD" section of these minutes.



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ADOA Update

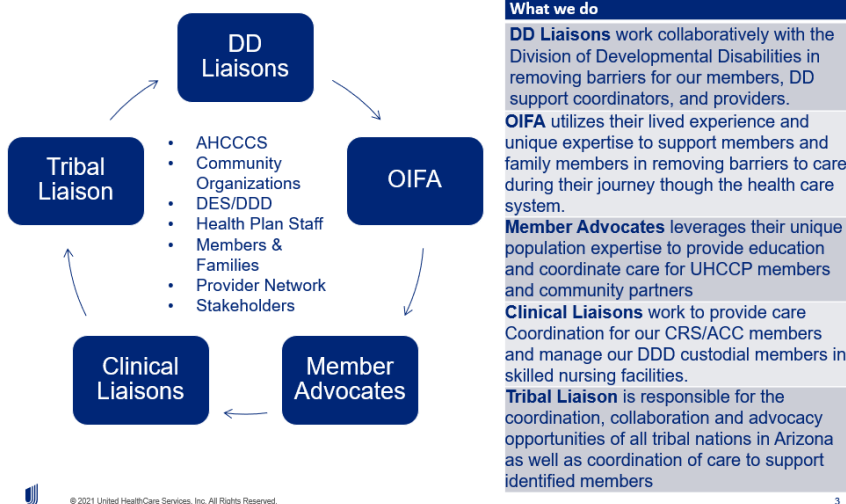
Larry Allen: He stated that all of the state IOCs annual reports are done have been submitted to the executives in the state government as per statutes. He mentioned that if the committee needs Adult Protective Services (APS) reports there is a formal request and form that need to be filled out and sent forward through the correct channels. He also stated that there may be a bill in the legislature which may have APS reports automatically attached to the IRs.

Health Plans (HP) Updates

There may have been question(s) and vote(s) taken during this section and those are listed in the “Discussion and Voting on Request for DDD” section of these minutes.

Sophie Stevenson (United Healthcare Community Plan (UHCCP)) introduced Amy Esch to present a presentation of the Complex Care teams. The content of the power point presentation is below.

The Complex Care team working together to better serve our members and their families





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Position	Name	Contact
Advocacy/ Liaison Team		
Military and Veteran Advocate	Patrick Ziegert	P: 602-255-8963 Patrick_ziegert@uhc.com
CRS Clinical Liaison – Located Phoenix MSIC Serves Central Arizona	Kari Hartwick	P: 602-512-3058 kari_hartwick@uhc.com
CRS Clinical Liaison – Located Tucson MSIC Serves Southern and Northern Arizona	Irma Guzman	P: 602-414-2634 irma_a_guzman@uhc.com
CRS Member Liaison	Adriana Molina	P: 602-255-8139 Adriana_Molina@uhc.com
DD Liaison	Rosemarie San Nicolas	P: 602-255-1608 Rosemarie_san_nicolas@uhc.com
DD Liaison	Ryan Lange	P:602-255-8306 ryan_lange@uhc.com
Member Advocacy Administrator	Sophie Stevenson	P: 602.255.8935 Sophie.Stevenson@uhc.com
OIFA Team		
OIFA Administrator	Dawn McReynolds	P:602.255.8605 dawn_mcreynolds@uhc.com
Child and Family Community Liaison	Norma Brasda	P: 602-255-8275 Norma_Brasda@uhc.com
Adult Member Liaison	Sheldon Parker	P: 602.255.8247 Sheldon_Parker@uhc.com
Director, Special Programs	Laurie Ganzermiller	P: 602-255-1675 Laurie_Ganzermiller@uhc.com
Executive Director, Complex Care	Amy Pawlowski	P:602-255-8867 amy_chriswell@uhc.com

Managed Care Organization (MCO) Care Management Program

- UnitedHealthcare Community Plan (UHCCP) Registered Nurses, Community Health Workers and BH Advocates
- Short term intervention program for complex identified needs
- Collaboration with DDD teams: Support Coordinators and DDD District Nurses
- Coordination of care support: members requiring physical/behavioral health/social determinant of health care services
- Complete full member assessments and creation of a care plan when applicable
- Provide clinical interventions and resources
- Support members in a home and/or chronic/alternative care setting



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- Primary care physician (PCP) identification, validation and connection or reconnection
- Assist in making provider physical/behavioral health appointments
- Post hospital follow up call to provide education and understanding of discharge instructions, provider instructions/discussions/ 7-day appointment is scheduled
- Health coaching
- Providing resources and materials related to wellness, lifestyle and prevention measures

Referrals to Care Management Program

- Identification of high risk/complex members through internal reports. Internal risk scores drive the reporting metrics.
- Referrals from internal care partners (Inpatient Utilization Review teams, continuum rounds, care management program referrals)
- Referrals from external care partners (DDD, AHCCCS, Physical Health/Behavioral Providers, etc.)
- ALL DD members in our program are eligible for our CM program when needs are identified.

