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SUPPORT COORDINATION

Support coordination, also referred to as case management, is an organized system by which a support coordinator assists a recipient to prioritize and define his/her personal outcomes and to identify, access, coordinate and monitor appropriate supports and services within a community service network. Recipients may have multiple service needs and require a variety of community resources.

Core Elements

Support coordination agencies are required to perform the following:

- Intake;
- Assessment/Reassessment;
 - Evaluation, re-evaluation of level of care (LOC) and need for waiver services
- Plan of Care (POC) Development and Revision;
 - Linkage to direct services and other resources; and
 - Coordination of multiple services among multiple providers
- Follow-Up/Monitoring;
 - On-going assessment and mitigation of health, behavioral and personal safety risk; and
 - Responding to participant crisis.
- Critical incident management; and
- Transition/discharge and closure.

For additional details on support coordination responsibilities, procedures and timelines, refer to Appendix B of the *Office of Adult and Aging Services (OAAS) Waiver Procedures Manual*

Intake

Intake serves as an entry point into the Adult Day Health Care Waiver and is used to gather baseline information to determine the recipient's medical eligibility for waiver services, service needs, appropriateness for services, and desire for support coordination.

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Intake Procedures

The applicant must be contacted to obtain the required demographic information within three working days of receipt of the Freedom of Choice (FOC) form from the data management contractor.

If medical information is required, the support coordinator must obtain signed medical release forms from the applicant/family.

Support coordinators must also ensure applicants/families are:

- Informed of procedural safeguards;
- Informed of their rights along with grievance procedures;
- Advised of their responsibilities;
- Advised of the right to change support coordination providers, support coordinators and service providers; and
- Advised that waiver services and support coordination service are an alternative to institutionalization.

Assessment

Assessment is the process of gathering and integrating informal and formal/professional information relevant to the development of an individualized POC. The information should be based on, and responsive to, the recipient's service preferences, desired personal outcomes and functional status. The assessment provides the foundation for support coordination service by defining the recipient's preferences and assisting in the development of the POC.

Assessment Process

The person-centered assessment consists of the following:

- Face-to-face interviews with the recipient/recipient's family or guardian in the recipient's home;
- Direct observation of the recipient;

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- Direct contact with family, other natural supports, professionals and support/service providers as indicated by the situation and the desires of the recipient; and
- Information about the freedom of choice of all services and waiver services as an alternative to institutionalization.

Characteristics and components of the assessment include:

- Identifying information (demographics);
- The use of a standardized instrument for certain targeted populations (Minimum Data Set-Home Care (MDS-HC);
- Personal outcomes identified, defined and prioritized by the recipient;
- Medical/physical information;
- Psycho social/behavioral information;
- Socialization/recreational information including the social environment and relationships that are important to the recipient;
- Patterns of the recipient's everyday life;
- Financial resources;
- Educational/vocational information;
- Housing/physical environment of the recipient;
- Information about previously successful and unsuccessful strategies to achieve the desired personal outcomes; and
- Information relevant to understanding the supports and services needed by the recipient to achieve the desired personal outcomes, (e.g., input from formal and informal service providers and caregivers as relevant to the personal outcomes).

It is the responsibility of the support coordinator to assist the recipient to arrange any professional/clinical evaluations that are needed to develop strategies for obtaining the services, resources and supports necessary to achieve his/her desired personal outcomes

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while ensuring recipient choice. The support coordinator must identify, gather and review any information/documents that are relevant to the recipient's needs, interests, strengths, preferences and desired personal outcomes. A signed authorization must be obtained from the recipient/responsible representative to secure appropriate services.

A signed authorization for release of information must be obtained and filed in the case record. If the services in the Adult Day Health Care Waiver are not appropriate to meet the applicant's needs, or if the applicant does not meet the eligibility requirements for waiver services, the applicant will be notified in writing, given appeal rights and directed to other service options, as applicable.

Time Frame for Initial Assessment

The initial assessment must occur within seven business days from the date of the referral/linkage.

Ongoing Assessment Procedures

When there are changes in the recipient's life or in prioritized personal outcomes, the support coordinator must complete another assessment. This includes changes in status, strengths, preferences, abilities and the resources of the recipient. If there are significant changes in the recipient's status, the support coordinator must revise the POC.

Plan of Care Development and Implementation

The POC is the analysis of gathered information from the recipient/responsible representative and the person-centered assessment process, and is based on the unique personal outcomes identified, defined and prioritized by the recipient.

