

**Shawnee County CDDO  
Affiliate Meeting  
Dec. 11, 2017**

**Present:** Mary Ann Hughes, Sunflower Supports; Shelby Fry, TIES; Jess Reling, CDDO; Billie Padilla, CDDO; Shawna Link, CCC; Tim Gorton, SLI; Sabrina Winston, CDDO; Robert Smith, CDDO; Jon Gerdel, Life Patterns; Erica Koontz, Life Bridge; Lina True, Game Time Living; Danny Howard, TARC; Bonnie Breinig, Equi-Venture Farms; Mary Stafford, Exploring Life

**I. Guest Speaker:**

Beth Simpson, Vice President of Operations, Heartland Homecare (Pharmacy)

- Heartland Homecare is a closed-door, long-term care pharmacy which serves individuals who are under the Medicaid waivers throughout Kansas and Missouri. \* Closed license meaning they do not provide prescriptions to private individuals.
- Heartland features “Medicine-on-Time” bubble packaging. Each package identifies the person, the prescription and dosage and when the prescription is to be taken. The frames are color-coordinated to show what time of day the medications are to be taken for example: yellow = morning. Additional information can be accessed [www.medicine-on-time.com](http://www.medicine-on-time.com).
- If an antibiotic is prescribed it is also color-coded. Please return these frames to Heartland. It was suggested to keep extra frames for routine prescriptions.
- If a PRN card is needed contact Heartland.
- If an individual is going to be out during the time a medication is to be taken the perforated bubble can be removed and taken with them, such as a weekend with parents.
- Heartland provides 24-hour service.
- Heartland has partnered with a lab offering Pharma Code Genetics testing (DNA testing). The beneficial aspect is for an individual who has had several medication changes. The testing shows what medications would be best and what wouldn't work as some medications are completely blocked where other medication can be over or under metabolized in the person's system. This testing requires prior authorization.
- Shared medication data is available through Therap, BCI, QuickMar and SSLTC.
- For additional information contact Heartland Homecare at [www.heartlandrx.net](http://www.heartlandrx.net).

**II. CDDO Updates:**

- October 2017 and November 2017 Affiliate Report Overview – See Attachments
- Send any concerns or issues regarding BCI to [bcihelp@sncddo.org](mailto:bcihelp@sncddo.org).
- Jeremy Chard and Garry are working on fixing PCSP Notifications.

- It was asked what the purpose of the Personal Awareness and Satisfaction (PAS) Tool. The PAS Tool is a quality oversight tool. The CDDO is looking at updating the tool.
- Please send a BCI Access form for new employees that will require access. Notify the CDDO when an employee is no longer employed by sending a copy of the form with the termination date to the CDDO.
- There are 58 individuals on the CDDO TCM waiting list. Some are Medicaid eligible. Some come in with services. If an individual does not have a TCM then the Day and/or Residential provider are responsible for writing the PCSP.
- MCO to do PICSP? It was stated that FMS Providers could sign up as brokers.
- Individuals not addressed in this process are those on the waiting list and Tier 0.
- Discussion on updating Medicare Cards which will be removing the persons Social Security number to help prevent fraud and identity theft. The changeover will begin in April 2018 to meet the statutory deadline of April 2019. For more information go to <https://www.cms.gov/Newsroom/MediaReleaseDatabase/Press-releases/2017-Press-releases-items/2017-09-14.html>.
- With this change Third Party Liability forms will need to be updated also.
- Discussion on setting goals for individuals. The interpretation across the State varies. Goals need to be included in the individuals PCSP. It needs to be clear what the goal(s) are, they need to be measurable and state how they will be tracked and who will be taking care of the tracking. If the individual meets the goal or the goal is unattainable an addendum should be written showing the new goal.
- Informed Consent forms should be uploaded into BCI so that all providers have access. The format for the BMC/HRC committees will be changing. It was suggested that all members of this committees sign a confidentiality form.
- HOC Background Checks – complaints that they take too long. One issue was that there is a high rate of turnover and that providers cannot wait for long periods of time to hire staff. Anyone applying cannot work until they pass the background checks. It was said that a contingency may possibly be put into place.

### III. Other

- **Making a Difference Award**
  - Sunflower Supports – was recognized for their continued supports and services for an individual that had been hospitalized.
  - Donna Holstein, TCM at SLI, was recognized for going above and beyond her case manager duties for an individual in crisis.
  - RICO Services – was recognized for going above and beyond by providing meals including Thanksgiving dinner for an individual that isn't in their services.

