ISSUED: 03/16/21 REPLACED: 05/22/19

CHAPTER 7: COMMUNITY CHOICES WAIVER

SECTION: TABLE OF CONTENTS PAGE(S) 6

COMMUNITY CHOICES WAIVER

TABLE OF CONTENTS

<u>SUBJECT</u> <u>SECTION</u>

OVERVIEW SECTION 7.0

COVERED SERVICES SECTION 7.1

Support Coordination

Transition Intensive Support Coordination

Service Exclusions

Service Limitations

Transition Services

Service Exclusions

Service Limitations

Environmental Accessibility Adaptations

Service Exclusions

Service Limitations

Personal Assistance Services

Supervision or Assistance with Activities of Daily Living

Supervision or Assistance with Instrumental Activities of Daily Living

Protective Supervision

Supervision or Assistance with Health-Related Tasks

Supervision or Assistance while Escorting/Accompanying with Community Tasks

Extension of Therapy Services

Shared PAS

A.M./P.M. Delivery Method

Service Exclusions

Service Limitations

Adult Day Health Care Services

Service Exclusions

Service Limitations

Caregiver Temporary Support Services

Service Exclusions

Service Limitations

ISSUED: 03/16/21 REPLACED: 05/22/19

CHAPTER 7: COMMUNITY CHOICES WAIVER

SECTION: TABLE OF CONTENTS PAGE(S) 6

Monitored In-Home Caregiving Services

Service Exclusions

Service Limitations

Assistive Devices and Medical Supplies

Personal Emergency Response Systems (PERS)

Telecare

Activity and Sensor Monitoring

Health Status Monitoring

Medication Dispensing and Monitoring

Service Exclusions

Service Limitations

Home Delivered Meals

Service Limitations

Nursing

Service Exclusions

Service Limitations

Skilled Maintenance Therapy (Physical, Occupational, Respiratory and Speech/Language)

Physical Therapy

Occupational Therapy

Speech Language Therapy

Service Exclusions

Service Limitations

Housing Transition or Crisis Intervention Services and Housing Stabilization Services

Housing Transition or Crisis Intervention Services

Housing Stabilization Services

Service Exclusions

Service Limitations

Hospice and Waiver Services

Waiver Services Payable While in a Nursing Facility

SELF-DIRECTION OPTION

SECTION 7.2

Termination of the Self-Direction Option

RECIPIENT REQUIREMENTS

SECTION 7.3

ISSUED: 03/16/21 REPLACED: 05/22/19

CHAPTER 7: COMMUNITY CHOICES WAIVER

SECTION: TABLE OF CONTENTS PAGE(S) 6

Request for Services Registry Expedited Waiver Opportunities Admission Denial or Discharge Criteria

RECIPIENT RIGHTS AND RESPONSIBILITIES

SECTION 7.4

Freedom of Choice of Program

Freedom of Choice of Agencies/Providers

Adequacy of Care

Participation in Care

Voluntary Participation

Quality of Care

Civil Rights

Notification of Changes

Grievances/Complaints

Fair Hearings

Rights and Responsibilities Form

SERVICE ACCESS AND AUTHORIZATION

SECTION 7.5

Provider Selection

Prior Authorization

Support Coordination

Transition Intensive Support Coordination

Transition Services

Environmental Accessibility Adaptation

Personal Assistance Services

Adult Day Health Care

Caregiver Temporary Support

Monitored In-Home Caregiving Services

Assistive Devices and Medical Supplies

Home Delivered Meals

Nursing Services

Skilled Maintenance Therapy Services (Physical Therapy, Occupational Therapy, Speech/Language Therapy)

Housing Transition or Crisis Intervention Services and Housing Stabilization Services

Post Authorization

ISSUED: 03/16/21 REPLACED: 05/22/19

CHAPTER 7: COMMUNITY CHOICES WAIVER

SECTION: TABLE OF CONTENTS PAGE(S) 6

Changing Providers

Changing Support Coordination Agency

PROVIDER REQUIREMENTS

SECTION 7.6

Licensure and Specific Provider Requirements

Provider Responsibilities

Support Coordination Providers

Environmental Accessibility Adaptation (EAA) Providers

Environmental Accessibility Adaptation -

Assessor/Inspector/Approver Service Providers

Environmental Accessibility Adaption - Contractor Providers

Personal Assistance Service Providers

Back-Up Staffing Plan

Emergency Plan

Adult Day Health Care Providers

Caregiver Temporary Support Service Providers

Monitored In-Home Caregiving Service Providers

Assistive Devices and Medical Supply Service Providers

Home Delivered Meal Providers

Nursing Providers

Skilled Maintenance Therapy Providers

Housing Transition or Crisis Intervention Service Providers and Housing Stabilization Service Providers

Changes

RECORD KEEPING

SECTION 7.7

Components of Record Keeping

Retention of Records

Confidentiality and Protection of Records

Review by State and Federal Agencies

Recipient Records

Records at the Recipient's Home

Organization of Records, Record Entries and Corrections

Service Logs

Transfers and Closures

REIMBURSEMENT

SECTION 7.8

Page 4 of 6

Table of Contents

ISSUED: 03/16/21 REPLACED: 05/22/19

CHAPTER 7: COMMUNITY CHOICES WAIVER

SECTION: TABLE OF CONTENTS PAGE(S) 6

Support Coordination

Transition Intensive Support Coordination

Transition Services

Environmental Accessibility Adaptation (EAA)

Personal Assistance Services (PAS)

Adult Day Health Care (ADHC)

Caregiver Temporary Support Services (CTSS)

Monitored In Home Caregiving (MIHC)

Assistive Devices and Medical Supplies (AD/MS)

Home Delivered Meals

Nursing Services

Skilled Maintenance Therapy (SMT) Reimbursement

Housing Transition or Crisis Intervention Services and Housing Stabilization

Services

Span Date Billing

PROGRAM OVERSIGHT AND REVIEW

SECTION 7.9

Health Standards Section Reviews

On-Site Reviews

Administrative Review

Personnel Record Review

Interviews

Recipient Record Review

Report of Review Findings

Corrective Action Report

Informal Dispute Resolution (Optional)

Fraud and Abuse

Support Coordination Monitoring

INCIDENTS, ACCIDENTS AND COMPLAINTS

SECTION 7.10

Incident/Accident Reports
Critical Incident Reports
Imminent Danger and Serious Harm
Internal Complaint Policy

SUPPORT COORDINATION

SECTION 7.11

Page 5 of 6

Table of Contents

LOUISIANA MEDICAID PROGRAM	ISSUED:	03/16/21
	REPLACED:	05/22/19
CHAPTER 7: COMMUNITY CHOICES WAIVER		
SECTION: TABLE OF CONTENTS		PAGE(S) 6

Core Elements Other Support Coordination Responsibilities

ORGANIZED HEALTH CARE DELIVERY SYSTEM	SECTION 7.12
CONTACT INFORMATION	APPENDIX A
FORMS/LINKS	APPENDIX B
BILLING CODES	APPENDIX C
CLAIMS RELATED INFORMATION	APPENDIX D
GLOSSARY	APPENDIX E
CONCURRENT SERVICES	APPENDIX F