The POC is developed through a collaborative process involving the recipient, family, friends or other support systems, the support coordinator, transition coordinator (if applicable) and appropriate professionals/service providers and others who know the recipient best.

The POC serves to:

- Establish direction for all persons involved in providing supports and services for the recipient by describing how the necessary supports and services interact to form overall strategies that assist the recipient to maintain or achieve the desired personal outcomes.
- Provide a process for ensuring that the paid medical services and other resources are deemed medically necessary and meet the needs of the recipient including health and welfare as determined by the assessment, and that these services and supports are provided in a cost-effective manner.

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- Represent a strategy for ensuring that services are appropriate, available, and responsive to the recipient's changing outcomes and needs as updated in the assessment.

The POC should not be considered a treatment plan of specific clinical interventions that service providers would use to achieve treatment or rehabilitation goals. Instead, the POC should be considered a “master plan” consisting of a comprehensive summary of information to aid the recipient to obtain assistance from formal and informal service providers as it relates to obtaining and maintaining the desired personal outcomes.

Required Procedures

The POC must be completed in a face-to-face visit with the recipient, and members of his/her support network, which may include family members, appropriate professionals, and others, who are well acquainted with the recipient. The POC meeting must be held at a time that is convenient for the recipient.

The support coordinator must first identify on the POC the supports and services (e.g. natural supports, home health services, hospice, etc.) that are currently being provided to the recipient and then identify and develop a plan to obtain those needed supports/services the recipient is not receiving.

The POC must be outcome-oriented, individualized and time limited. The planning process should include tailoring the POC to the recipient's needs based on the on-going personal outcomes assessment. It must develop mutually agreed upon strategies to achieve or maintain the desired personal outcomes, which rely on informal, natural community supports and appropriate formal paid services (e.g. home health services, hospice, etc.). The recipient, support coordinator, members of the recipient's support system, including appropriate professional personnel, must be directly involved in the development of the POC.

The POC must assist the recipient to make informed choices about all aspects of supports and services needed to achieve their desired personal outcomes, which, involves assisting the recipient to identify specific, realistic needs and choices for the POC. It must also assist the recipient in developing an action plan which will lead to the implementation of strategies to achieve the desired personal outcomes, including action steps, review dates and individuals who will be responsible for specific steps.

The POC must incorporate steps that empower and help the recipient to develop independence, growth, and self-management.

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The POC must be written in language that is understandable to all parties involved. Specific problems due to a diagnosis or situation that causes a problem for the recipient must be clearly explained. The POC must be approved prior to issuance of any prior authorization.

Required Components

The POC must incorporate the following required components and shall be prepared by the support coordinator with the recipient, personal representative/family and others, at the request of the recipient:

- The recipient's prioritized personal outcomes and specific strategies to achieve or maintain the desired personal outcomes, focusing first on informal natural/community supports and if needed, paid formal services;
- Budget payment mechanism, as applicable;
- Target/resolution dates for the achievement/maintenance of personal outcome;
- Assigned responsibilities;
- Identified preferred formal and informal support/service providers and the specific service arrangements;
- Identified individuals who will assist the support coordinator in planning, building/implementing supports, or direct services;
- Ensured flexibility of frequency, intensity, location, time and method of each service or intervention and is consistent with the POC and recipient's desired outcomes;
- Change in a waiver service provider(s) can only be requested by the recipient prior to the end of a quarter or at an annual visit, unless there is "good cause." Any request for a change requires a completion of a Freedom of Choice form. A change in direct service providers is to be made through the support coordinator;
- Change in a support coordination provider can only be requested every six months or at any time with "good cause." Any request for a change requires a completion of a Freedom of Choice form. A change in support coordination providers is to be made through the Office of Aging and Adults Services (OAAS) regional office;
- All participants present at the POC meeting must sign the POC;
- The POC must be completed and approved as per POC instructions; and

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- The recipient must be informed of his/her right to refuse a POC after carefully reviewing it.

Building and Implementing Supports

The implementation of the POC involves arranging for, building and implementing a continuum of both informal supports and formal/professional services that will contribute to the achievement of the recipient's desired personal outcomes.