***Next meeting is scheduled 2 pm on February 12, 2018***

November 2017  
Shawnee County CDDO Affiliate Report

**Individuals receiving service:**

1,212 (not including KNI)  
947 adults; 265 children

- 287 Receiving in home supports
- 731 Receiving day services
- 546 Receiving residential  
(540 adults, 6 children's residential)
- 1,094 Receiving TCM
- 141 KNI

**Determined Eligible:** 9

**Determined Ineligible:** 1

**Re-entry:** 0

**Redetermination:** 0

**Eligible (re-determined after age 8):** 0

**Transferred In:** 0

**Transferred Out:** 2

**Individuals in Crisis Year to Date:** 7

(July 1, 2017 - June 30, 2018)

**Crisis Request Reviewed:** 8

**Crisis Request Approved:** 3

**Crisis Request Denied:** 0

**Crisis Request Pended:** 5

**Individuals exiting Medicaid Services:** 1

**Provider Changes**

◆ **Day:** 15

◆ **Residential:** 6

◆ **Case Management:** 6

◆ **In-Home Support Providers  
(FMS, SHC):** 5

**CDDO (TCM) Representative:** 118

**Medicaid Eligible:** 75

**Non-Medicaid Eligible:** 43

**CDDO TCM Waiting List:** 54



# Heartland Homecare

A Long-term Care Pharmacy

*Heartland is a closed-door, long term care pharmacy specializing in providing services for clients residing in I/DD group homes, Host Home Programs, Independent Living in the community under the Medicaid waivers, Intermediate Care Facilities (ICF), Assisted Living (ALF), Traumatic Brain Injury clients (TBI), Psychiatric Care/Mental health, Respite, and Hospice. We feature Medicine-on-time bubble packaging, a unique type of multi-dose system, where medication cards are color coded by the time of day (with corresponding color coded frames) following the path of the sun to promote independence for each individual and accurate medication administration for nursing staff helping **successfully reduce medication errors.***

## Services

### Individual dose cup labeling;

*Printed on each sealed bubble of the card is the name and picture of the patient, medication name/strength contained within the medication bubble, pill images on the bubble card, the exact calendar date, day of the week, & time the dose is to be taken. All bubbles are perforated to allow ease for travel, day service programs, changes, and administration. Each card has medication directions, expiration information, descriptions of the pills, and corresponds with the color coded frame designating time of day which promotes independence for clients and ease for staff.*

### Free delivery in advance;

*Heartland delivers maintenance medications 5 business days in advance of your client/agency due date.*

### Medication management;

*Heartland helps manage refills from your doctors, expiring orders, relays information from doctors of needed appointments, labs, starts all prior authorizations or appeals; providing better communication between clients, staff, doctors, and the pharmacy.*

### Free documents (MARS, POS, Drug info sheets, Control count down sheets):

*Your staff may have a choice of two different monthly charting medication reports free of charge. MARS (Medication Administration Records) or MSRS (Medication Supervision Records.) Two copies are provided, one for location charting and one for your office/ nurses book. Each color coded MSR has medications grouped together on the report by administration time of day. Each MAR has a color coded box that corresponds to the clients' card of medicine providing a 7 right point of check for staff to accurately document each medication dose given. Adverse Drug Reaction warnings, side effects, doctor information, diagnosis, written description of pills and pill images are shown, optional photo image of the client on the document, indication of a controlled item, and medication diary/logs are provided on both of these documents with pill images. **These are provided for every new medication, change, and monthly cycle.***

### Electronic Health Record (EHR) and Electronic MAR (EMAR) interfaces;

*On demand Electronic MAR program access for residential agencies, day service providers, and targeted case management (with authorization on file) to have ID/password protected for designated staff with the availability to view or print on demand reports & MARS reflecting daily changes or to print Physician Order Sheets on demand prior to doctor appointments free of charge which break the page per prescriber allowing just the primary care orders on one sheet, psychiatrist orders on their own sheet, and neurologist on their own so they each see what each other are prescribing, but only signing off on their individual orders.*

*Electronic MAR programs of **Therap, BCI, SSLTC, and Quickmar** are interfaces available with shared medication data directly from the pharmacy. BCI program interface established currently with CDDOS of Johnson County, Shawnee County, Class LTD, & Cottonwood.*



# Heartland Homecare

A Long-term Care Pharmacy

**All inclusive Long term care pharmacy portal access;**

SSLTC Long Term care software available allowing electronic prescriber input of new orders, electronic request of reorders by staff, data & reports, view pill images & Monographs, auditing of staff usage, and access for agency to chart & communicate electronically back and forth with Heartland pharmacy. Agency staff can electronically reorder medication which syncs back and forth from the pharmacy every 6 minutes. New orders from the pharmacy are seen by the agency in 6 minutes.

