

Overview of Basic Principles Serving Individuals with Home and Community Based Services Waivers

Mercer Residential Services, Inc.

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MRSI MISSION

MRSI's mission is to be the leader of quality and affordable housing and support services for people with intellectual or emotional disabilities in the communities of West Central Ohio.

Learning Objectives

Participants will know...

- How persons become eligible for services?
- What constitutes a “developmental delay” diagnosis?
- What is a Waiver?
- What services can a HCBS Waiver Provider provide?
- What is a provider responsible for doing?

Learning Objectives

How does a provider get paid for what they do?

- What standard of Ethical guidelines are in place for HCBS Providers?
- Who monitors and provides oversight and how?
- What resources are available to help providers?
- Basic elements of developing required policies and procedure

Basics of Eligibility

Early Intervention Eligibility

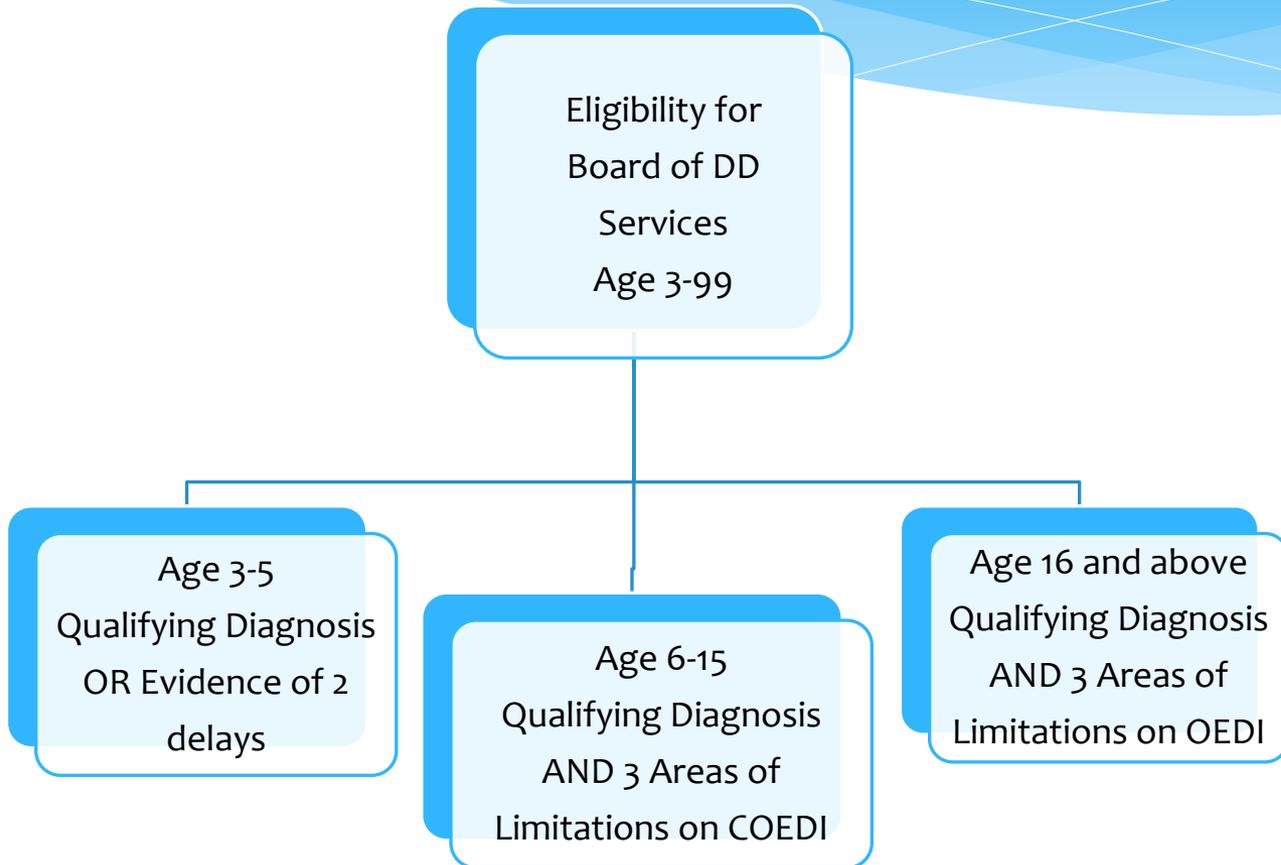
Birth



3 Years

**Developmental delay or
Medical diagnosis**

Getting Connected To County Board Services (Ages 3-99)



What in the world is a Medicaid Waiver? •

- Medicaid is a funding source program that pays for medical assistance for certain individuals and families with low income and resources.
- Waivers waive the normal rules of Medicaid to assist in taking care of people in their homes.