Responsibilities of the support coordinator include:

- Building and implementing the supports and services as described in the POC;
- Assisting the recipient/family to use the findings of formal and informal assessments to develop and implement support strategies to achieve the personal outcomes defined and prioritized by the recipient in the POC;
- Being aware of and providing information to the recipient/family on potential community resources, including formal resources (Food Stamps, Supplemental Security Income, housing, Medicaid, etc.) and informal/natural resources, which may be useful in developing strategies to support the recipient in attaining his or her desired personal outcomes;
- Assisting with problem solving with the recipient, supports, and services providers;
- Assisting the recipient to initiate, develop and maintain informal and natural support networks and to obtain the services identified in the POC assuring that they meet their individual needs;
- Advocating on behalf of the recipient to assist in obtaining benefits, supports or services, e.g., to help establish, expand, maintain and strengthen the recipient's informal and natural support networks by calling and/or visiting recipients, community groups, organizations, or agencies with or on behalf of the recipient;
- Training and supporting the recipient in self-advocacy, e.g., selection of providers and utilization of community resources to achieve and maintain the desired outcomes;

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- Overseeing the service providers to ensure the recipient receives appropriate services and outcomes as designed in the POC;
- Assisting the recipient to overcome obstacles, recognize potential opportunities and develop creative opportunities; and
- Meeting with the recipient face-to-face in the recipient's home quarterly and for each annual POC development, or more often if requested by the recipient/family.

NOTE: Advocacy is defined as assuring that the recipient receives appropriate supports and services of high quality and locating additional services not readily available in the community.

Required Time Frames

- Linkage

For recipients who reside in the community, the POC must be completed and approved by the OAAS designee or OAAS regional office within 35 calendar days following the date of the notification of linkage by the data management contractor. All incomplete packages will be returned.

For recipients who reside in a nursing facility, the POC must be completed and approved by the OAAS designee or OAAS regional office, within 45 calendar days following the date of the notification of linkage by the data management contractor. All incomplete packages will be returned.
- Routine Changes

Routine changes, such as changes in service (e.g., increase or decrease in service hours), must be submitted within five calendar days from the date of the reported change.
- Emergency Changes

Emergency changes must be submitted within 24 hours from the date of the reported change.
- Reviews

The POC must be reviewed monthly to ensure that the personal outcomes and support strategies are consistent with the recipient's preferences.

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The POC must be revised and approved annually (and as required) by the OAAS designee or OAAS regional office no later than 14 days prior to POC expiration date.

Changes in the Plan of Care

If there are significant changes in the support strategies or service providers, the support coordinator must complete another assessment and revise the POC to reflect these changes. A revision request must be submitted for approval/disapproval to the OAAS designee or OAAS regional office, if applicable.

There is flexibility in the POC for the family to use the services as needed as long as the reimbursement from Medicaid remains within the waiver cap. Therefore, changes will occur only when a service is added or removed from the POC.

Initiating a Change in the Plan of Care

The recipient/family will contact the support coordinator when a change is required. The support coordinator will call a meeting (if applicable) to complete the POC revision form. All participants will sign the revised POC (if applicable) and it will be submitted to the OAAS designee or OAAS regional office, as applicable, for approval/disapproval.

NOTE: The annual expiration date of the POC should never change.

For recipients that are certified for waiver services but still residing in a nursing facility after one year, the support coordinator must complete a revision to the POC that extends the POC end date for three months allowing the recipient additional time to move into the community. The recipient's signature is not required.

Documentation

A copy of the approved POC must be kept in the recipient's home, in the recipient's case record in the support coordination provider and service providers' files. The support coordinator is responsible for providing copies of the POC to the recipient and the direct service provider.

Support Coordination Follow-Up/Monitoring

Follow-up/monitoring is the mechanism used by the support coordinator to assure the appropriateness of the POC. Through follow-up/monitoring activity, the support coordinator not only determines the effectiveness of the POC in meeting the recipient's needs, but identifies when changes in the recipient's status necessitate a revision in the POC. The purpose of the follow-up/monitoring contact is to determine:

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- If services are being delivered as planned;
- If services are effective and adequate to meet the recipient's needs; and
- Whether the recipient is satisfied with the services.

The support coordinator and the recipient develop an action plan to monitor and evaluate strategies to ensure continued progress toward the recipient's personal outcomes/goals.

Every calendar month after POC approval, the support coordinator must make telephone contact with the recipient to address the following:

- Does the recipient/family feel the outcomes are being met;
- Are the times the services are being provided convenient and satisfactory to the recipient/family;
- Does the recipient/family have any problems or changes that may require additional services;
- Are the providers actually present at the times indicated; and
- Are the provided services adequate and of good quality.

The recipient/family should be informed of the necessity to contact the support coordinator when there are significant changes in the recipient's status or if problems arise with service providers. A change in the recipient's status may require a reassessment.

Support coordinators must notify service providers within three working days of POC approval.

