

Fact Sheet
DD System Rescue Plan
1 Provider's Perspective
Service Facilitation (SF) - Moms In Motion/At Home Your Way (Moms)

Fact Sheet

Fact:	Means:
Pre-COVID Pressures	
No Permanent Rate Increase since before 2009	<p>13 years without an increase. That means if staff was hired in 2009 at \$35,000 and they got a 3% increase annually in pay, they would be getting \$51,400 in 2022. (Effective Change in hourly rate from \$17/hr to \$25/hr) Compounded, that equals a 46% increase in expected wages for these positions. Personal Care Aides now get \$12-15/hr.</p>
100% of Service Facilitation is provided to Medicaid Recipients	<p>\$0.00 increase in Medicaid Rate = \$0.00 increase in Potential Revenue for same work provided. If Medicaid Rates increased 3% each year, the work that earned \$100,000 in revenue in 2009 would earn \$146,000 in 2022. Compounded, that equals an unrealized 46% increase in revenue.</p>
<p>Change in Education & Experience Requirements in 2016. Change in ability to hire people without degrees to requirement for an Associate's Degree in Human Services AND 2 years experience or a BS in any field AND 3 years relevant experience.</p>	<p>Changed the role from an ENTRY LEVEL position to an EXPERIENCED AND DEGREED position. Many of our best staff prior to this change were parents who had been through the waiver system. Because of this change we cannot consider many of them anymore.</p>
Burns & Associates Rate Study was invested in by the State in 2021 and 2016.	<p>In 2016, Service Facilitation was not approved for the increase (or any increase) that was recommended by B&A in 2016. In 2022, the Governor's Budget picked 8 services out of 30 to adopt the recommended rate rebases. This would result in Service Facilitation's increase recommendation by B&A being ignored again!</p>
MCO Change in Administrative Burden	<p>~2016 6 MCOs became involved in our Service (CCC+ portion). This greatly increased the administration burden of this service Wwe went from: 1 payer to 7, 1 approver to 7 approvers. Each MCO struggled to become consistent in paying and approving services. They are still nuanced and subject to constant change in</p>

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	procedures.
<p>Change in Service Approval Lengths and Alignment of Services. In 2009 authorization periods were for 4 years and our two major services (Personal Care & Respite) renewed on the same date.</p>	<p>Increased administrative burden by a factor of 4-8 for authorizations. Going through the service approval process 1x every 4 years for our clients to 2-4x's every 1 year for our clients,</p>
<p>Driving - Our Service Line along with Case Management and Care Coordination are the only service lines that require Face-to-Face in the home delivery of our services. For which SFs are only paid based on the delivery of these services, SF is not a capitation rate based service, but a touch based rate service.</p>	<p>Hard upper limit on possible productivity and efficiency. Uncontrollable cost. People who live rurally are less financially sustainable to serve (more driving, less client density). People with physical disabilities cannot perform this service (how can a person who utilizes a wheel chair visit 5 people a day in their homes?) TELEHEALTH IS WORKING - PLEASE EXTEND this delivery method for SF PERMANENTLY!</p>
During COVID Pressures	
<p>Workforce Crisis. Unable to attract and retrain valuable staff who can provide excellent service.</p>	<ul style="list-style-type: none"> ● Staff turnover is constant. ● Shrinking Provider Choice. Many small SF companies are closing (Moms In Motion is absorbing many now as I write this.) ● Families are not served as well as they deserve to be. ● Families are falling through the cracks (not getting served timely = frustration = giving up.)
<p>Unemployment Benefits Extended and Federal enhanced unemployment (Federal alone was equal to \$15/hr)</p>	<p>Our effective hourly rate is between</p> <ul style="list-style-type: none"> ● For SFs \$17-25/hr. ● For Admin \$9.50-\$16/hr.
<p>Unpredictability of allowance to provide our service via Telehealth</p> <ul style="list-style-type: none"> ● Our allowance to be Telehealth has been approved in short increments. ● We were told to go back to seeing all clients in their homes as of 8//211. That decision was not reversed until 11/1/21.) 	<ul style="list-style-type: none"> ● Our Staff is scared. Many of them have disabled children or parents at home. ● Their income and ability to manage their work is constantly in flux.
<p>Increased Change Management Administrative Burdens COVID Related</p>	<p>Increased uncontrollable costs.</p>