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## PBH Administration Communication Bulletin

FY-0809-AA-06

**To: PBH Network Providers and Stakeholders**

**From: Beth Monaco  
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**Date: April 1, 2009**

**RE: Home Supports-Innovations and State Funded  
New Utilization Management Criteria  
Service Clarification  
Yes/No Billing**

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In reviewing the use of Home Supports by individuals in the PBH area, we felt the need to clarify a number of issues regarding the service definition and the intended use of the service. This communication also describes newly developed Utilization Management criteria that will be applied to both Medicaid and state funded Home Supports. This criterion has been reviewed by the PBH Clinical Advisory committee which is composed of DD provider agencies, individuals who access PBH services and PBH staff, to gain stakeholder input.

The utilization management criteria will be effective **July 1, 2009**, to allow adequate time for training and ensure a seamless transition.

### **Utilization Management Criteria**

The limits on sets of services within the Innovations waiver are upper limits on service hours available to support individuals with extraordinary disability specific needs. Utilization management criteria is a tool for Individual Support Planning teams and the person receiving service to use as a guide to assist in requesting the appropriate intensity of service to meet the disability specific need.

**Criteria for Children who live with their families in a private home and receive Home Supports services in their home or the community will be as follows:**

- Service requests **over 21 hours per week during the school week** (43 weeks per year) will require additional documentation and review through the Exceptional Care Review.
- Service requests **over 42 hours during the non-school week** (9 weeks per year) will require additional documentation and review through the Exceptional Care Review.

**Exceptional Care is a specialized Utilization Management review designed to determine if individuals need higher intensity services. Provider agencies will need to provide the Individual Support team with the following documentation to support the Exceptional Care request:**

- Short Range goals and task analysis, QP notes, progress notes and data for each goal for the past 3 months
- Level 1 Incident Reports for the past 3 months
- Medical/Professional documentation
- Fading Plan for service
- Consumer schedule to include all services/activities daily/weekly
- Behavior Support Plan-if applicable
- Data to include:
  - Behavior data
  - Sleep data
  - Other data that may apply (raw and summaries)

**School age is 3-21** years old unless documentation of completion of the Occupational Course of Study or Graduation certificate can be provided to the Support Coordinator showing completion of the school program prior to the age of 21.

**Criteria for Adults who live in private homes with their families or homes of their own and access community services will be as follows:**

- Service requests **up to 30 hours a week** if the individual receives all of their services in a private home will require no additional review.
- Service requests **up to 54 hours per week** will require no additional review if the individual receives a combination of in home and supports in a **Meaningful Day option (Community Networking, Supported Employment and/or Day Supports)** ( No more than 30 hours of the 54 per week may be Home Supports)
- **Over 30 hours per week for Home Supports only or over 54 hours per week** of a combination of Home Supports and Meaningful Day service will require additional documentation and review through the Exceptional Care Review as described above.

**Intensive Night Supports:**

- This is not **ongoing (more than 90 days)**, 24 hour support
- If the disability specific need is ongoing 24 hour support, the correct service is Residential Supports or natural non-Medicaid funded supports
- Fading plan will be required at the time of service request
- Plans for use of assistive technology may be provided at the time of service request
- If this intensity of service can not be faded then the individual is referred to Residential Supports or non-Medicaid funded natural supports

- Service requests require a documented assessment by an appropriate professional to verify the disability specific need.

**Alternative Family Living:** Services in which the individual sleeps in the home of the provider agency staff more than one night per week on a regular basis.

- Requests that meet the above criteria will be reviewed as Residential Supports
- The individual will be expected to sleep in their private home and continue to bill Home Supports until the provider's home has been reviewed by the PBH Quality Management Department/approved and licensed, if applicable, by the Division of Health Services Regulation.

AFL criteria is developed to ensure the health and safety of the individual by supporting persons in licensed facilities or ensuring appropriate oversight for facilities that do not require licensure, per state rule.

### Service Clarification

**Home Supports is individualized, specific, consistent with the individual's assessed disability specific needs, and is not provided in excess of those needs.**

Home Supports is provided when a primary caregiver is home or when that primary caregiver is regularly scheduled to be absent. Home Supports are furnished in a manner not primarily intended for the convenience of the individual, primary caregiver or Employer of Record. As outcomes are met Home Supports should fade. In providing Home Supports, provider agencies and Employers of Record should remember:

- When a primary caregiver is absent for unscheduled reasons and additional service hours need to be added, the correct service to be provided under those circumstances is **Respite**, not Home Supports.
- When additional service hours are needed for unscheduled reasons, the correct service to be provided under those circumstances is **Respite**, not Home Supports.
- Home Supports is not a substitute for time that the individual needs services because of a choice to home school or a choice to drop out of school before the age of 21. Services will not be authorized for services that are requested in lieu of services available under the Individuals with Disabilities Education Act per federal Medicaid regulations.
- Additional hours of Home Supports may not be substituted for Crisis Services that an individual needs.
- Home Supports should not be billed for time the staff member completes home maintenance tasks, housekeeping for areas that are used by other members of the household, and/or meal preparation when the same meal is being prepared for other members of the household. **This includes staff who are living in the individual's home or staff who provide services in their own home.**
- Individual Home Supports should not be billed if the staff person is responsible for the care of a child or other individual or when the staff person is engaging in any activity outside of providing services to the individual. For example if the staff person is shopping for their own family or personal needs, Home Supports may not be billed even if the individual is present and observes the activity.

