

WELCOME TO YOUR FUTURE

Running a Successful Self-Directed Services Program



ADVOCACY
AND RESOURCE
CENTER

A chapter of  **The Arc**
New York



ASSISTING INDIVIDUALS TO LIVE THEIR FULLEST LIVES

- Founded in 1954
- Based in Clinton County, NY-
DDRO2
- Mission, Vision, and Values



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York

OVERVIEW OF TODAY'S PRESENTATION

- Self Directed Services Overview
- Making the Program Work for You
- Making the Program Work for Your Service Recipients
- Conclusion
- Questions



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York



WELCOME TO THE WORLD OF SELF-DIRECTION



ADVOCACY
AND RESOURCE
CENTER

A chapter of  **The Arc**
New York

Increased Rates of
IDD

State Budgetary
Constraints

Managed Care

The Advent of
Value Based
Reimbursement

A Philosophical
Shift Away From
Certified
Placements

LOOKING TO THE FUTURE



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York



WHAT IS AN FI?

- Fiscal Intermediary services is a business with heart.
- Represents a co-employment model of supports
- Responsible for behind the scenes logistics
- Provides oversight, payroll, processing reimbursements, compliance, and service quality.



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York

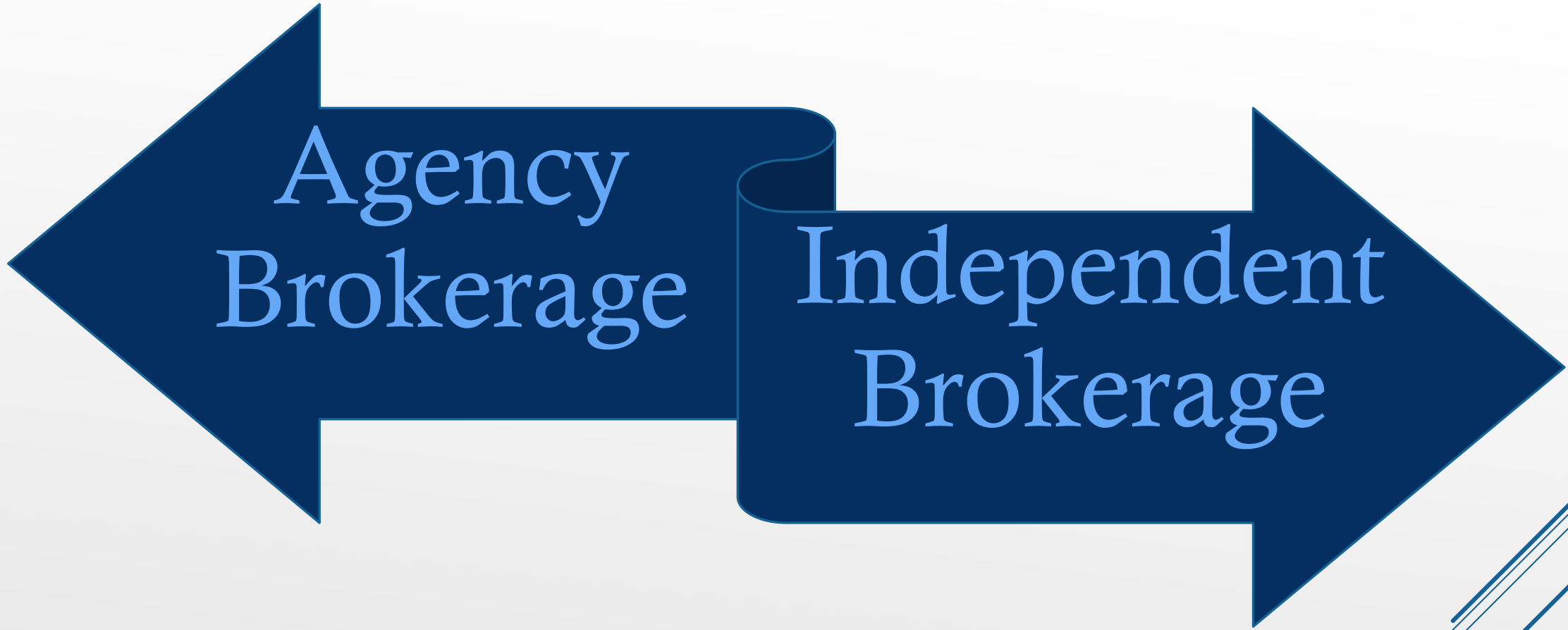
WHAT IS A BROKER?

