



# General Event Report (GER) Introduction Aged and Disabled and Traumatic Brain Injury Waivers

September 27, 2022

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# DHHS-DDD Team

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- Aaron Smith – Quality Administrator
- Ashley Knudtson – Quality Assurance Coordinator
- Karen Houseman – Program Manager II
- Mardy Mead – Program Manager I

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# Liberty Healthcare Team

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- Jennifer Quigley – Interim Executive Director
- Betty Smith – Incident Review Manager



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# What is the Aged and Disabled (AD) Waiver?

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- A program to help eligible individuals receive services in the community rather than a nursing facility.
- Points of eligibility include:
  - Actively receiving Nebraska Medicaid;
  - Disabled per Social Security criteria or over the age of 65 years old;
  - Meeting Nursing Facility Level of Care criteria;
  - Need for waiver services; and
  - Working with a Service Coordinator to identify services to meet identified needs through informal support or paid enrolled providers.

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# What is the Traumatic Brain Injury (TBI) Waiver?

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- A program to help eligible individuals receive services in the community rather than a nursing facility.
- Points of eligibility include:
  - Actively receiving Nebraska Medicaid;
  - Disabled per Social Security criteria and having a TBI diagnosis;
  - Meeting Nursing Facility Level of Care criteria;
  - Need for waiver services; and
  - Working with a Service Coordinator to identify services to meet identified needs through informal support or paid enrolled providers.

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# Defining AD and TBI Providers

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- **Agency Providers** – Company enrolled as a Medicaid provider to provide chosen AD Waiver service(s). The agency is responsible for hiring and supervising employees.
- **Independent Providers** – Person enrolled as a Medicaid provider and works for the individual receiving AD Waiver services. The AD Waiver participant is responsible for hiring and supervising services and works with their Service Coordination to assist with the process.
- **Assisted Living Facility** – Facility where an AD or TBI Waiver participant lives in their own apartment within the facility while receiving a range of support services in a home-like environment.

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# Current AD Waiver Services

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- Adult Day Health
- Assisted Living
- Assistive Technology
- Chore
- Companion
- Extra Care for Children with Disabilities
- Home Again
- Home and Vehicle Modifications
- Home-Delivered Meals
- Independence Skills Building
- Non-Medical Transportation
- Personal Care
- Personal Emergency Response System (PERS)
- Respite

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# What is a General Event Report (GER)?

- General Event Report (GER) is the form name in Therap.
- The GER is a way to document, track, and investigate reportable incidents, which can include injury, medication error, restraint, or death.
- This process assures reportable incidents are filed, investigated in a timely fashion, and analyzed to develop strategies to reduce risk and future occurrences of similar risks.



When an incident involves suspected or alleged abuse, neglect, or exploitation, the provider **must** immediately report the incident to law enforcement or the DHHS Children and Family Services Abuse/Neglect Hotline at:  
1-800-652-1999

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# Why the process change?

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- This summer the Centers for Medicare and Medicaid Services (CMS) released the *HCBS Quality Measure Set*, which directs the State demonstrate on an ongoing basis, that it identifies, addresses and seeks to prevent instances of abuse, neglect, exploitation, and unexplained death.
- DDD is committed to providing the best services and care possible to our waiver participants.
- DDD, with direction from CMS, is developing a comprehensive critical incident management process to ensure our participants' safety and quality of life.

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# What is Reportable?

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- DDD defines reportable incidents as any incident, injury, or illness to the participant.
- This includes, but is not limited to:
  - Events related to allegation, suspicion, or actual events of abuse, neglect, or exploitation of a child or a vulnerable adult;
  - Prohibited Practices;
  - Fatal 5;
  - Death;
  - Physical Injury;
  - Unplanned Medical Visits;
  - Medication Errors;
  - Missing Person(s);
  - Communicable Diseases; and
  - Infestations.

