

Quarterly Provider Meeting Updates

March 19, 2025

A provider meeting was held on March 19, 2025. The information below provides detail of the information provided at the meeting.

National Core Indicators – Pam Sund

LDH is participating in three NCI surveys: the “State of the Workforce” survey, “Child and Family” survey, and the “Adult In-Person” survey. We are partnering with Qlarant for the “Child and Family” survey as well as the “Adult In-Person” survey.

State of the Workforce Survey:

Providers are requested to complete the “State of the Workforce” survey. The State of the Workforce survey was emailed directly to providers around February 17, 2025 from email address “staffstability@hsri.org directly with a letter from Julie Foster Hagan requesting their participation. There is a financial incentive through our Value Based Payment process for providers who complete the survey by June 30, 2025. Contact Ebenezer Ogunyinka at 225-342-0095 or via email at **Ebenezer.Ogunyinka@la.gov** if you need the survey link.

Child and Family Survey

Qlarant has mailed “Child and Family” surveys to (all or some) families whose child is receiving OCDD waiver services. If a family you support has received the survey, please encourage them to complete it and mail it back in. A stamped, self-addressed envelope was provided with the letter for the return of the survey.

Adult In-Person Survey

Qlarant is also conducting the “Adult In-Person” survey and your help is needed. Qlarant will reach out to providers to assist with setting up interviews. If your agency is contacted by Qlarant, please assist as needed. Jessica Justman is the Project Coordinator for this effort and can be contacted at justmanj@qlarant.com.

OCDD has posted the power point presented by Qlarant during the provider meeting.

Technology Supports w/ Remote Features – Dr. Amy Greer

Dr. Amy Greer presented information on the Phase 1 Technology Supports with Remote Features (TSwRF) which is available in all four OCDD waivers. More information will be published once finalized.

Fire Safety Updates – Teresa Frank

Teresa Frank discussed fire safety in the homes of our Waiver individuals. There were 614 home fire fatalities nationwide in the last three months, and 25 of those were in Louisiana for individuals ages 2 – 82. She provided “must do’s” for fire safety at home:

- Everyone receiving waiver services must have working smoke detectors
- Call local fire dept. or Red Cross if person can’t afford or can’t install them
- Change batteries at least twice a year
- Have a plan on how to get out of your home
- Practice the plan
- You should have at least two ways out of every room
- Once out of the home, NEVER go back in when there is a fire
- Fire fatalities follow parties, especially on college campuses
- After a party or get together always look under cushions and furniture for cigarettes
- Physical disability is the 2nd leading human factor contributing to fatalities in residential buildings
- Smoke alarms should be on every level of the home
- Connect them so when one goes off they all go off
- If you are deaf or hard of hearing you can get smoke alarms with vibrating pads, flashing or strobe lights
- When living in an apartment complex or dorm try to live near an exit
- The ground floor is safest in an apartment building
- Know in advance how pets and service animals will be evacuated
- For people that smoke, have them practice safety measures and never smoke in bed
- For people with a hoarding disorder: help them keep anything that can burn 3 feet away from cooking or heating equipment
- Keep doorways and windows clear so they can escape if necessary
- Help them keep a clear path to their door
- People over 65 have an increased risk of dying in a fire due to physical or mental impairments or from using medicines or alcohol
- People living with smokers have an increased risk of dying in a fire
- People living in substandard housing are at an increased risk
- For individuals who use walkers or wheelchairs, help them keep a clear path to all doorways and make sure they can get their mobility device through their doorways
- You should never smoke around medical oxygen
- Remind people to keep glasses, hearing aids, canes or wheelchairs close to their bedside at night so they’ll be able to grab them quickly

You can find handouts and videos on fire safety at the U.S. Fire Administration website or usfa.fema.gov/prevention/home-fires. The last thing is that EVERY WAIVER INDIVIDUAL must have working smoke detectors in their home to alert them to this danger and please help them develop plans to escape and practice these plans.

Incontinence Products Rate Increase

OCDD is researching a potential rate increase for incontinence products. A memo will be issued with details on implementation once finalized.

General Reminders

Providers who did not submit their cost reports as required for FY 24 received a monetary penalty on the remittance advice dated 3/18/25. If you received the monetary penalty and have questions, please reach out to **Lindsey.Nizzo@la.gov**.

Providers are reminded to keep their Freedom of Choice information up to date.

The next Quarterly Provider Meeting is scheduled for Wednesday, May 28, 2025 at 1:00 PM.