**Q&A with DHS for 1/18/23**

**Q&A Panel**

Anonymous Attendee 11:08 AM

Can clients attend a service ONLY remotely? We have clients that do NOT want in-person services, only participation in the remote program. Any offerings for in-person services, they have declined.

Anonymous Attendee 11:10 AM

Specifically asking about 245D Day Supports

Anonymous Attendee 11:10 AM

The CBSM is confusing

Anonymous Attendee 11:11 AM

we have and have not received assistance

Anonymous Attendee 11:11 AM

The case manager says they will just transition the client to a new remote program after one year. This is not okay

Colleen Krick- Interact Center 11:14 AM

Hi all! Same sort of issue here. We provide 245D Day support services (day program) and have been delivering the day program to a handful of individuals on Zoom due to these individuals not being able to meet our masking and vaccine mandates. It is my understanding that the CBSM manual for "remote services" says that there needs to be in-person offerings... what for these individuals that cannot or do not want in-person?

Sara Theisen 11:16 AM

I have a question in regards to out of home respite for 245D Basic. If out of home respite is approved, are they able to provide in home respite as well, or would they need to have both in-home and out of home on their service agreement?

Stacy Roe 11:17 AM

Colin, can you speak to where profit margin is accounted for in the rate framework?

Colleen Krick- Interact Center 11:17 AM

If it is a CMS rule, can we request variances for specific situations Matt? Who would that go through maybe?

Anonymous Attendee 11:18 AM

We're having difficulties with background studies and completing the consent for fingerprinting - only getting error messages. We've tried calling the help desk and using the help ticket system however any response doesn’t come in a timely manner if we get one and does not contain helpful information. We're stuck, the employee can't complete the study and can't work. what can we do

**Answered**

Anonymous Attendee 11:02 AM

Do overnight home visits/ hospital visits effect monthly room and board just their waivered daily rate?

This question has been answered live

david hancox 11:04 AM

In one such case, a sitting city council member suggested a return to institutionalization, will DHS address this type of comment to assure that a return to this practice is not an option?

This question has been answered live

Anonymous Attendee 11:18 AM

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Jill Slaikeu 11:20 AM

I will send this q

Anonymous Attendee 11:18 AM

Could Jill address the that IHS with Training can now be performed by family members. How would providers ensure that Intensive Goals are being properly tracked during service delivery?

Jill Slaikeu 11:21 AM

This is the responsibility of the provider.

**Chat Panel**

From ARRM Admin to Everyone 11:16 AM

From Colin: Billing manual page: <https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs-285724>