De Freedman asked Janet Holtz from Mercy Care for the contacts at Mercy Care like the ones provided by UHCCP above. Janet said she would provide something for the IOC.

Cynthia Macluskie asked about the Augmentative and Alternative Communication (AAC) transition to the members and how there doesn't seem to be many choices for those under Mercy Care. Janet Holtz responded that if they are an AHCCCS provider then the vendor should take either from UHCCS and/or Mercy Care.

Janet Holtz reminded the committee that immunization shots for COVID-19 and DDD Nursing facilities and congregate care facilities are available and can be administered onsite of the residence. Discussion about vaccinations and request were made as #4 in the "Discussion and Voting on Request for DDD" section of these minutes.

Discussion and Voting on New Leadership

There may have been question(s) and vote(s) taken during this section and those are listed in the "Discussion and Voting on Request for DDD" section of these minutes.



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De Freedman asked about the leadership of the District West IOC.

Pat Thundercloud responded that she did not want to be given an honorary title as a member and she would rather just be a member in the committee. This was part of a discussion that De Freedman will be needing a very strong Vice-chair to possibly take over when De is unavailable. Discussions were made that Bernadine Henderson would take up the role as the new Vice Chair and De Freedman would continue as the Chair for District West IOC.

De Freedman proposed that the committee make motions and vote on the Chair and Vice-Chair for the District West IOC

Pat Thundercloud: Motioned for De Freedman to remain the Chair and Bernadine Henderson to become the Vice Chair. Pat Thundercloud will step down to a member.

Cynthia Macluskie: Seconded the motion.

All those members in attendance replied “Aye”, there were no “Nay” votes. Motion carries. The request is below.

Discussion on formal request for DDD

There may have been question(s) and vote(s) taken during this section and those are listed in the “Discussion and Voting on Request for DDD” section of these minutes.

Pat Thundercloud asked if the making these formal requests go directly to the Director of DES and ADOA to be answered. Pat is concerned that the ability to bring problems to the top level has been taken away. De Freedman and Leah Gibbs informed her that if any request is not met with satisfactory response then the request can be elevated to the executive management including the director in charge of DDD Zane Garcia-Ramadan. De Freedman informed Pat that there has not been any loss of power working with ADOA and DDD more closely and that it is a good thing that there is a much closer relationship with the agencies. Pat agreed relations have been better, but just wanted to ensure that she could still make request at the directorship level if needed.

Pat Thundercloud had asked for an update on how the American Indian Health Plan is communicating with members on any health updates including vaccinations. This was discussed and voted as # 5 in the “Discussion and Voting on Request for DDD” section of these minutes.

Discussion and Voting on Requests for DDD

There were 5 request that were made during the meeting at various time and for various topics and those requests and their voting is listed below.

De Freedman proposed that the committee make motions and vote on the following items.



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Brad Doyle: Motioned for De Freedman to send request on behalf of the committee concerning that DDD recommend that blister packs be made mandatory for Congregate home with issues dealing with medications.

Bernadine Henderson: Seconded the motion.

All those members in attendance replied “Aye”, there were no “Nay” votes. Motion carries. The request is below.

#1. February 23, 2021 meeting Follow-up from an issue first raised at the January 26, 2021 DDD District West IOC meeting:

We recommend that when Medication Management is an issue for a DDD Member especially one who resides in a specific DDD Qualified Vendor Agreement In-Network Provider congregate living environment (ICF, Group Home, Child Development Home, Adult Development Home, Medical Group Home, etc.) where it is issue for multiple DDD Members, that the DDD Quality Management Unit consider requiring the use of pharmaceutical blister packs assembled by the pharmacy as a requirement to correct the issue. We recommend that DDD, especially the Support Coordination Unit and Quality Management Unit, employees educate themselves regarding all available in-network pharmacy providers able to provide pharmaceutical blister packs assembled by the pharmacy to DDD Members so they can appropriately inform DDD Members, their families, guardians, prescription prescribers and DDD QVA in-network congregate living environment providers of available options.

