



Creating solutions, One person at a time

PBH Administration Communication Bulletin

FY-0910-AA-01

To: PBH Consumers, Stakeholders and Network Providers

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RE: Clarification regarding Innovations Limits on Sets of Services and the Enhanced Utilization Management Benchmarks

Based on feedback from provider and family forums, we would like to provide additional clarification regarding the difference between the Innovations waiver “Limits on Sets of Services”, the Enhanced Utilization Management Benchmarks and the services that are affected by these criteria.

Innovations Limits on Sets of Services

The limits on sets of services within the Innovations waiver are maximum amounts of weekly hours/ frequency of service, available to support the person’s disability specific need. These limits can be found in the Innovations waiver in Appendix C or Appendix M of the Innovations Technical Manual. These limits can not be exceeded and the Utilization Management decisions regarding these limits are not appeal able. These limits apply to Home Supports, Residential Supports, Community Networking, Supported Employment and Day Supports.

Enhanced Utilization Management Criteria (Benchmarks)

Enhanced utilization management criteria is a tool for Individual Support Planning teams, inclusive of the person receiving the service to use as a guide to assist in requesting the appropriate intensity of service to meet the person’s disability specific need. Each of the following services has Enhanced UM criteria: Supported Employment, Community Networking, Day Supports, and Home Supports.

The benchmarks were developed based on the amount of services typically received by persons with low to moderate needs. The benchmark gives the planning team a very clear indication of when additional documentation may be needed to support a request for exceptional needs. PBH chose this approach to ensure that each individual’s needs were individually assessed to ensure that each person on the waiver received what they needed no more or less. Planning teams are encouraged to request the amount of

service that the person needs. There is no rule that prohibits persons in requesting services that exceeds the benchmark, just an understanding that additional documentation will be required to approve services at a level above the benchmark. Enhanced UM Benchmark hours are less than the hours listed in the “Limits on sets of Services”.

Information concerning the UM Benchmarks can be found in Communications FY-0809-AA-02, FY-0809-AA-06, FY-0809-AA-07, FY-0809-AA-08 and on the Innovations website (www.pbhcare.org/Waiver/)

Clarification to previous communications regarding combinations of services

We have received feedback that several of the previous communications (FY-0809-AA-05, and FY-0809-AA-09) were not as clear as intended regarding the services that the enhanced UM criteria applied to and how these criteria interacted with the new school policy. UM benchmarks fully apply to the following services: Home Supports, Community Networking, Supported Employment, and Day Supports for both children and adults. Benchmarks are applied in addition to the school policy and Limits on Sets of services to services listed above.

How do “Limits on Sets of Services” and the Enhanced UM benchmarks work together?

Limits on Sets of services act as the maximum amounts of service any person within the Innovations waiver may access based on their disability specific needs. Persons who need the higher levels of hours within these limits have more significant needs. The Enhanced UM benchmarks are **guidelines** to help planning teams know the type of documentation that will be needed for Utilization Management to make the most informed decision regarding services needed to meet a person’s disability specific service need. Benchmarks and even the Exceptional Care levels must be less than the Limits on Sets of Services. The Limits on Sets of Services act as a maximum while the benchmarks act as the mid point.

PBH encourages planning teams and persons with disabilities to request what they need with the documentation needed to support the request.

Please continue to work with your Support Coordinator and planning team to understand how the benchmark and limits will be applied to your individual situation. Questions that have been raised by families and providers have been very helpful in “fine tuning” the training and educational materials regarding the Enhanced UM criteria.