- While Home Supports allows for the provision of services to a group of individuals, normally Home Supports is delivered as a service to one individual by one staff person.

If Home Supports are provided in the private home of the provider, provider agencies and Employers of Record are reminded that the *PBH Health and Safety Checklist/Justification for Home Supports Provided in Direct Service Employee's Home* must be completed. Monthly monitoring in the employee's home by the Provider Agency, Agency with Choice or Employer of Record is required of Provider Agencies and Employers of Record. Supervisors of those staff are reminded of their responsibilities to ensure that the staff in that situation are only billing for service time provided individually to the person and in accordance with the person's Individual Support Plan. Provider agencies and Employers of Record are reminded:

- Time that the direct service employee spends transporting the individual to/from school, including time between the direct service employee's home and school is not billable.
- Time that the direct service employee spends transporting the individual to/from the direct service employee's home to the individual's home is not billable.
- The individual works on goals in the most natural community setting. It is not appropriate for the individual to clean the direct service employee's home or cook the meals for the direct service employee's family. Self-help skills such as bathing should take place in the individual's own home.

Please work with the individual's Support Coordinator, Community Guide and other members of the individual's planning team to make sure that the individual's personal outcomes are being addressed in a meaningful way for the individual and that the Home Supports definition is being billed appropriately. Utilization Management is available to answer questions about the Utilization Management criteria or general questions about this service.

## Home Supports

Home Supports are habilitation and support services which provide training and assistance to enable the participant to acquire and maintain skills, which allow more independence. Home Supports augment the family and natural supports of the participant and consist of an array of services that are required to maintain and assist the participant to live in community settings.

<b>Yes</b>	<b>No</b>
<p>Services are provided in the participant's private home.</p> <p>Services outside the participant's private home as long as the outcomes are consistent with the habilitation described in the Individual Support Plan and the service originates from the private home or ends at the private home.</p> <p>Training and or support in interpersonal skills and the development and maintenance of personal relationships</p> <p>Assistance and training in activities of daily living such as bathing, dressing, grooming, eating, toileting, transferring, and other similar tasks</p> <p>Supporting the participant to learn to independently live in his/her community such as shopping, recreation, personal banking, grocery shopping and other community activities. (This does not mean that the staff does the activity for them).</p> <p>Assistance with therapeutic exercises, supervision of self administration of medication and other services essential to health care at home including transferring, ambulation and use of special mobility devices</p> <p>Assistance with monitoring health status and physical condition</p> <p>Training, maintaining or improving behavior at home or in community settings</p> <p>Supervision of the person in the regularly scheduled absence of the natural supports</p>	<p>Services to participants who receive Residential Supports or live in licensed facilities or alternative family living homes, licensed or unlicensed</p> <p>Services in licensed facilities</p> <p>Support to perform volunteer work or paid employment</p> <p>Training and education in self-determination and self-advocacy</p> <p>Training and assistance with self-help skills such as bathing in locations outside the participant's home</p> <p>Staffing supports to assist children to participate in day care/after school summer programs</p> <p>The Intensive Night Supports component of Home Supports if delivered outside of the participant's private home</p> <p>Activities that originate from the day program that are part of the day program goals and objectives</p> <p>Activities that are not individualized or age appropriate</p> <p>Window-shopping, going to the movies, or similar activities that are purely recreational or diversional in nature without habilitation that relate to the participant's long range outcome.</p> <p>Services that are a substitute for school that the participant needs services because of a choice to home school or a</p>

The participant works on goals in the most natural community setting	choice to drop out of school before the age of 21
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Yes	No
<p>Using public transportation until the participant is able to use that form of transportation independently</p> <p>Transportation related to the implementation of activities provided under Home Supports. However, the participant's Individual Support Plan must include a plan to explore other transportation options such as public transportation, arranging a ride with another family member who is attending the same activity, etc.</p> <p>Payment for transportation from the participant's residence and to points of travel in the community is authorized service time.</p> <p>Intensive night support is available to support participants in their private home, when the participant needs extensive supervision and support. This is a temporary/time limited service with a fading plan.</p> <p>Short range goals that are consistent with the participant's long range outcomes in the Individual Support Plan. Additionally, for hours that exceed the utilization management criteria, there must be a plan to demonstrate how the staff person will assist the participant in learning skills and fading the service to independent skills, natural supports, and/or technology</p>	<p>Cleaning the direct service employee's home or cooking the meals for the direct service employee's family</p> <p>Services that are a substitute for respite or crisis services</p> <p>Home maintenance tasks, housekeeping for areas that are used by other members of the household, and/or meal preparation when the same meal is being prepared for other members of the household.</p> <p>Services provided while a staff person is responsible for the care of a child or other individual or when the staff person is engaging in any activity outside of providing services to the participant, for example when staff person is shopping for their own family or personal needs.</p> <p>If a physician documents that a participant requires 24hr support the appropriate service is residential supports.</p> <p>Time transporting the participant to/from school, including time between the direct service employee's home and school</p> <p>Time transporting the participant to/from the direct service employee's home to/from the participant's home</p> <p>Short range goals that are not consistent with the participant's long range outcomes in the Individual Support Plan</p> <p>Writing log notes, services notes, reading information about the participant, staff preparation time</p> <p>Staff travel time</p>