Types of Waivers

Level One Waivers

- Have pre-set \$5000 per year funding limits on services.
- Used primarily for short term respite/ recreation/ limited in home support.

Level One Waiver Services

- Homemaker/Personal Care (H/PC)
- Transportation
- Respite care
- Adult Day Support, Vocational Habilitation, and Supported employment
- Environmental Accessibility Adaptations
- Nutrition and Home delivered meals
- Specialized medical equipment/supplies
- Personal Emergency Response System (PERS)
- Remote Monitoring and Remote Monitoring Equipment

Individual Options Waiver

I/O Waivers: have funding ranges starting at \$5,000 based upon the outcome of an assessment called the Ohio Developmental Disabilities Profile (ODDP)

IO Waiver Services

- Homemaker/Personal Care (H/PC)
- Transportation
- Respite care
- Adult Family Living (AFL) & Adult Foster Care (AFC)
- Adult Day Support, Vocational Habilitation, and Supported Employment
- Environmental modifications
- Nutrition and Home delivered meals
- Social work/counseling
- Interpreter service
- Specialized medical equipment/supplies
- Remote Monitoring and Remote Monitoring Equipment

Self-Empowered Life Funding (SELF) Waiver

- Participant-directed
- Annual funding limitation of \$25,000 for children
- Annual funding limitation of \$40,000 for adults
- Provider rates can be negotiated for some services.
- Billing is different than other waivers and goes through a financial management agency

SELF Waiver Services

- Support Brokerage
- Functional Behavioral Assessment
- Clinical/Therapeutic Intervention
- Community Inclusion (Personal Assistance, Transportation)
- Participant/Family Stability Assistance
- Participant-Directed Goods and Services
- Remote Monitoring and Remote Monitoring Equipment
- Respite care
- Adult Day Support, Vocational Habilitation, and Supported Employment – Enclave
- Integrated Employment
- Non-Medical Transportation

Supporting in the Community/ Residential Supports

Services from Waiver Providers

- In the consumer's home (rented, owned apartments and homes)
- In a Licensed Residential setting (Group Homes, Intermediate Care Facilities) owned and operated by the provider.
- In a providers home (Adult Family Living and Adult Foster Care, providers have to reside with the consumer and mimics a family living environment, paid a daily rate or 15 minute rate and for individuals with higher supervision needs)
- In the community (Community sites, Day Programs, Respite sites, Transportation, other ancillary services)

Responsibilities of the Provider

- Knowing and adhering to applicable rules relating to each service the provider is certifying to deliver. ***DODD periodically makes changes to the rules. You can stay updated by subscribing to DODD's Rules Notice Subscription Send a blank email to:

join-rules.notice@list.dodd.ohio.gov

- Staying up to date on training requirements.
- Obtain additional training in the Administration of Medication if willing to support consumers who cannot administer their own medication

Responsibilities of the Provider continued...

- Have BCI/FBI/Driving backgrounds clear of convictions per rule that prevent individuals from serving
- Pass a medical exam and drug screen for providers intending to drive persons to and from their day program
- Be able to read/write/communicate in English and maintain clear documentation of service delivery that meets all requirements for the applicable waiver service documentation rules
- Have valid insurance coverage If you are transporting individuals

Role of the Service & Support Administrator (SSA)

- An SSA is a County Board of DD employee.
- The SSA is identified in statute of state law as the primary point of coordination responsible for ensuring that individual's needs are addressed.
- The SSA supports individuals in determining and pursuing life goals, and maintaining the individual focus while coordinating services and supports across multiple systems.
- The SSA assists the individual and his/her family to decide how they would like to use their waiver

SSA Responsibilities

- Establishing eligibility for services
- Assessing individual service needs
- ISP development
- Establishing a budget for waiver services
- Assisting with provider selection
- Coordinating services and ensuring effective service delivery
- Monitoring ISP implementation
- Emergency intervention

Monitoring and Oversight of Services

Agencies with the authority to view our records:

- CMMS (Centers for Medicaid and Medicare Systems)
- ODJFS (Ohio Dep't of Jobs and Family Services)
- DODD (Ohio Department of DD) or it's representatives
- County Board or it's representatives
- Regional Councils of government (COGS)

Monitoring and Oversight of Services

County Board representatives who perform Oversight:

- The Service and Support Administrator
- The QA Specialist
- Investigative Agent
- County Board Med Admin Nurse

Upon reasonable request, a provider is required by rule to submit documentation to the County Board as an authorized oversight entity.

