April 18, 2011

Network Operations Communication
FY-1011-NM-08

To: PBH Network Providers of IDD Services
From: Steve Tomlinson, Director of Network Operations
Subject: Support Needs Matrix Letters to Consumers

This communication is to clarify the steps that PBH has taken regarding the implementation of the Support Needs Matrix for consumers on the NC Innovations Waiver and the 1915 (b) (3) services. As you know, there are approximately 675 consumers who have NC Innovations Waiver Slots. 61 consumers obtained their slots in April 2010 and their base budgets were determined by the new Support Needs Matrix catagories to which they were assigned. The implementation of the Support Needs Matrix system has been smooth for these consumers and we have had no complaints from consumers or providers about their base budget allocations.

During the past two weeks PBH assigned the remaining 614 consumers to their categories. PBH has used the information provided by our waiver funding experts, Human Services Research Institute (HSRI) to make the best possible determinations and to identify consumers and providers who will be impacted most by this implementation. We have been informed by DMA that we will receive the capitation rate that corresponds to the 27% impact that we had requested. Based on this information we have sent letters to consumers and providers to inform them of their new Support Needs Matrix category (base) budgets. PBH Care Coordinators will meet with consumers and family members to discuss any changes that have been made to their budgets and how best to select services within those budgets. In addition, PBH provider relations managers will begin contacting providers who have consumers that received a reduction in their base budgets to help providers to discuss these reductions with their consumers.

These letters have gone out to consumers and family members over the past two weeks. Providers have received a copy of these letters uploaded to their crisis tabs. In April I will be speaking with the providers who will be most impacted by base budget changes, to discuss steps that can be taken to make this implementation as smooth as possible for the provider and for the consumer. Please contact your provider relations manager if you do not receive a notification so that you can discuss any questions that you may have.

The partnership between PBH and the PBH Network Providers is critical in supporting individuals in the transition to the Support Needs Matrix. PBH will assume responsibility for answering questions from individuals/families related to the Support Needs Matrix Category Budgets. We want to work collaboratively with you to enable planning teams to assist individuals/families in understanding this new system. Please do not hesitate to call your provider relations manager if you have questions.