**Flu Vaccine Clinics in the Fall:**

Pre-book for Heartland pharmacists to come out to our residential agencies served for an onsite flu clinic (optional).

Heartland is contracted to provide Durable Medical Equipment and supply categories allowed outside of mail order requirements by Medicare.

Optional automatic reorder of agency specified non bubble pack maintenance medications such as insulin or loose items.

Local 1<sup>st</sup> dosing after hour emergency services with a pharmacist on call 24 hours a day/7 days a week.

Monthly Drug Utilization Review of each client's medications by a pharmacist for drug interactions, duplications, and therapeutic appropriateness.

Physician order sheets also provided if requested monthly or quarterly. Heartland will fax the primary care doctor and psychiatrist for regulatory annual review for primary care and quarterly for psychiatrist orders for your records as a free service. (optional service)

Optional bubble packaging systems of traditional unit dose cards or multi-dose Medicine-On-Time (with day service program M-F and Sat-Sun split cards available).

Optional service of our pharmacist to visit your agency and provide quarterly reviews, consultations, participate in behavioral committee meetings, or perform on site check of expirations and destruction of medications for a fee.

Daily delivery across Kansas from our Lawrence or Wichita, Kansas stores and proud to serve across Missouri from our store location in Platte Woods, Missouri as far as St Louis Missouri surrounding area.

Heartland accepts all state Medicaid, Managed Care plans (KanCare), and most Medicare D plans. We also actively review each clients' formularies through out the year and prior to Medicare D open enrollment to ensure they are with the best Medicare D plan (based on their specific medications,) and extend education to clients and facilities helping manage Medicare D changes.

Heartland strives to provide the best service possible for our clients and agencies around the region with an easy to use system, and proud to have been providing long term care pharmacy services since 1997! Please visit us at [www.heartlandrx.net](http://www.heartlandrx.net) to view examples of our unique multi-dose packaging provided free of charge to all our clients.

Please contact Beth Simpson, Vice President of Operations & Marketing or Ed Johnson, Executive Vice President at Heartland Homecare Services, Inc for inquires 888-331-0807.



# Heartland Homecare

A Long-term Care Pharmacy

EHR & EMAR interfaces available

EMAR access for reports on demand

Paperless medpass systems

Therap	BCI EMARS
SSLTC	Quick MAR

Longterm care software package  
SSLTC allowing electronic input of new orders, reorders, data & reports, view pill images, charting access, and internal tracking for the agency

Heartland accepts state Medicaid and most Medicare D plans

Active formulary review and management of prior authorizations with doctors' offices

Deliveries of all maintenance medications 5 days in advance of your client/agency cycle due date free of charge

Monthly color coded MAR (Medication Administration Reports), and physician order sheets with cycles

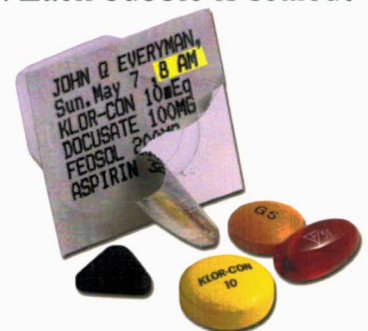
Pill images and optional photo of client printed on the MARS & the medication bubble packs (allowing check for the right person and right medication)

Optional automatic reorder of specific non bubblepack medications such as insulin

Dayservice or school packaging available

Heartland strives to provide the best service possible for long term care clients serving intermediate care facilities, I/DD group homes, host homes, assisted living, independant living, traumatic brain injury, mental health, respite, and hospice across Kansas and Missouri. Our Lawrence and Wichita stores serve Kansas, and our Platte Woods location serves Missouri.

Please visit [www.medicine-on-time.com](http://www.medicine-on-time.com) to view examples of our unique multi-dose cards packaged by time of day. Each bubble is sealed, labeled with person's name/date/time to be taken/medication name and strength on each individual bubble. Also, each bubble is perforated to allow ease of travel, medication changes, dayservice programs, or administration. All cards are color coded with frames to designate time of day med pass promoting independence for the client, and corresponding to color coded MARS (Medication Administration Reports) for staff, free of charge.



**Contact**  
**Heartland Homecare Services**  
**at 888-331-0807**