- Start Up Brokers/Support Brokers
 - Creating the Budget
 - Assists to Develop the Circle of Support
 - Holds Team Meetings
 - Monitors the budget and makes modifications as needed or requested.
 - Assists with Hiring and Retaining of SDS Staff
 - Developing Staff Action Plans



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York

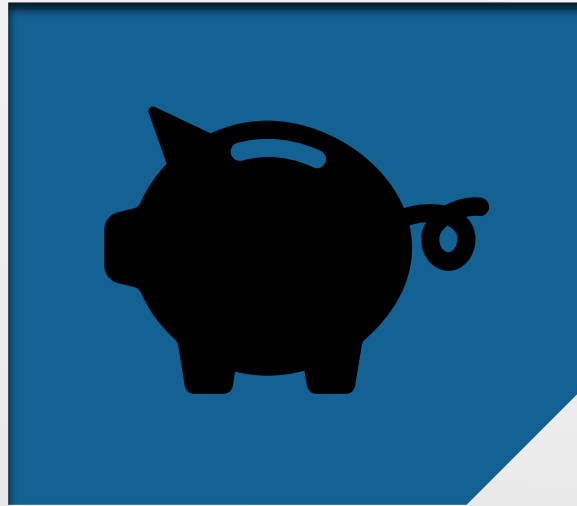


BROKERAGE



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York



Fringe Benefits

- ▶ Health Insurance
- ▶ Worker's Compensation
- ▶ Payroll Taxes
- ▶ Disability
- ▶ PTO/sick
- ▶ Pensions



Opportunities



Challenges

THE REALITY OF FI



ADVOCACY
AND RESOURCE
CENTER

A chapter of 
The Arc
New York



MAKING THE PROGRAM WORK FOR YOU



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York

FI DEVELOPMENT

Key components to keep in mind throughout the development process. . .

1. Know the Program
2. Risk Mitigation
3. Collaboration
4. Managing Expenses
5. Maintaining Continuous Revenue Streams (via increased caseloads, QI, and embracing technical innovation)