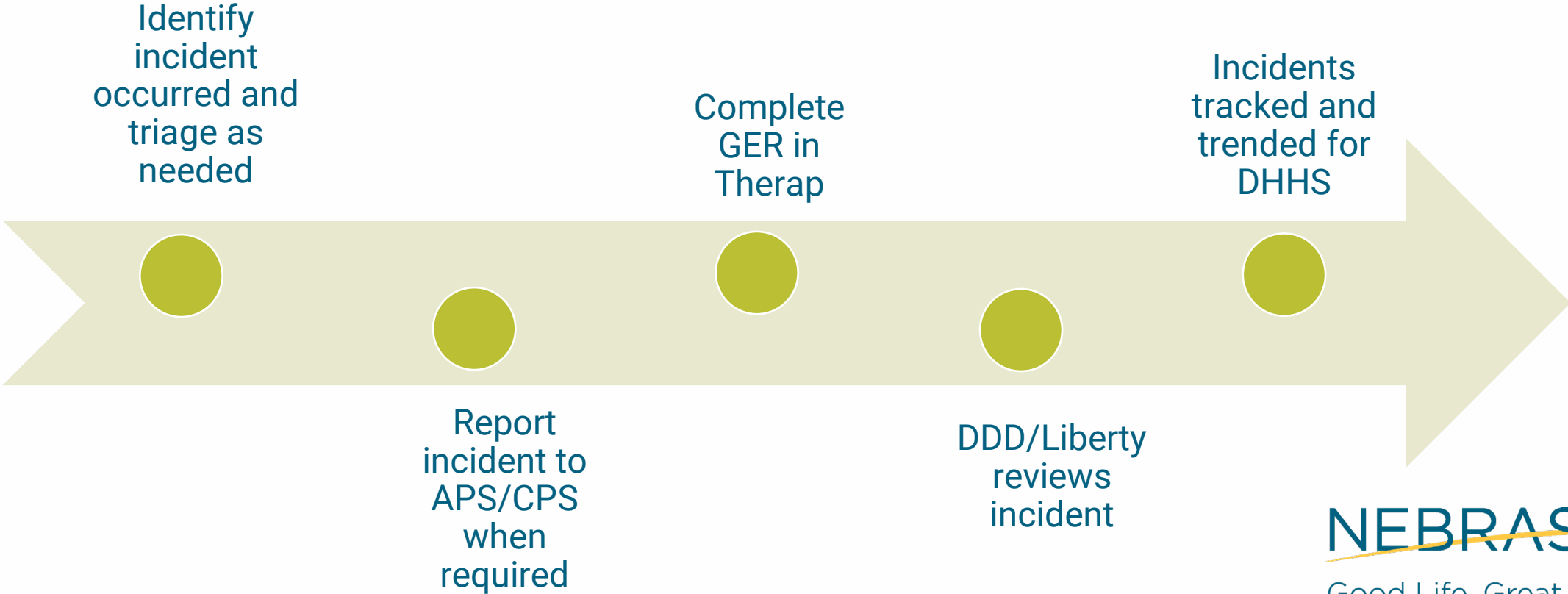
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# General Event Report Process



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# What do providers need to know today?

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- Training on incident process will be offered by Liberty Healthcare.
- Training will also be provided by Therap on how to enter GERs.
- More information on these trainings soon.
- Currently Liberty and DDD are working with a GER pilot group, which started in July 2022.

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# Find More Information

## Subscribe for updates:

- <https://dhhs.ne.gov/Pages/Medicaid-Home-and-Community-Services-Provider-Information.aspx>
- <https://dhhs.ne.gov/Pages/AD-Provider.aspx>
- <https://dhhs.ne.gov/Pages/Liberty-Partnership-Quality-Project.aspx>

### Providers Of Medicaid HCBS Waiver Services

Subscribe For Updates

The following information is applicable to all providers of Medicaid HCBS Waiver Services. As a provider, you are responsible to know the information on this page, as well as the information on the page specific to the waiver for which you offer services.

AD Waiver Providers	DD Waiver Providers	Prospective HCBS Provider
Medicaid Provider Bulletins	DD Provider Bulletins	Electronic Visit Verification (EVV)
Therap Electronic Visit Verification (EVV)	Liberty Partnership Quality Project	Quality Assurance for HCBS Waiver Services
Training		

**Grants for Home and Community Based Service Providers - NEW**

Home and Community Based Service providers are invited to apply for new grants available from funding through the American Rescue Plan Act. These grants will be available for the purchase of telehealth equipment and for facility conversions. For more information, see the application materials below:

Telehealth Grants

### Aged & Disabled (AD) Waiver Providers

Subscribe For Updates

This page helps you provide important services to Medicaid HCBS AD Waiver participants. Resources can be used at any time as long as you are providing services. Be sure to also use the main Provider page, the Training page, and the Resources page.

You are also responsible to know information from Medicaid Provider Bulletins.

#### Information for AD Waiver Providers

AD Provider Authorizations & Billing for Appendix K 2022

Rate Study Presentation for AD Waiver, TBI Waiver, and PAS Services

#### DDD Administration and AD Provider Meetings

DDD holds informational sessions for all providers of AD and TBI Waiver services, as well as our Service Coordination entities. Slides and videos are made available after presentations.

#### Upcoming Meetings with Liberty

DDD and Liberty Healthcare are holding a series of meetings to provide information to providers and stakeholders about changes.

- Meeting topics will be added as the meetings are closer.
- All meetings are expected to last one hour.
- To join these virtual meetings, go to the calendar on the DDD Homepage.

DDD and Liberty Healthcare Corporation are working together through a contract centered around quality improvement to make services better and more centered around the wishes and needs of each person supported. The Liberty

### Liberty Partnership Quality Project

Subscribe For Updates

Nebraska Department of Health and Human Services (DHHS) Division of Developmental Disabilities (DDD) is working to improve both the quality and delivery of services to people receiving home and community-based services. This includes aged people and those who experience disabilities, including intellectual and developmental disabilities. DDD contracted with Liberty Healthcare Corporation in 2020 to help plan and enact changes to improve services. Liberty Healthcare is not replacing personnel or positions, but is working with DDD to put systems in place to improve services.

Use the Subscribe link above to stay informed as the project grows.

#### Frequently Asked Questions

#### Nebraska's Quality Project and Liberty Partnership

DDD and Liberty Healthcare Corporation are working together through a contract centered around quality improvement to make services better and more centered around the wishes and needs of each participant.

#### What can you expect?

- Increased communication
- Increased follow-up
- More person-centered practice
- Changes to how individual services are provided

#### Project Phases

Phase I: Mortality Review

# Submit Questions and Feedback

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- Email [NeGERHelp@libertyhealth.com](mailto:NeGERHelp@libertyhealth.com)
- Survey Monkey <https://www.surveymonkey.com/r/ADTBIGERQnA>



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Thank you!

DHHS Quality Team

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