



Community First Services and Supports (CFSS) Implementation Update

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Natasha Merz | Assistant Commissioner, Aging and Disability
Services Administration

CFSS background


Community First Choice (CFC) was a new Medicaid service option from CMS in 2010.




A handful of states launched CFC under only one authority.



Minnesota launched it simultaneously under 5 authorities (1915i, 1915k, 1915c, 1915b and 1115 waiver) and called it Community First Services and Supports (CFSS).



DHS has been working with the CFSS Implementation Council to plan for launch since 2012.



DHS received federal approval for all authorities on February 27, 2024.

CFSS impact

- Nearly 50,000 people are using services that could become CFSS authorized.
- There are approximately 900 PCA provider agencies who will transition to CFSS providers.
- Advantages of CFSS:
 - New eligible workers including paid parent of a minor and spouse, and people who receive CFSS themselves.
 - Worker training and development.
 - Personal Emergency Response Systems (PERS).
 - Flexible use of units and dollars between staffing and goods & services.
 - Access to consultation services.

Consultation services capacity

- Consultation services is a new service designed to help people understand the options available in CFSS and create their service delivery plan.
- DHS enrolled all interested parties that met the requirements to become providers.
 - 18 currently enrolled.
 - 10 additional interested providers have formally contacted DHS.
- DHS is actively seeking consultation service providers

Centering people amid system changes



During the first year, it may take more consultation services sessions to educate people on CFSS and offer support to the person so they can make an informed choice about their services.



Initially, a person is authorized six sessions of consultation services, but more sessions can be authorized if needed.



Continuity of services is paramount. DHS added an additional 6 months of PCA legacy services to ensure services remain intact while people transition to CFSS. DHS may provide additional extensions to PCA legacy services if needed.

CFSS new authorization process

- MnCHOICES assessment is completed by the lead agency
- **NEW** - Consultation Services to provide education and help people make informed choices about CFSS options and create their CFSS service delivery plan
- **NEW** – Lead agencies approve the CFSS service delivery plan and authorize services
 - DHS proposed to CMS that the provider would approve the service delivery plan, but CMS required lead agencies to approve the plan in the final federal approval.
 - Some people who use PCA/CFSS do not have a case manager (i.e. waiver case manager), so counties have indicated they sometimes have to reassign other staff to review and approve the support plan.

Clearing implementation hurdles

Hurdle: More consultation service providers will make the transition from PCA to CFSS easier for people.

- **Adaptation:** DHS opened the consultation services RFP and will be contracting with additional providers.
- **Adaptation:** DHS began consultation services office hours and issued updated guidance.

Hurdle: DHS identified that PCA agencies were not submitting the correct information needed to enroll.

- **Adaptation:** DHS is increasing technical assistance via provider news messages and direct messages into MNITS mailboxes.
- **Adaptation:** DHS is also making common sense process improvements.



Provider support & process improvements

DHS adapted the implementation plan to better support people and PCA agencies.

- **Proactive outreach:** Separated the CFSS transition from the PCA revalidation project & began outreach to providers to collect the required CFSS documentation to code the record ahead of revalidation visits.
- **More training:** Facilitated 7 training sessions & 8 additional sessions are scheduled through June.
- **Enhanced engagement:** DHS is offering weekly question & answer sessions and office hours for providers. DHS holds regular meetings with counties, Tribal Nations, managed care organizations, consultation services providers, financial management service (FMS) providers, and PCA/CFSS agencies.

Outcome: DHS has gone from enrolling 10 providers a week to 10 providers a day. Currently, there are 320 providers enrolled.



Thank you!

Natasha Merz

Natasha.Merz@state.mn.us