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York



KNOW THE PROGRAM



ADVOCACY
AND RESOURCE
CENTER

A chapter of  **The Arc**
New York



- ▶ Identify
- ▶ Analyze
- ▶ Prioritize
- ▶ Treat Monitor

RISK MITIGATION



ADVOCACY
AND RESOURCE
CENTER

A chapter of  **The Arc**
New York



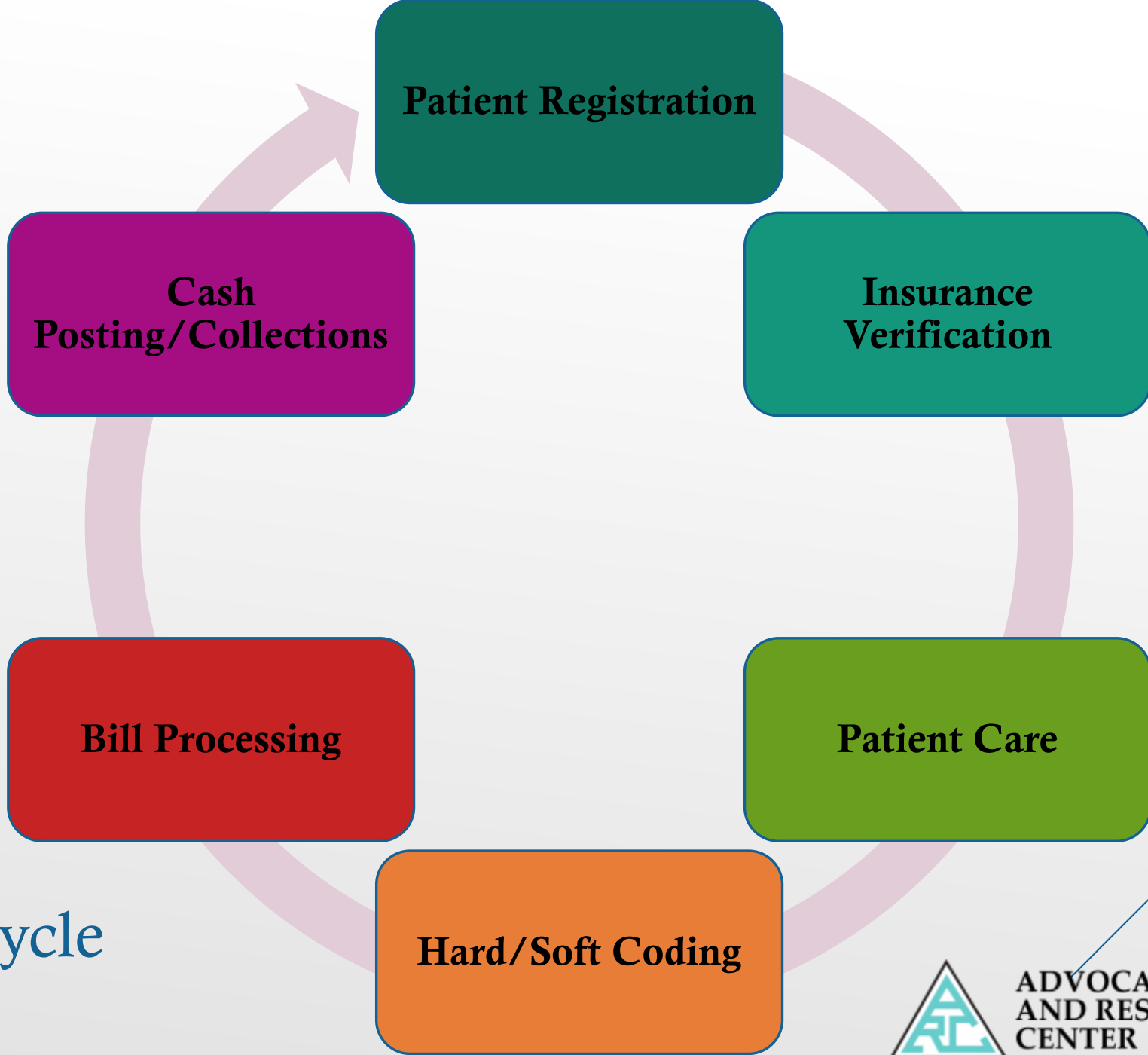
“Now in the prospective environment as the complexity of reimbursement has come to light, it has become necessary that all the individual departments work together and form a strong team to manage the revenue . . . all work together to effectively initiate, implement, and manage the revenue for a healthcare facility in the RCM approach” (Harrington, 2015).

