

#ArDPSQAcon

# 2023 DPSQA VIRTUAL CONFERENCE

FOR BEHAVIORAL HEALTH AND WAIVER PROVIDERS AND STAFF



**ARKANSAS DEPARTMENT OF HUMAN SERVICES**

Division of Provider Services  
and Quality Assurance

NOVEMBER 7, 2023



CONFERENCE PROGRAM



20  
23DPSQA  
VIRTUAL CONFERENCE

FOR BEHAVIORAL HEALTH AND WAIVER PROVIDERS AND STAFF

## ABOUT DPSQA

The Division of Provider Services and Quality Assurance improves the quality of life for Arkansans through provider engagement and oversight. It is responsible for the certification, licensing, and surveying of long-term care and Medicaid providers. DPSQA also conducts quality assurance activities to review outcomes and determine compliance and promote workforce development.

DPSQA is divided into three units:

**OFFICE OF LONG-TERM CARE** licenses, surveys, and regulates long term care facilities, such as skilled nursing facilities. This unit also investigates all nursing home complaints.

**COMMUNITY SERVICES** licenses, certifies, and regulates assisted living facilities, home and community-based programs day treatment programs, and alcohol and drug abuse treatment providers. This unit also reviews concerns, complaints, and allegations of substandard care as it relates to facility practices.

**PERFORMANCE & ENGAGEMENT.** This unit is the hub of the division. It is the first point of contact for allegations of abuse, neglect, and exploitation in long-term care facilities and other types of facilities. This unit also determines eligibility of applicants to work in long-term care facilities or to provide waiver services. Finally, the unit oversees the following programs and services:

- Options Counseling – This is a service provided to nursing facility clients which provides them with information and options about transitioning to a least restrictive setting.
- Choices in Living Resource Center – This is a hotline available to Arkansans for information about long-term services and supports in our state.
- Lifespan Respite – This is a program that provides Arkansans with education about respite services and programs and provides respite vouchers to those that may need assistance.
- Independent Choices – A program that allows an individual to self-direct their own care by someone of their choosing.
- Occupational Licensing – The division oversees the Certified Nurse Aid Training Program and the Certified Nursing Home Administrator program.



# AGENDA

8:30 – 8:45 A.M.	<b>OPENING REMARKS AND WELCOME</b> <ul style="list-style-type: none"> <li>• <b>Tabitha Kinggard</b>, <i>Manager, Outreach Services, Arkansas Foundation for Medical Care (AFMC)</i></li> <li>• <b>John Selig</b>, <i>President and CEO, AFMC</i></li> </ul>
8:45 – 9:00 A.M.	<b>ARKANSAS MEDICAID UPDATE</b> <b>Janet Mann</b> , <i>Deputy Secretary of Health and State Medicaid Director, Arkansas Department of Human Services (DHS)</i>
9:00 – 9:15 A.M.	<b>DIVISION OF PROVIDER SERVICES AND QUALITY ASSURANCE (DPSQA) UPDATES</b> <ul style="list-style-type: none"> <li>• <b>Martina Smith</b>, <i>Director, DPSQA, DHS</i></li> </ul>
9:15 – 9:45 A.M.	<b>MEDICAID MANAGEMENT INFORMATION SYSTEM (MMIS) BILLING</b> <b>Karen Young</b> , <i>Training and Program Developer, MMIS, AFMC</i>
9:45 – 10:00 A.M.	<b>SINGLE-ENTITY PROVIDER</b> <b>Jonathan Bibb</b> , <i>Assistant Director, Medicaid Operations, Division of Medical Services (DMS), DHS</i>
10:00 – 10:30 A.M.	<b>ELECTRONIC VISIT VERIFICATION (EVV)</b> <b>Jonathan Bibb</b> , <i>Assistant Director, Medicaid Operations, DMS, DHS</i>
10:30 – 10:45 A.M.	<b>BREAK</b>
10:45 – 11:15 A.M.	<b>OFFICE OF THE MEDICAID INSPECTOR GENERAL (OMIG)</b> <b>Michael McNeely</b> , <i>Audit Coordinator, OMIG</i>
11:15 – 12:15 P.M.	<b>PROVIDER APPLICATIONS AND THE ENTERPRISE LICENSING SYSTEM (ELS)</b> <b>Susan Morrow</b> , <i>Licensure &amp; Certification Manager, Office of Community Services, DPSQA, DHS, DPSQA</i>
12:15 – 1:00 P.M.	<b>LUNCH</b>
1:00 – 1:45 P.M.	<b>INSPECTIONS OF CARE (IOC)</b> <ul style="list-style-type: none"> <li>• <b>Taniesha Richardson-Wiley</b>, <i>Assistant Director, OCS, DPSQA, DHS</i></li> <li>• <b>Sheryl Hurt</b>, <i>Provider Policy and Inspections of Care, AFMC</i></li> </ul>
1:45 – 2:15 P.M.	<b>PROVIDER ENROLLMENT</b> <b>Tyler Brickey</b> , <i>Manager, Provider Enrollment, Gainwell Technologies</i>
2:15 – 2:30 P.M.	<b>BREAK</b>
2:30 – 3:00 P.M.	<b>ADVERSE CHILDHOOD EXPERIENCES (ACES) &amp; SOCIAL DETERMINANTS OF HEALTH (SDOH)</b> <b>Chad Rodgers, MD</b> , <i>Chief Medical Officer, AFMC</i>

