Lessie Randle’s kind and gentle spirit radiates a sense of warmth that envelopes those spending time with her in her living room, which is bedecked with family photos. Looking upon her face, you see lines that reflect the wisdom of a long, well-lived life and eyes that twinkle as she speaks.

Lessie was born in Okmulgee on Nov. 10, 1914. Lessie’s father was among those who farmed the areas around Okmulgee in the early days after statehood. Farming and coal mining originally supported the local economy. Cotton, corn and feed grains were some of the main crops. Lessie remembers her family moved around quite a bit when she was a child. Farming was difficult, and times were hard.

Eventually, the family moves took them to live with relatives in the Tulsa area. She was a 7-year-old girl living with her grandmother during the 1921 Tulsa race riots and remembers (Continued on page 2)
the fear and uncertainty of those days very well. She says her family thought about leaving Tulsa during the weeks of rioting and unrest, but decided to stay once the National Guard gained control of the situation in north Tulsa. Lessie went on to graduate from Tulsa’s Booker T. Washington High School, marry, and raise a family—five children of her own, and two of her sister’s children. Lessie says she has always believed she was given a maternal gift and affinity for children. As a younger woman, Lessie was employed as a caregiver in the homes of Tulsa residents, caring for their children and preparing meals. She remembers that the children she cared for would fondly call her “Cookie.”

Now, through ADvantage program services, Lessie is able to live in her home and receive care. Her care is coordinated by the case management agency. She is participating in the consumer-directed CD-PASS service option and receives assistance with personal care, transportation, errands, meal preparation, housekeeping and laundry from a caregiver she selected with the assistance of an authorized representative. Lessie also participates in the Adult Day Health program four days a week, and receives home-delivered meals to supplement the meals prepared by her caregiver. The balance of the ADvantage services and informal support allow Lessie to continue the life she chooses. Without this support, Lessie would likely need to move into a nursing facility.

Lessie’s current life is peaceful. She loves to read, go to church and Bible class, watch cooking programs, and try new recipes. When asked what she appreciates about the ADvantage program, Lessie says she loves being in her home with her family. She is comfortable and at ease. In her 101 years, Lessie has seen many changes in the world, from world wars, to transportation and technology. But some things, like family and home, remain constant.
Team Spotlight: Miranda Kieffer

by Kirk Shrader

This edition’s team spotlight shines brightly upon Miranda Kieffer, Programs Assistant Administrator for Quality Assurance and Improvement Audit team. Miranda was born in Shawnee and grew up living on a farm along with three sisters and two brothers. She attended public school at Tecumseh and received her degree in psychology from East Central University in Ada.

Miranda worked in a pharmacy while attending college. After graduating, she moved to Edmond but continued working in the pharmacy until accepting a position with DHS in October of 2007. She started her DHS career as a child support specialist. From there, she became a programs field representative at a state office training finance workers. Next, she moved to the Center for Finance and Budget and worked on resolving pending receipts. In this role, her primary responsibility was to assist with getting money to families with children who were in need of resources.

Miranda came to Aging Services in February of this year seeking change. She commented that she truly enjoyed child support, but likes the challenge of learning something new. The most demanding aspect of her transition has been going from work that has become very familiar to a role that is completely new. Miranda’s goals in her new role in Quality Assurance and Improvement are “to maintain the quality of efforts and processes already in place while finding key areas for improvement to make sure we are providing the best services to our customers, which are the providers as well as to their Members.”

Miranda is married and raising two sweet girls. They all enjoy swimming, playing tennis and watching action movies. Mostly, they enjoy spending time together being a family. Miranda said what inspires her is “making a difference and [having] opportunities to be involved with programs and organizations that make a difference. That is why this job is a perfect fit. I look most forward to meeting and working with our providers and Members.”
Quality Assurance and Improvement Team

by Miranda Kieffer

ADvantage Members trust the quality of care they receive from ADvantage providers to help them remain safely and independently in their homes when, without those supports, they would need care in a nursing facility. Our ADvantage program has a Quality Assurance and Improvement (QAI) team to conduct annual audits of agencies that provide ADvantage services. This allows our Members to trust the care they receive from our devoted providers. Providers are required to maintain appropriate documentation to demonstrate compliance with the parameters of our waiver, contractual documents, law and policy. The QAI team works tirelessly, with our Members in mind, as they review documentation against those requirements that keep this program fundamentally sound and continually available to vulnerable Oklahomans. Providers are given a packet annually with the latest QAI tools and reminders to use for self-evaluation throughout the year.