COLLABORATION



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York

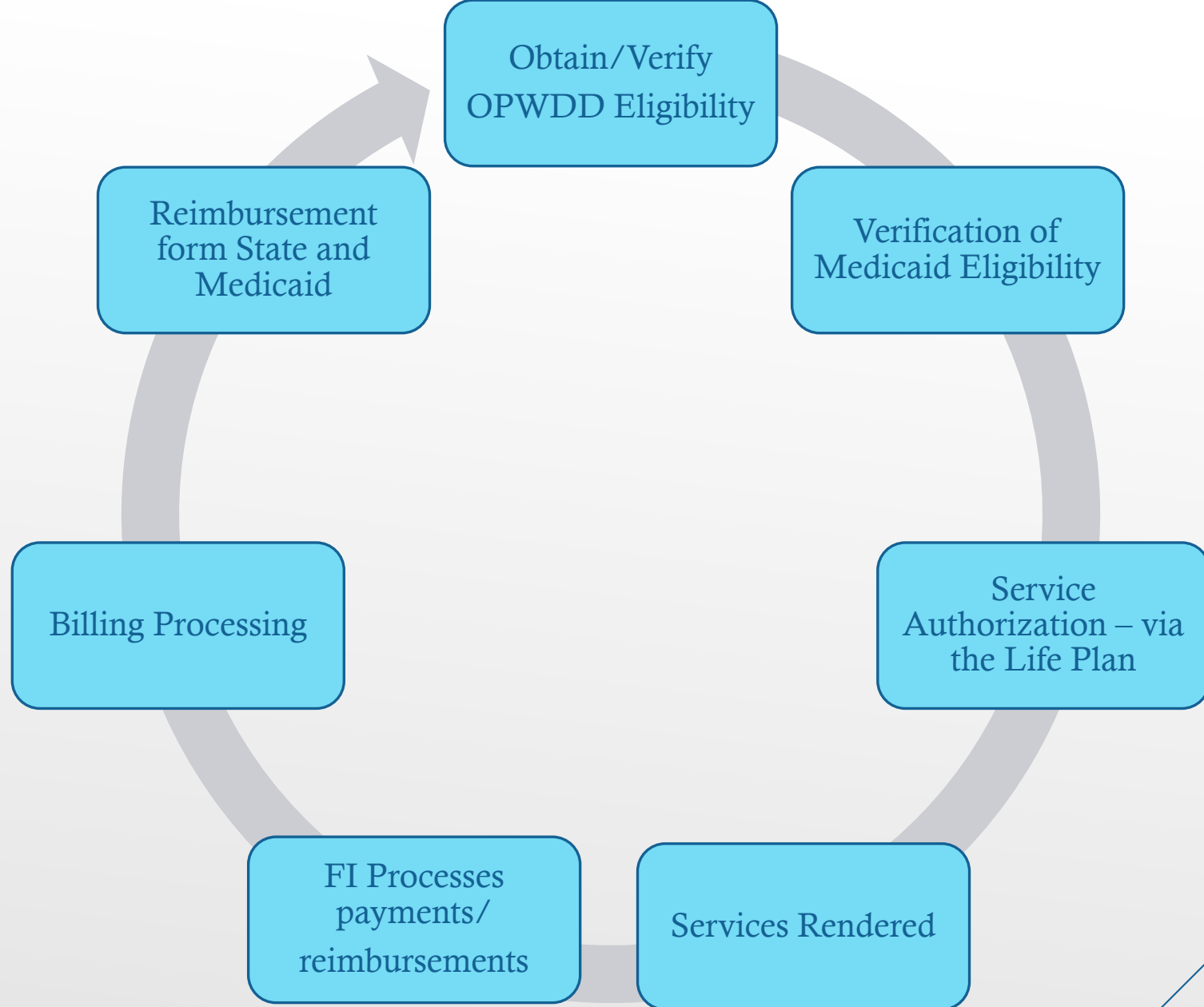


Revenue Cycle



**ADVOCACY
AND RESOURCE
CENTER**

A chapter of 
The Arc
New York



FI REVENUE CYCLE



ADVOCACY
AND RESOURCE
CENTER

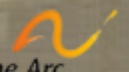
A chapter of  The Arc
New York

“Of the \$2.7 trillion the country spends annually on healthcare, \$400 billion goes to claims processing, payments, billing, revenue cycle management (RCM), and bad debt” (Bayley, et. al, 2013).

REVENUE CYCLE MANAGEMENT



**ADVOCACY
AND RESOURCE
CENTER**

A chapter of 
The Arc
New York

FI Fees

- ▶ Level One: \$125; applicable when there are no self-hired Staff in the budget.
- ▶ Level Two: N/A; pending OPWDD implementation.
- ▶ Level Three: \$500/\$650; applicable when there are self-hired staff in the budget and the FI is the employer of record.

