**Q&A with DHS for 2/15/23**

**Q&A Panel**

Carrie 11:43 AM

For Mary: For EVV, our service agreements (clients) are not yet there (in Hhaexchange). We have inquired but do not know what else needs to happen for this step to happen, other than extended patience. Meanwhile, we have held off billing.

**Answered**

Anonymous Attendee 11:07 AM

Jill--could you also speak to client files record retention. Specifcally clients currently serving & clients no longer serving & timelines for record retention for that info. Thx!

This question has been answered live

Carrie 11:11 AM

Jill- So we have to report board officers to DHS licensing AND the MPSE portal?

Jill Slaikeu 11:13 AM

Board member officers are by definition controlling individuals and will need to be reported to DHS Licensing. And you will need to do a separate reporting to MPSE. We are working on developing one portal but that is under development.

Jon Nelson 11:15 AM

Matt,With the end of the PHE and end of the incresed FMAP percentage, will this have any impact on providers?

Matt Knutson 11:33 AM

Hi Jon, I don't know how to respond to this? Are you asking if service rates will decrease?

Jon Nelson 11:35 AM

That is what I am asking, plus if you expect there to be other impacts that might affect providers.

Colin Stemper 11:39 AM

Hi Jon, any rate changes would have to be passed by the legislature. The end of the PHE won't lead to any automatic rate changes.

Carrie 11:17 AM

Can you provide form number used to report changes to licensing?

This question has been answered live

Anonymous Attendee 11:18 AM

CDCS has not had any direction on long-term remote service delivery, they were specifically excluded from the Remote Support bulletin posted in Jan 2022. Can you provide clarification on this Matt?

Matt Knutson 11:26 AM

DHS received approval for permanent remote service delivery for CDCS and is working to implement. It is an option in the meantime.

Carrie 11:18 AM

To clarify: Form number to report board officer changes to licensing.

Jill Slaikeu 11:19 AM

There is no form number. Call your licensor or the Help Desk and tell them you need to update your licensing information. They will send your authorized agent a Change In Licensing Information Form. Help Desk number is 651-431-6624

Anonymous Attendee 11:21 AM

How come providers have to use the counties as “middle men” it seems to add to time to a process that should be an A and B conversation not an A,B, and C. We do receive DHS’s vague reasoning for exception modifications however there is not an explanation for how they have come to the new number.

Colin Stemper 11:26 AM

Ultimately, DHS determines whether the requested exception rate is related to the person's extraordinary need and that the "framework math" is correctly applied. If one of these conditions are not met, a rate may be modified or request denied. By law, counties are the entities that submit requests to DHS.

Colleen Krick- Interact Center 11:24 AM

are those 2000 individuals at risk of losing their services/programs? How does this affect Waiver Reimagine and the combining of the waivers?

Amy Pearson 11:26 AM

They will remain on the DD waiver unless SMRT performs a disability review and determines they do not meet disability criteria. We do not know at this time from SMRT's perspective how this will be impacted by waiver reimagine. We do disability determinations for all applicants for HCBS who have not already been certified disabled by SSSA.

Julie Bogenholm 11:24 AM

We have a couple of backgrounds that are taking significant time, one has been 2 months for someone with a very common name. We really need this person to be able to start working, is there any way to expedite?

Ellen Dehmer Tsai- DHS 11:33 AM

We encourage you to contact the Background Studies Contact Center at (651) 431-6620 for questions related to a specific background study status. All studies are processed in the order in which they are received. Eighty-five percent of background studies clear within 24-48 hours. The other 15 percent may require a researcher to review records or request information from another state.

tracy murphy - 11:34 AM

Why are we getting charged to add a new ‘patient’ to EVV? This is going to be a significant ongoing expense for us based on our early crisis intervention model - not really a ‘free’ offering then is it?

This question has been answered live

Mary Lenertz, DSD 11:36 AM

EVV Email ([dhs.128@state.mn.us](mailto:dhs.128@state.mn.us))

Anonymous Attendee 11:35 AM

we have noticed the regional variance has changed, resulting in lower service rates for the same services (same staffing hours, etc. from 2022 to 2023) Is there a reason behind the regional changes

This question has been answered live

Anonymous Attendee 11:37 AM

How do we receive our EVV credentials so we can use HHA as an aggregator only and Therap as our third party vendor? We have requested this from HHA several times and have not received this information.

This question has been answered live

Anonymous Attendee 11:38 AM

We have a staff who is refusing to do EVV... Can they continue working through this year or what is the date we need to end their employment?

This question has been answered live

Mary Lenertz, DSD 11:40 AM

EVV Email ([dhs.128@state.mn.us](mailto:dhs.128@state.mn.us))

Anonymous Attendee 11:40 AM

Rates question...what are the options of the provider when the case manager will not approve the hours that are needed to properly support the person served?

This question has been answered live

**Chat Panel**

From Jill Slaikeu to All Panelists 11:14 AM

Record retention is found in Minnesota Statues, [section 245A.041](https://www.revisor.mn.gov/statutes/cite/245A.041). This applies to all DHS-licensed programs.

If you have questions about who is a "controlling individual" for Licensing please refer to Minnesota Statutes, [section 245A.02, subdivision 5a](https://www.revisor.mn.gov/statutes/cite/245A.02#stat.245A.02.5a).

From Colin Stemper to All Panelists 11:38 AM

Here is more information about the regional variance factor: <https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/long-term-services-and-supports/disability-waiver-rates-system/variance-factors.jsp>

From ARRM Admin to Everyone 11:41 AM

EVV: [dhs.128@state.mn.us](mailto:dhs.128@state.mn.us)