The QAI team currently has nine dedicated staff. The QAI team is headed by Miranda Kieffer, who is featured on page 3.

At the core are four annual auditors—Monta Setzer, Fleet Thompson, Laura Murray and Anjilita Resendes—who ensure every agency is evaluated in the areas of case management, home care, state plan personal care, assisted living and adult day health services. These auditors also contact Members to collect their perception of the services they receive. Two of the team members specialize in the ADvantage assisted living service option; Brenda Lambeth is the program supervisor for the QAI team. Cathy Murrell, another member of the QAI team, determines financial eligibility for this service option and she covers every county in the state. We rely on the expertise of the two RNs in the group, who help maintain the medical integrity of QAI processes and advisement. Terry Perkins handles follow-up reviews for all conditions that need remediation, and Teri Curtis is our QAI advisor and is available for advisements related to the audit process during onboarding, which is a facet of the remediation process, and as requested.

Fleet: “ADvantage agencies all across the state work very hard to provide quality services to ADvantage members. Traveling to the many agency offices gives the audit unit the ability to see firsthand the dedication of ADvantage administrators, case managers, nurses and staff for ADvantage members.”

Monta: “I’ve worked for DHS 17 years and have been in this particular job around six years now. I like what I do and I find this job very interesting to me. I absolutely love

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traveling around the state, and each time I go to an agency it is sort of an adventure for me. It’s not boring and there is usually something different that comes up each and every time in the audit that I learn from.”

**Laura:** “I enjoy the travel— not being in a cubicle all day, every day. What motivates me is that I really believe in the ADvantage program and think it truly helps people.”

The QAI team thanks providers for recognizing the importance of quality assurance and improvement to the ADvantage Members. Together, we make this program a success.

Pictured left to right are Brenda Lambeth, Miranda Kieffer, and Anjilita Resendes.

Pictured left to right are Laura Murray, Fleet Thompson, and Monta Setzer.
In May, the Medicaid Services Unit hosted its annual ADvantage New Provider Orientation, welcoming 17 new or expanding providers. The new assisted living providers will go on referral as they receive their Medicaid provider number, and all others went on referral around July 1. The new providers are:

**Independent Case Management**
- Compassion Home Care – Spiro
- Completecare Private Services LLC – Norman
- Love & Hope Counseling Services – Oklahoma City
- Northwest Home Health – Oklahoma City
- Your Key To Change – Oklahoma City

**Independent Home Care**
- ComForCare Home Care – Oklahoma City
- Compassion Home Care – Spiro
- Maranatha Home Health Inc. – Tulsa

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Expanding Services: CD-PASS/Assisted Living

by Jonathan Vanbeber and Brenda Lambeth

CD-PASS Services:
ADvantage Consumer-Directed Personal Assistance Services and Supports (CD-PASS) continues to experience growth as many Members choose this service option. While ADvantage has been around for more than 20 years in many counties, the CD-PASS service option is relatively new. Therefore, with the statewide expansion of CD-PASS complete in 2015, additional training events are being held for Members in 2016. These training events are designed to provide ADvantage Members and/or their authorized representatives with the information they need to be successful on CD-PASS, inform them of the many choices available to them, and to answer any questions they may have. To register for these events or to apply for CD-PASS, Members should call 1-800-435-4711 and follow prompts for “CD-PASS.”

To ensure case managers are also prepared to assist Members that choose this option, Case Management CD-PASS certification trainings are currently scheduled in October. Registration is available through the ADvantage online training registration. Two-hour, onsite refresher trainings are available to all case management agencies by request. To request, please call 918-933-4947. The point of contact is Jonathan Vanbeber.