INCOME



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York

FI Related Costs

SDS Budget Related Costs

- Salaries
- Rent/leases
- Utilities
- Software



- ▶ SDS Staff Wages
- ▶ IDGS Reimbursements
- ▶ OTPS Reimbursements
- ▶ Broker Reimbursements

EXPENSES



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York



Expenses



Income



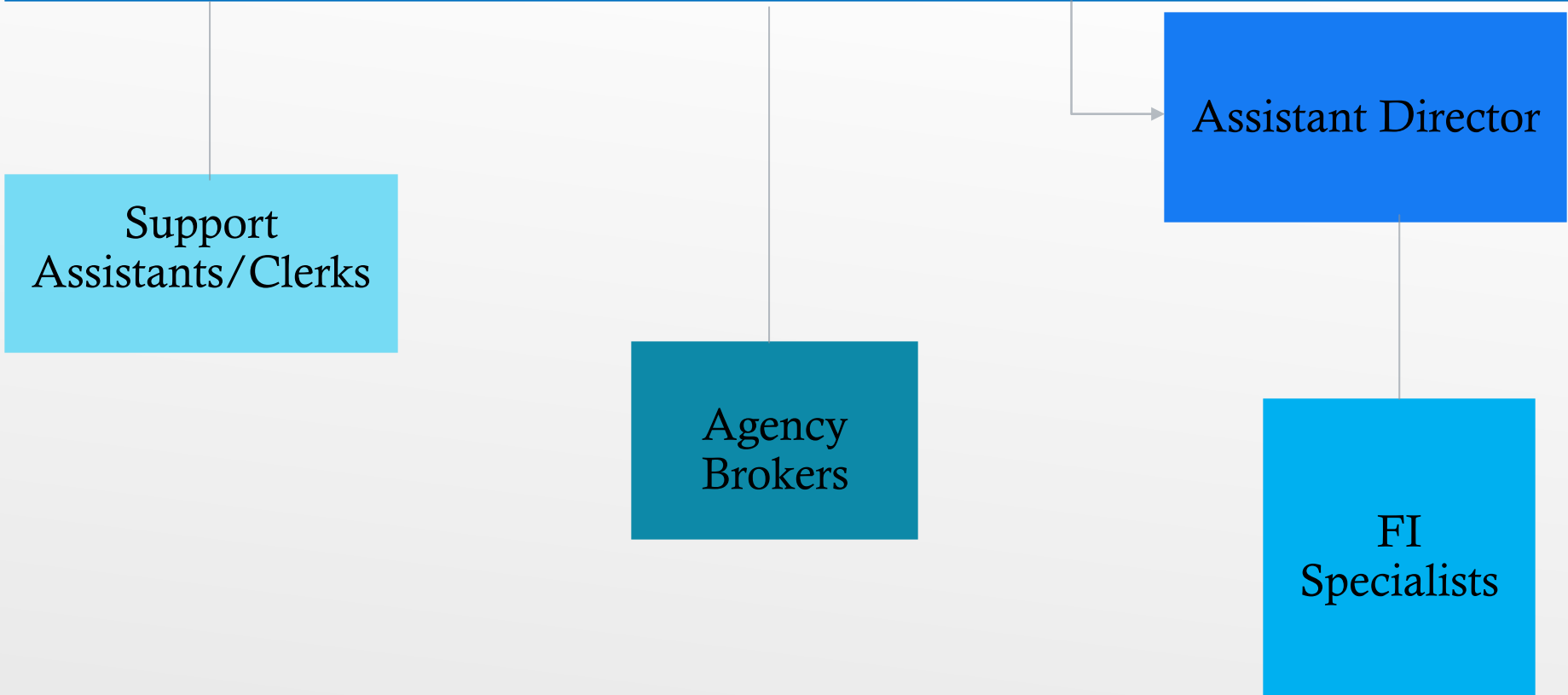
MANAGING EXPENSES



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York

Director of Fiscal Intermediary Services



ORGANIZATIONAL CHART

– ADVOCACY AND RESOURCE CENTER FI



ADVOCACY AND RESOURCE CENTER

A chapter of *The Arc* New York



BREAK EVEN POINT



ADVOCACY
AND RESOURCE
CENTER

A chapter of  **The Arc**
New York



Quality
Improvement
(CQI)