Billing

- The state has established service codes for each type of service delivered.
- Once a provider begins serving an individual, the billing process begins.
- It is very important that the documentation sheets are filled out correctly. If they are not, MRSI can not receive payment.

Ethics

Ethics is defined as a philosophy of a system of moral principles or values of human conduct. Moral standards or rules that determine the way a person behaves. They are either adopted or imposed and understood within an organization as what people view as right or wrong.

ETHICS

- Personal vs. Professional
- What's the difference?
- How are they similar?

PERSONAL CODE OF ETHICS

- How you make decisions and how you live your life.
- Consider what may have influenced your own moral and ethical behavior.
- Family? Friends? Religion? Heritage? Personal History? Professional Contacts? Mentors? Work experience?
- Represents or models the morals of an agency or organization or profession.

Professional Code of Ethics

It's Purpose is to....

- Inspire
- Guide to professional practice and professional behavior
- Prevent unethical behavior
- Shared knowledge and viewpoints
- Promote public confidence and support

Ethical Dilemmas

- Ethical dilemmas are defined as a situation wherein moral principles or ethical obligations conflict in such a way that any possible resolution to the dilemma is morally intolerable.
- Any situation in which guiding moral principles cannot determine which course of action is right or wrong.

Solving the “Big Dilemma”

Review all the facts

- Strive to find the outcome for every possible action.
- Consider the consequences for each action.

Consider your motives

- Think about your moral code of conduct.
- What is important to you?

Consider your actions

- Would the actions for any choice “cross the line”?
- Would your principles or your agency’s principles be sacrificed?
- Think about your dignity as well as the dignity of others.

Decision Time

- Compare all your reasoning and ideas.
- Consider your options and think about consequences.
- Make and defend your decision.

Best Practice

- Best Practice assumes that each provider and agency would create a Code of Ethics or Best Practice Agreement
- To assist this effort, you will receive a Code of Ethics card from the National Alliance of Direct Support Professionals (NADSP).
- The expectation is that staff will embrace this Best Practice Standard by singing it and adhering to its principals.

Policies and Procedures

Goals and Objectives

1. Understand the purpose of policies and procedures.
2. Know which policies are required.
3. Characteristics of ineffective policies and procedures.
4. Successful implementation and quality management.

Policies and Procedures

What is a policy

- A management decision
- An organization's official position

What is a procedure?

- Road map for users
- Part of a process
- Tells HOW to do something

Policies and Procedures

- A set of documents that describe an organization's policies for operation and the procedures necessary to fulfill them.
- Often initiated because of some external requirement such as a governmental regulation.
- May also be referred to as standard or department operating procedures (SOP) or (DOP).

When to Develop Policies and Procedures

- Compliance purposes
- Operational needs of the organization
- Managing risk
- Continuous improvement
- Bare bones vs. best practice

Primary Reasons:

1. Safety
2. Training
3. Consistency in behavior
4. Record keeping
5. Accountability
6. Clarity
7. Something of critical importance
8. Documentation
9. Legal liability
10. Licensing
11. Company experienced serious consequences due to lack of policy

Write the “unwritten” when there are:

- Questions
- Accidents
- Complaints
- Cost overruns
- Regulations
- Confusion

Leave it “unwritten” when:

- There is still going to be inconsistent application
- It is legally unenforceable

Policies Required by Rule

- Internal monitoring and evaluating procedures to improve services delivered (internal review policy)
- Confidentiality of individuals' records (5123:2-3-13)
- Individual's satisfaction with services delivered
- Incident reporting and investigation (include procedure for investigating and reporting, which includes logs and contacting the MUI unit) (5123:2-17-02)
- Staff training plan (5123:2-13-04)
- Supervision of staff
- Principles of individuals' self-determination

Policies Required by Rule, cont.

- Safeguarding individuals' funds (5123:2-3-14)
- Annual written notice to employees and contractors explaining the conduct for which someone may be placed on the Abuser Registry and setting forth the requirement to report if he/she is ever formally charged with, convicted of, or pleads guilty to any of the offenses listed in division (E) of section 5126.28 of the Ohio Revised Code.
- Behavior Support policy (if providing services to an individual with a BSP) (5123:2-1-02 [J] 1-4)
- Transportation Policy (if providing transportation for the individual) (have in policy a statement that includes that the driver is at least 18 years of age) (5123:2-9-24)



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