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Expanding Services
Continued from page 7

**Assisted Living Services:**

ADvantage Assisted Living Service Option expects the successful addition of multiple facilities in the coming months. These facilities must undergo rigorous evaluation prior to becoming available for all interested Members, but it will be listed on the Certified Agencies Report when approved. Stay tuned to ADvantage Update bulletins for the most current announcements of each new AL provider.

**EVV/Provider Question**

by Melinda Brannan

MSU Provider Question needs our provider’s help to keep ADv 9 forms processed in a timely manner. As communicated in the MSU provider update of March 18, MSU has streamlined processes for several existing forms. As a team, we came to the conclusion that electronically submitted forms, with clear naming conventions, will save providers printing and postage while expediting turnaround times. It’s a small thing, but it makes a big difference.

When sending the ADv 9, please send via a SmarterMail account to Provider Question, aauproviderquestion@aau.okdhs.org, and use the naming conventions noted below in the subject line of the email. Although we appreciate your enthusiasm for this process, please do not create your own naming conventions as deviations from these may result in the ADv 9 not reaching the intended department.

**For the changes listed below, put the underlined information in the Subject line of the ADv 9 email:**

For Members resuming services: DJ 123456789 ADv 9 Resume
For Members suspending services: DJ 123456789 ADv 9 Suspend
For ICD-10 code updates: DJ 123456789 ADv 9 ICD10 update
For demographic changes: DJ 123456789 ADv 9 Demo
For case manager in-house transfers: DJ 123456789 ADv 9 CM IHT

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Please continue to use the naming conventions as it saves time and money and allows MSU to track these requests in real time. Thank you!

**Did you know?**

- **Provider Question** gets 1,000+ demographic changes monthly?
- **Provider Question** receives 300+ Suspend and Resume alerts monthly?
- **Provider Question** staff has an average 15 years’ experience working with ADvantage?

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**SPPC**

by Wanda Furney

**Webinar training available for state plan personal care provider agencies!**

The State Plan Care Unit now has webinar training available! From refresher courses, to specific needs training, it can be addressed via this format. If your agency is interested in any type of training for State Plan Personal Care Services, please contact Sheryl Hulme, Program Field Representative for SPCU, at **918-689-1289**. She will get the necessary information and set up training for your agency.
SPA/Clinical:
Improved Authorization Rate Tips
by Kim Johnson

Remembering that ADvantage is the payer of last resort when writing a Person-Centered Service Plan that includes Medicare/ADvantage hospice and/or Medicare Home Health will prevent receiving a Service Plan Review requesting coordination with the hospice. It is essential to communicate with the hospice or home health, and coordinate with these providers who may be sending in a home health aide. In the event they are not providing a home health aide, the appropriate justification must be included in the request. Hospice is responsible for disposable incontinent supplies, and ADvantage may authorize incontinent supplies such as reusable bed pads. Should hospice not provide this service, again justification is needed to support why ADvantage will be the payer of disposable incontinent supplies.

UB120/Nursing Facility Respite:
When requesting UB120, especially if it is sent in the day before needed, be sure to include all the following elements to authorize:

1. The goals must include a respite action step explaining why/what the caregivers intend to do with the respite time (will utilize respite hours for out-of-town vacation/to undergo medical procedure/for rest and relaxation).

2. Count the day the member enters the nursing facility and the day the member leaves the facility. The specific dates of the nursing facility stay must be on the Service Plan Addendum. These authorizations are usually authorized up to a 30-day stay. In the event there is a need to stay beyond 30 days, the case manager will need to submit justification and may be contacted by the MSU staff for additional information.

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3. The service plan cost sheet/addendum and goals must include the presence of a routine caregiver.

4. Request for respite for care due to Member’s health condition does not meet the Service Standards definition and cannot be authorized.

5. Request to give respite to the caregiver that is also the PCA cannot be authorized.

6. Ensure that all providers listed on Service Plan Cost Sheets and Service Plan Addendums are also identified on the Service Team Release of Information forms (Form 02CB005E).

Respite is intended for short-term episodic basis because of the temporary absence or need for relief of those persons normally providing the care to the Member. If the care is too great for the caregiver, discussions with the caregiver and member need to begin for long-term planning needs.