This recommendation to DDD was originally adopted during our January 26, 2021 DDD District West IOC meeting. Here is our original recommendation:

Given that approximately 50% of all DDD Incident Reports involve medication errors, that DDD collaborate with AHCCCS and the DDD/ALTCS Integrated Care Plans (Mercy Care and UnitedHealthcare Community Plan) to engage in a public information campaign including the use of all available social media resources to educate DDD Members (especially those residing in congregate living arrangements), their families, all who work with them and even the general public that prescribed medication can be dispensed from the pharmacy in pre-packaged blister packs containing the correct dosage for particular times during the day; for example either morning, afternoon and evening or specific times (9 am, noon, etc.) and is available to AHCCCS Members, especially DDD/ALTCS Members, through In-Network Providers for their DDD/ALTCS Integrated Care Plans and AHCCCS Complete Care Plans. We discussed this information during our November 2020 meeting but no additional information was available for us at tonight's meeting.

Here is DDD's answer to our January 26, 2021 recommendation as sent to us via February 18, 2021 from Richard Kautz, DDD Office of Individual and Family Affairs Program Manager:



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Proper and continuous training continues to be the best way to help all vendors avoid medication errors. The Division's Quality Management Unit is responsible for providing technical assistance to vendors who experience any type of medication-related incident. The QM unit would also be responsible for following up on that technical assistance to ensure the vendor has implemented necessary systems to prevent future medication errors. The DDD Communications Unit is working with Health Care Services and their counterparts at Mercy Care and UnitedHealthcare Community Plan to identify what options are available to members and how best to promote solutions such as pre-packaged blister packs that reduce risks for medication errors.

Pat Thundercloud: Motioned for De Freedman to send request on behalf of the committee concerning the monitoring of members in congregate housing.

Bernadine Henderson: Seconded the motion.

All those members in attendance replied “Aye”, there were no “Nay” votes. Motion carries. The request is below.

#2. February 23, 2021 meeting Follow-up from an issue first raised at the January 26, 2021 DDD District West IOC Meeting:

We request DDD provide the DDD District West IOC with a written list of specific criteria used to monitor DDD Qualified Vendor Agreement In-Network Provider congregate living environments (ICF, Group Home, Child Development Home, Adult Development Home, Medical Group Home, etc.).

This request for information to DDD stems from further discussion of a recommendation originally adopted during our January 26, 2021 DDD District West IOC meeting. Here is our original recommendation:

That DDD use technology (zoom, Google meet, etc.) to physically monitor DDD Group Homes and other congregate living arrangements to ensure that all DDD Members are safe. DDD Support Coordinators currently use technology to physically conduct well visits for DDD Members living in their own and/or family home.

Here is DDD's answer to our January 26, 2021 recommendation as sent to us via February 18, 2021 from Richard Kautz, DDD Office of Individual and Family Affairs Program Manager:

The Division's Quality Management Unit is performing in-person and onsite visits at any group home at which a member's health or safety is in question. The DDD Group Home Monitoring Unit is responsible for conducting reviews of DDD Group Homes to ensure their compliance with contract requirements. These visits are normally conducted annually or bi-annually and are unannounced in order to capture a true picture of the



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group home's performance. The Group Home Monitoring Unit is currently working with AHCCCS to develop a plan to complete virtual visits for routine, annual monitoring if the pandemic continues to limit their ability to perform these visits in person. At this time the Group Home Monitoring Unit is completing onsite reviews for new sites and providing technical assistance to new group home Qualified Vendors.

Cynthia Macluskie: Motioned for De Freedman to send request on behalf of the committee concerning finding out why Insurance Behavior Code D9920 is not automatically covered by DDD/ALTCS.

Brad Doyle: Seconded the motion.

All those members in attendance replied “Aye”, there were no “Nay” votes. Motion carries. The request is below.

#3. February 23, 2021 meeting request for information from DDD. It was brought to our attention that the UnitedHealthcare Duel Eligible (Medicare/Medicaid) Plan for DDD/ALTCS Members will not automatically cover Insurance Behavior Code D9920 for Behavior Health Support during Dental Procedures. We request that DDD investigate the coverage of Insurance Behavior Code D9920 with both UnitedHealthcare and Mercy Care (the two DDD/ALTCS Integrated Care Plans) regarding their DDD/ALTCS Integrated Care Plans and their Duel Eligible (Medicare/Medicaid) Plans. We request that DDD and/or UnitedHealthcare and Mercy Care provide the DDD District West IOC with an update of their findings at our March 26, 2021 meeting or the next DDD District West IOC meeting when the information can be compiled and presented.

The DDD District West IOC values the collaborative relationships we are building with DDD, UnitedHealthcare and Mercy Care. We appreciate representatives from UnitedHealthcare and Mercy Care attending the monthly DDD District West IOC meetings. We will continue identifying these policy issues that are important to the quality of life for DDD Members including those involving supports and services provided through the DDD/ALTCS Integrated Care Plans, requesting information and making recommendations to DDD, UnitedHealthcare and Mercy Care on these policy issues.