Embracing
Innovation

Increased
Caseloads

MAINTAINING CONTINUOUS
REVENUE STREAMS



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York



MAKING THE PROGRAM WORK FOR YOUR SERVICE RECIPIENTS



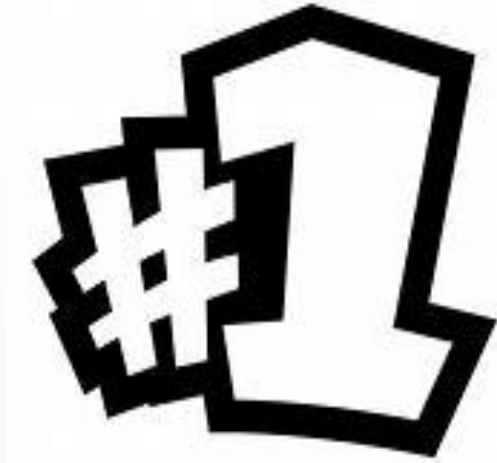
ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York

Keeping patients satisfied goes beyond maximization of rates, it builds trust, and helps to establish a reputation in the local community which can contribute to increased revenue in the form of new and returning service recipients.

- Patient Advocacy
- Value for services
- Satisfaction in the digital age

CUSTOMER SERVICE



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York



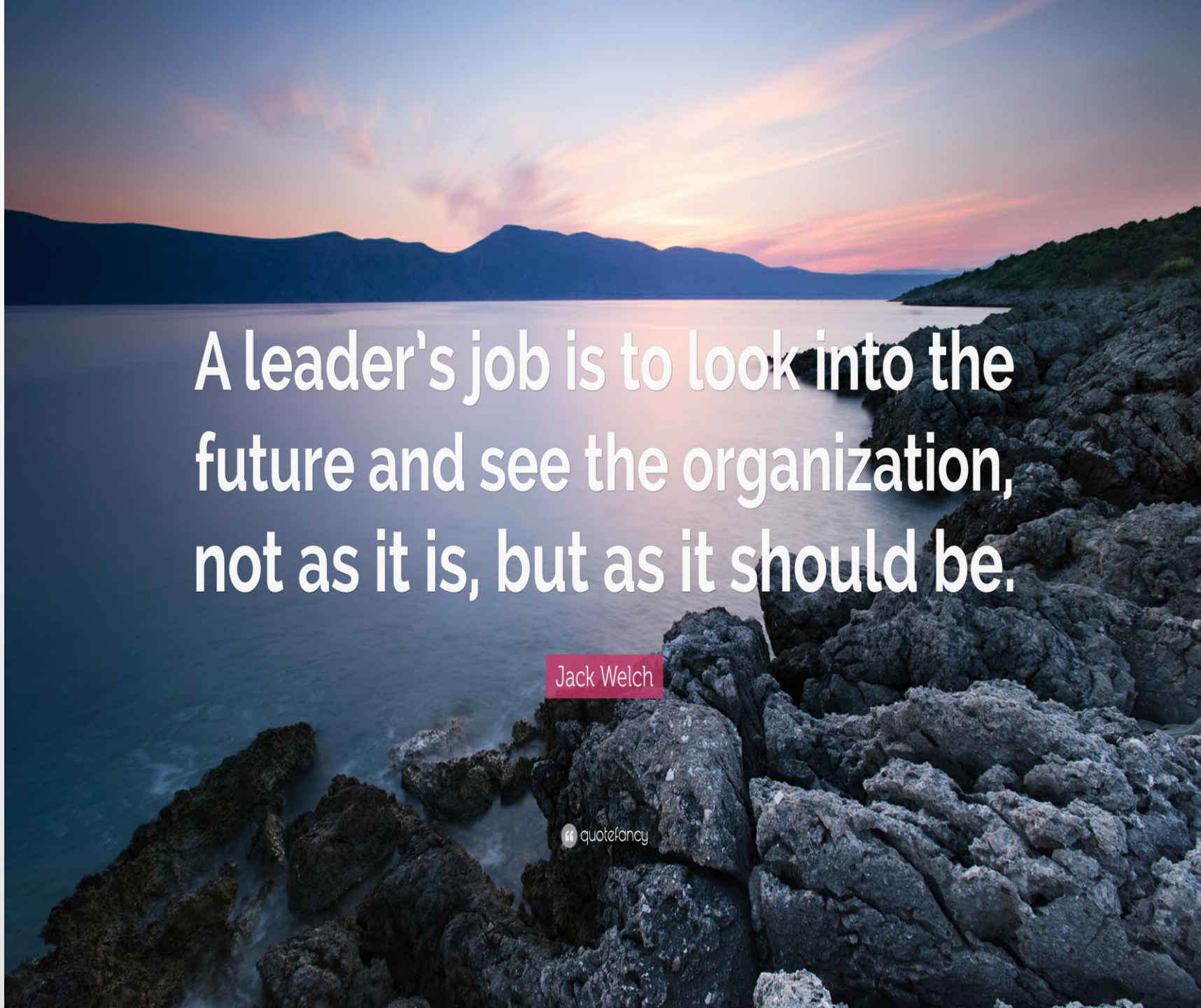
MAKE YOUR MARK

What Makes you stand out from the competition?



ADVOCACY
AND RESOURCE
CENTER

A chapter of  **The Arc**
New York



A leader's job is to look into the future and see the organization, not as it is, but as it should be.

Jack Welch

quote fancy

CONCLUSION



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York

Robin Pierce,
Executive Director
Clinton County Chapter, NYSARC, Inc.
rpierce@cviarc.org
518-563-0930

Danielle Rix, CPCO, CPPM
Director of Fiscal Intermediary Services
Clinton County Chapter, NYSARC, Inc.
drix@cviarc.org
518-563-0930



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York



QUESTIONS?



ADVOCACY
AND RESOURCE
CENTER

A chapter of  **The Arc**
New York

Advocacy and Resource Center Website . Retrieved June 22,2020, from <https://www.cviarc.org/>

Bayley, M., Calkins, S., Levine, E., & Machado-Pereira, M. (2013). *Hospital revenue cycle operations: Opportunities created by the ACA*. Retrieved from http://healthcare.mckinsey.com/sites/default/files/793544Hospital_RevenueCycleOperations.pdf

