

March - MFCMP FAB (Family Advisory Board) Meeting Minutes

03/04/24 5:30 PM – 6:40 PM

In Attendance: Nichole Rajala, Vail Woodard, Ann Marie Parmenter, Michelle Rehren, Christina Garcia, Kirstin Horne, Melissa Brashear, Rebekah Deane, Linda Tabar, Laura Violante

Vail started the meeting by welcoming everyone. She noted now that the holidays are over, FAB meetings will occur every other month.

Vail introduced guest speaker – Kourtney Kropp from National Seating and Mobility
Kourtney.kropp@nsm-seating.com.

Kourtney Kropp gave an overview of the company, National Seating and Mobility (NSM), and explained this company as a possible option for DME Supplies. They are more than willing to help families access needed DME supplies. She noted at this time National Seating and Mobility does not have a respiratory department, but they are willing to help connect families with another DME provider if needed.

Highlights from her presentation are:

- Clients will get linked to a single Customer Service Rep (CSR) to help build a relationship with the client and learn their needs.
- NSM does not provide any respiratory supplies at this time
- CSR will reach out to client two weeks in advance, before supply orders are due to ensure the order of supplies is correct and will be received on time. They will do this by text, phone call or email.
- If the company gets a notice that any supplies are on backorder, they will reach out 45 days prior to your order refill to let customer know and see if there are any suitable substitute items that can be ordered in the meantime.
- For wheelchairs, the company currently does not have a PT to do fittings. They are willing to help put families in contact with other providers who can get the fitting done.

The FAB then moved onto reviewing the current draft of the Family Handbook for the program.

Linda noted she would like to see more information for clients that are 21 years and older in the handbook. Laura noted she would like to have a place in the handbook that has information on places to receive services such as Chronic Care, Vent Clinics, etc. Vail noted that the handbook would be updated annually to keep any information up to date with changes that occur from providers or state agencies. It was expressed that an Index page with hyperlinks that when clicked will take you straight to that information in the handbook would be helpful.

Ann Marie then presented the FAB with updates from the Med Frag Waiver Amendments. Ann Marie noted both MFW proposed amendments were approved by CMS.

- Cost of Living Adjustments will increase the rates for direct services, and are retroed back to 7/1/2023
- Legally Responsible Individuals (LRIs)/Parents as paid HHAs, RNs or LPNs (if they are licensed) were approved for Waiver RN/LPN and HHA, and Respite RN/LPN and HHA
 - Remains up to the nursing agencies around hiring LRIs/parents
 - Pending additional “guardrail” from the State around what LRIs can and cannot do; memo pending

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Next, Vail and Nichole discussed having an ABQ Metro Parent/Caregiver Group. Looking at an event in April perhaps. An idea about how to connect families together was possibly creating a list of parents that have kids with similar diagnosis. Laura expressed her interest in getting kids together in the program that are in powerchairs to meet each other and hang out.

Nichole then spoke about an upcoming family engagement for Santa Fe. Thinking of doing an easy walk at Frenchy's Barn Park. Date is still being determined.

Wrapping up the meeting Vail let everyone know we will start an email thread for the FAB, where members can ask questions, bring ideas or request items they would like to discuss in the upcoming meetings.

Next meeting will be held on Monday, May 6th, 2024 at 5:30 PM via Zoom.