# AGENDA, CONT.

<p>3:00 – 4:00 P.M.</p>	<p><b>PROVIDER UPDATES &amp; PANEL DISCUSSION</b></p> <p><b>BEHAVIORAL HEALTH AGENCIES (BHA)</b></p> <p><b>COMMUNITY SUPPORT SYSTEM PROVIDERS (CSSP)</b></p> <p><b>HOME AND COMMUNITY-BASED SERVICES (HCBS)</b></p> <ul style="list-style-type: none"><li>• <b>Martina Smith</b>, <i>Director, DPSQA, DHS</i></li><li>• <b>Melissa Weatherton</b>, <i>Director, Division of Developmental Disabilities, DHS</i></li><li>• <b>Paula Stone</b>, <i>Director, Office of Substance Abuse and Mental Health, DHS</i></li></ul>
<p>4:00 P.M.</p>	<p><b>CLOSING REMARKS</b></p> <p><b>Tabitha Kinggard</b>, <i>Manager, Outreach Services, AFMC</i></p>

# BIOGRAPHIES

## Jonathan Bibb

Jonathan Bibb is the Arkansas Department of Human Services assistant director of Medicaid operations at the Division of Medical Services. His experience includes leading in the areas of public health, career and technical education, and serving people with disabilities. Jonathan has been with DHS since May 2022.

## Tyler Brickey

Mr. Brickey has been working on the Arkansas Medicaid Account for seven years as a PCMH analyst and business analyst, and he has supervised the Arkansas Provider Enrollment department for the last three years.

## Sheryl Hurt

Sheryl Hurt is the Director of Provider Policy and Inspections of Care at AFMC where her teams work with all provider types to educate on Medicaid policy, certifications, processes, PCMH, and new initiatives. She has been certified by NCQA as a PCMH Content Expert (CCE) and is a certified professional in Healthcare Information and Management Systems (CPHIMS). Mrs. Hurt has over 30 years of experience in the Arkansas healthcare industry and is an expert in process management.

## Tabitha Kinggard, RN

Tabitha Kinggard, RN, joined AFMC in 2005 and is the manager for the provider relations, DPSQA provider relations, and Connectcare escalated Outreach Services teams. Tabitha, alongside her team, educates Arkansas Medicaid providers on various policies, procedures, and initiatives and completes Primary Care Provider assignments for AR Medicaid beneficiaries. Tabitha is an RN and has more than 25 years of experience in healthcare, which includes home health, labor and delivery, and pediatric settings.

## Janet Mann, CPA

Janet Mann has over twenty years' experience in healthcare and healthcare finance. She has worked in the public and private sector for multiple states and clients. Janet has served as the Division Director for DHS's Division of Medical Services overseeing the Medicaid operations before and during the beginning of the COVID-19 Public Health Emergency until April 2021. She also served as DHS's Chief Financial Officer for a year in 2017. In addition, Janet was a Deputy Administrator for Medicaid in Mississippi during Governor Haley Barbour's administration, 2006-2010. Janet has worked in the private sector focused on healthcare and public sector for several entities throughout her career but most recently at Horne LLP in Ridgeland, Mississippi. While consulting, Janet worked closely with other states implementing public policies and programs in areas of program integrity, managed care, audit and compliance and financial processes. Janet holds a Bachelor of Science degree in Accounting from the University of Alabama and is a Certified Public Accountant. Janet has been married to Doug for over 29 years and has 2 grown children, Sydney and Will.

## Michael K. McNeely, MHSA, RHIT, CPC

Mr. McNeely is the audit coordinator for the Office of Medicaid Inspector General (OMIG). He has worked for OMIG for five years. Prior to that he worked for over twenty years at University of Arkansas for Medical Sciences (UAMS) with experience in health information management, outpatient coding, inpatient coding, and physician compliance. He is a member of American Health Management Association (AHIMA), American Academy of Professional Coders (AAPC), and National Healthcare Anti-Fraud Association (NHCAA). He has been a presenter at local AAPC Chapter Meetings, National Association of Medicaid Program Integrity (NAMPI), and NHCAA's State Sharing Sessions.