Book, Robert. (2012). Benefits and Challenges of Medicaid Managed Care. *Forbes*. Retrieved from <https://www.forbes.com/sites/aroy/2012/10/18/benefits-and-challenges-of-medicaid-managed-care/#5353d95b720f>

Break-Even Point. My Accounting Course.com. Retrieved on January 25, 2020 from <https://www.myaccountingcourse.com/financial-ratios/break-even-point#:~:text=%20Break-Even%20Point%20%201%20Formula.%20The%20break-even,this%20concept.%20Production%20managers%20and%20executives...%20More%20>

Harrington, M. (2015). *Health Care Finance and the Mechanics of Insurance and Reimbursement*. Burlington, MA: Jones & Bartlett Learning.

Hurst, Jeff. (2017). How a Clinically Driven Revenue Cycle Builds Healthier Bottom Line. *Cerner*. Retrieved from <https://www.cerner.com/blog/how-a-clinically-driven-revenue-cycle-builds-a-healthy-bottom-line/>

Pride, W. M., Hughes, R. J., & Kapoor, J. R. (2017). *Foundations of Business*. Boston, MA: Cengage Learning.

Olmstead State Medicaid Director Letters. NASDDDS. Retrieved June 26, 2020 from <https://www.nasddd.org/resource-library/employment/achieving-a-better-life-experience-act-of-2014/medicaid-hcbs-authorities/hcbs-waiver-state-medicaid-director-letters/olmstead-state-medicaid-director-letters/#:~:text=The%20Olmstead%20letters%20consist%20of%20CMS%20guidance%20to,systems%20that%20support%20community%20integration%20and%20community%20living> .

OPWDD Website . Retrieved June 22,2020, from <http://www.opwdd.ny.gov>

REFERENCES



ADVOCACY
AND RESOURCE
CENTER

A chapter of  The Arc
New York