Questions may be directed to aauproviderquestion@aau.okdhs.org. Be sure to include the Member’s initials and Medicaid ID in the subject line.
Human Interest: The ADvantage of Community

by Cathy Gervasio

In late March, DHS announced that due to budget shortfalls the State Supplemental Payments to the poorest of Oklahomans (primarily the aged, blind and disabled) normally paid monthly would be suspended until July 1, at which time the recipients would receive their April, May and June payments. From that point forward, the payments will be quarterly, rather than monthly. The day after the notice was widely reported in the Oklahoma press, Gary Hicks, owner of Tiffany’s Restaurant in Noble, announced on the restaurant’s Facebook page the restaurant would offer free meals to anyone affected by the move.

“I was gonna rant and rave today,” posted Hicks, “about something that I couldn’t control. Instead…I am going to tell you what happened and what I am going to do about it.” He then proceeded to explain the DHS announcement and continued, “Let your voice be heard; let the powers that be know the welfare of the blind, disabled, aging and others living in poverty are a top priority for you and your community.”

“I will offer this to anyone that needs it over the next three months; when you choose to pay electric and run out of money because the state has had a budget shortfall come into Tiffany’s and we will feed you until you are able to make ends meet.”

Another Oklahoma restaurant owner, Ashley Jiron of P.B. Jams in Warr Acres saw someone digging in the restaurant’s dumpster in search of a meal. She posted this notice: “To the person going through our trash for their next meal: You’re a human being and worth more than a meal from a dumpster. Please come in during operating hours for a classic PB&J, fresh veggies and a cup of water at no charge.”

A trend primarily targeting the homeless but available to all who are short on food money started in New York and Chicago and has spread worldwide. It has been seen in some “mom and pop shops” in Oklahoma as well, literally “paying it

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Times are tough in Oklahoma, especially for her most vulnerable citizens. But Oklahomans are doing what they do best: stepping up—through donations, volunteer work and advocacy. If you have the resources of time or money, join the movement. Instead of holding a garage sale, consider donating your gently used clothing and household items to a neighborhood organization that will distribute them free to those in need. Volunteer to sort clothing or pack food boxes, or make deliveries. If you have a favorite place you like to have lunch, speak to the manager about starting a pay-it-forward program and one day a week buy an extra lunch to benefit someone who is going without food. Remember, too, to let your voice be heard; let the powers that be know the welfare of the blind, disabled, aging and others living in poverty are a top priority for you and your community. We were told in the ‘90s that it takes a village to raise a child. Twenty years later we have learned it takes a community working together to ensure that all residents can weather an economic storm.
NUTRITION:

What three things must you include in your documentation in order to assign a score of “4” for “Weight Loss or Gain” in the Nutrition Section of the UCAT III? (Pages: 43-47, UCAT Manual)

Many times, our members need to lose or gain weight for optimal health. We sometimes assist with nutritional supplements when someone needs to gain weight and we assist with skilled teaching on prescribed diets when someone needs to lose weight. We should always document if our interventions are working or not. Also, include if our interventions or services need to continue when addressing Service Plan Implications in the comment section.

Please assign a score for the two examples below with either a Score of “0” or “4.” Remember, a score of “4” requires all answers be “Yes.”

Our new member just finished chemotherapy and is very weak. She has lost 20 pounds in the last five months and has been approved for Ensure to supplement her high-protein diet. She now weighs 87 pounds, which indicates she previously weighed 117 pounds.

This would be a “4”

1. Was the weight loss or gain in the past six months? Yes
2. Was the weight loss or gain greater than 10 percent of body weight? Yes
3. Was the weight loss or gain unintentional? Yes

Our member has been using Ensure twice per day due to weight loss after chemotherapy. She now weighs 96 pounds. She has gained 9 pounds in the last six months, which means she started at 87 pounds.

This would be a “0”

1. Was the weight loss or gain in the past six months? Yes
2. Was the weight loss or gain greater than 10 percent of body weight? Yes
3. Was the weight loss or gain unintentional? No