# BIOGRAPHIES

## Susan Morrow

Susan Morrow serves as the OCS Licensure and Certification Manager with the Division of Provider Services and Quality Assurance. She has played a pivotal role in launching the Division's enterprise licensing system. She has 18 years of experience working with DHS. This has included experience in investigations with the Division of Children and Family Services; inspecting and licensing programs with the Division of Child Care and Early Childhood Education; and inspections and licensure/certification with the Division of Provider Services and Quality Assurance.

## Taniesha Richardson-Wiley, MPH

Ms. Richardson-Wiley has 23 years of state government experience specializing in program management, policy development, and research; niche skills in community engagement, organizational leadership, public health, and human services. Taniesha's additional experience and expertise include research and data analysis for the Division of Provider Services and Quality Assurance (DPSQA) involving state and federal laws, policies, programs, and trends to develop strategies and improve systems; leadership and guidance for the Arkansas Department of Health Hometown Health Improvement team to build capacity in communities; and adoption of policies, systems, and environmental change to create healthier environments.

## Chad Rodgers, MD

Dr. Chad Rodgers is the chief medical officer at AFMC and a board-certified pediatrician at Little Rock Pediatric Clinic. Dr. Rodgers received his medical degree from UAMS, where he completed his internship and residency at Arkansas Children's Hospital serving as pediatric chief resident. He has served as president of the Arkansas Medical Society and Arkansas chapter of the American Academy of Pediatrics. His areas of interest include pediatric development, Positive and Adverse Childhood Experiences, Social Determinants of Health, and Health Literacy.

## John Selig, MPA

Mr. Selig is president and CEO of AFMC, an organization working with individuals and health care providers in all settings to improve health and consumer experience of care while reducing healthcare costs. Prior to joining AFMC, John was vice president of Optum Public Sector, where he led business development efforts in the southeastern United States. From 2005 to 2016 John served as the director of the Arkansas Department of Human Services (DHS). His previous positions include serving as the State's director of Behavioral Health and director of In-Home Health Services.

## Martina Smith, JD

Ms. Smith serves as the director of the Division of Provider Services and Quality Assurance. In this role, Martina oversees the Office of Long-Term Care, which regulates and surveys long-term care facilities; the Office of Community Services, which certifies and licenses assisted living facilities and other providers; and the Office of Performance and Engagement, which is comprised of the complaint, FOIA, and quality assurance units. Martina earned a Juris Doctorate from the University of Arkansas at Little Rock William H. Bowen School of Law and a Bachelor of Arts in Criminal Justice from Arkansas State University. Martina has served DHS in additional capacities, including as dependency-neglect, Adult Protective Services attorney, and privacy officer. Prior to coming to DHS, Martina worked for the Tennessee Department of Human Services as an Administrative Hearing Official.

# BIOGRAPHIES

## Paula Stone, LCSW

Ms. Stone is a licensed clinical social worker with more than 25 years of experience in behavioral health. She worked as a mental health therapist and directed community-based programs in Arkansas before leaving the state to work in Florida, California, and New Jersey. Her experience in several areas of the country managing behavioral health clinics and working for a managed care organization gave her an opportunity to experience varied systems and methods for providing successful services. Paula has been with DHS in various roles within the Division of Aging, Adult, and Behavioral Health Services (DAABHS) and Division of Medical Services (DMS) focused primarily on services for children and families. She led the team within DMS to change a 30-year-old fee-for-services behavioral health system through a new organized care model. Her current focus of work is on developing services and programs to meet the needs of special and complex populations as well as planning for a statewide integrated crisis system.

## Melissa Stone-Weatherton, JD

Ms. Weatherton received a Bachelor of Arts and Science in English from the University of Arkansas in 2001 and her Juris Doctorate from the William H. Bowen School of Law in 2005. In October of that year, she began work at the Arkansas Department of Human Services as assistant deputy counsel handling child welfare and adult abuse and neglect cases. She has also served as deputy counsel, managing attorney, and assistant director of the Division of Developmental Disabilities Services (DDS). Melissa currently serves as director of DDS and is responsible for oversight of Arkansas's five Human Development Centers. In addition, she oversees division-wide compliance, policy, and procedures and represents DDS as legislative liaison. She is dedicated to serving Arkansas families who have a loved one with a developmental or intellectual disability and recognizes the importance of providing them with an array of service options.

## Karen Young

Ms. Young has been with AFMC since August 1, 2017. Through her 32 years of experience with Arkansas healthcare contracts, Karen has developed extensive knowledge of Medicaid claims processing, common billing issues, and provider training needs. Karen has led efforts to implement virtual training and the healthcare portal for providers and works consistently to improve services and support to Medicaid providers.