Cynthia Macluskie: Motioned for De Freedman to send request on behalf of the committee concerning the delivery of vaccinations to the DDD members.

Brad Doyle: Seconded the motion.

All those members in attendance replied “Aye”, there were no “Nay” votes. Motion carries. The request is below.



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#4. February 23, 2021 meeting request for information from DDD. It was brought to our attention that Mercy Care In-Network Provider Scottsdale Physicians Group (SPG) now is providing COVID vaccinations in addition to COVID-19 testing delivered in home (and on site for congregate environments) for all Mercy Care Members and will do so for all AHCCCS Members. We request that DDD investigate what UnitedHealthcare is doing to identify and/or encourage any UnitedHealthcare In-Network providers to provide in home (and on site for congregate environments) for DDD/ALTCS UnitedHealthcare Members especially regarding COVID-19 Pandemic issues. We request that DDD and/or UnitedHealthcare provide the DDD District West IOC with an update of their findings at our March 26, 2021 meeting or the next DDD District West IOC meeting when the information can be compiled and presented.

The DDD District West IOC is especially interested in the collaboration among DDD and its DDD/ALTCS Integrated Care Plans (Mercy Care and UnitedHealthcare Community Plan) to develop innovative care delivery solutions including better reasonable accommodations to meet the needs of DDD Members and improve their quality of life. We are committed to including a Health Plan Update at every DDD District West IOC meeting.

Pat Thundercloud: Motioned for De Freedman to send request on behalf of the committee concerning receiving updates of the American Indian Health Plan and DDD members.

Cynthia Macluskie: Seconded the motion.

All those members in attendance replied “Aye”, there were no “Nay” votes. Motion carries. The request is below.

#5. February 23, 2021 meeting request for information from DDD. The DDD District West IOC is aware that several DDD Members residing in District West are members of Native American Tribes and choose to receive their Health Plan supports and services from the AHCCCS fee for service American Indian Health Plan (AIHP). We request that DDD provide us with an overview presentation by the DDD Tribal Liaison Eva Bighorse of how DDD is working with AIHP to meet the health needs of DDD Members who also are members of Native American Tribes and choose to receive their Health Plan supports and services from the AIHP at our March 26, 2021 meeting or the next DDD District West IOC meeting when the information can be compiled and presented.



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Updates of IR electronic platform

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Jeffrey Yamamoto began by asking if any of the members have not been able to access the Shared Drive. Bernadine and Brad said they did not. De said she never got the email follow-up to the initial problem and Pam Grady said she did not have any problems with it. Jeffrey said he would send out the information again to all of the members. He will also try to work one on one with the members to get the drive accessible to them. Committee agreed they would try to again and then send an email if they still have problems.

Discussion of Membership for the IOC

Jeffrey Yamamoto: Asked Octavia Lamb to tell the committee about her efforts in recruitment for District West. She said she has appointments with some support coordinators during their huddles. This will happen in the next two months. Jeffrey added that Octavia has some connections with some District /West Supervisors and is working through them.

Discussion of Incident Reports (IR) & Behavior Plans (BP)

Jeffrey Yamamoto: Discussion of Behavior Plans will probably be found on the same Shared Drive. For Nov IRs, the Committee members have been given 773 incident reports in the Shared Drive. This included 165 open and 608 closed reports.

Type	Open	Closed
Accidental Injury	9	58
Consumer Missing	10	8
Deaths	5	1
Emergency Measures	2	27
Human Rights	2	2
Legal	0	1
Medication Errors	19	60
Neglect	31	27
Other Abuse	1	7
Other Behavior	11	227
Other Hospitalization, Unknown injury	59	183
Physical Abuse	14	3



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Property Damage	2	2
Suicide	0	2
TOTALS	165	608

The IRs will be divided next meeting by the chair.

Number of Questions for QIM: members of the committee will comment on incident reports directly and the liaison will send to QIM.

Number of Behavior Plans turned in by IOC Members: 0

The Program Review Committee (PRC): None.

Adjournment

De Freedman called for a motion to adjourn the meeting at 7:46pm

Brad Doyle: Motioned to adjourn the meeting.

Bernadine Henderson: Seconded the motion

The Motioned carried with all present saying “Aye” and no “Nays”

The next District West IOC meeting will be held on Wednesday March 23rd, 2021 at 5:30 pm. Will be virtual meeting should COVID-19 concerns still be in effect.