Support coordinators must meet face-to-face with the recipient quarterly to determine the effectiveness of the support strategies, and, if necessary, to revise the POC.

All visits and contacts should be documented in accordance with OAAS documentation and data-entry requirements. (Refer to Section 9.6 of this manual chapter)

Reassessment

Assessment must be ongoing to reflect changes in the recipient's life and changing prioritized personal outcomes over time such as strengths, preferences, abilities and the recipient's resources. Reassessment is the process by which the baseline assessment is reviewed and information is gathered for evaluating and revising the overall POC.

A reassessment may be required when a recipient experiences a change in status, or there is a change in the recipient's family, or the recipient's prioritized needs.

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Follow-up Reassessments - Nursing Facility Transitions

A follow-up reassessment must be completed by the support coordinator six months from the date the recipient moved out of the nursing facility. If the six-month date falls on a weekend or holiday, the reassessment must be completed on the following working day.

Change in Status Reassessment

A change in status reassessment must be completed by the support coordinator when there is a significant status change in the recipient's condition. This reassessment must be completed by the fourteenth calendar day from the date of the notice of the change in the recipient's condition.

Annual Reassessment

An annual reassessment must be completed by the support coordinator no earlier than **90 calendar days** prior to the POC expiration date.

Transition/Closure

Transition or closure of support coordination services must occur in response to the request of the recipient, or if the recipient is no longer eligible for services.

NOTE: Support coordinators cannot close waiver cases until approval is received from OAAS, unless the reason for closure is "death".

Closure Criteria

Criteria for closure of waiver and support coordination services include, but are not limited to the following:

- The recipient requests termination of services;
- Death;
- Permanent relocation of the recipient out of the service area (transfer to another region) or out of state;
- Long term admission (longer than 90 consecutive days) to an acute care hospital, rehabilitation hospital, institution or nursing facility;
- The recipient requires a level of care beyond that which can safely be provided through waiver services;

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- Continuity of services is interrupted as a result of the recipient not receiving or refusing ADHC waiver services (exclusive of support coordination services) for a period of 30 consecutive days;
- Recipient refuses to comply with program requirements; or
- It is not cost effective to serve the recipient in the ADHC waiver.

Procedures for Transition/Closure

The support coordinator must provide assistance to the recipient and to the receiving provider during a transition to assure a smooth transition process. Transition/closure decisions should be reached with the full participation of the recipient/family. Support coordinators must:

- Notify the recipient/family immediately if the recipient becomes ineligible for services;
- Complete a final written reassessment identifying any unresolved problems or needs and discuss with the recipient methods of negotiating their own service needs;
- Notify the service provider immediately if services are being transitioned or closed;
- Assure the receiving provider, program or support coordinator receives copies of the most current POC and related documents. (The form 148-W must be completed to reflect the date on the transfer of records and submitted to the OAAS regional office);
- Follow their own policies and procedures regarding intake and closure; and
- Serve as a resource to recipients who choose to assume responsibility for coordinating some or all of their own services and supports, or who choose to ask a member of their network of support to assume some or all of these responsibilities.

Note: A support coordination provider shall not close a recipient's case that is in the process of an appeal. Only upon receipt of the appeal decision may the case be closed. If an appeal is requested within ten days, the case remains open. If an appeal is not requested with ten days of adverse action notice, the case will be closed.

The provider shall not retaliate in any way against the recipient for terminating services or for transferring to another provider for support coordination services.

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Changing Support Coordination Agencies

When a recipient selects a new support coordination provider, the data management contractor will link the recipient to the new support coordination provider. The new support coordination provider must:

- Complete the Freedom of Choice file transfer;
- Obtain the case record and authorized signature; and
- Inform the transferring support coordination provider.

Upon receipt of the completed form, the transferring support coordination provider must provide copies of the following information to the receiving support coordination provider:

- Most current POC;
- Current assessment on which the POC is based;
- Number of services used in the calendar year; and
- Most recent six months of progress notes.

The transferring support coordination provider shall provide services up to the transfer of the records and is eligible to bill for support coordination services during the month of transfer when the provider has cooperated and met all requirements. In the month the transfer occurs, the receiving support coordination provider shall begin services within three days after the transfer of records, and is eligible to bill for services the first full month after the transfer of records.

Other Support Coordination Responsibilities

The support coordinator is responsible for coordination of the recipient's ADHC Waiver services and long term- personal care services (LT-PCS), if applicable, in a way that does not duplicate services when the recipient is also receiving other services such as home health or hospice services.