### LOUISIANA MEDICAID PROGRAM

ISSUED: 07/16/21 REPLACED: 03/16/21

### **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

### LOUISIANA MEDICAID PROGRAM

ISSUED: 07/16/21 REPLACED: 03/16/21

### **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

Page 2 of 6

**Table of Contents** 

LOUISIANA MEDICAID PROGRAM ISSUED: 07/16/21

**REPLACED:** 03/16/21

**CHAPTER 7: COMMUNITY CHOICES WAIVER** 

SECTION: TABLE OF CONTENTS PAGE(S) 6

# **BENEFICIARY REQUIREMENTS**

**SECTION 7.3** 

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

## BENEFICIARY 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

Page 3 of 6

**Table of Contents** 

LOUISIANA MEDICAID PROGRAM ISSUED: 07/16/21

**REPLACED:** 03/16/21

**CHAPTER 7: COMMUNITY CHOICES WAIVER** 

SECTION: TABLE OF CONTENTS PAGE(S) 6

Post Authorization 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

Beneficiary Records

Records at the Beneficiary's Home

Organization of Records, Record Entries and Corrections

Service Logs

Transfers and Closures

LOUISIANA MEDICAID PROGRAM ISSUED:

**REPLACED:** 03/16/21

**CHAPTER 7: COMMUNITY CHOICES WAIVER** 

SECTION: TABLE OF CONTENTS PAGE(S) 6

#### REIMBURSEMENT

**SECTION 7.8** 

07/16/21

**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

Beneficiary 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

Page 5 of 6

**Table of Contents** 

LOUISIANA MEDICAID PROGRAM	<b>ISSUED:</b>	07/16/21
	<b>REPLACED:</b>	03/16/21
<b>CHAPTER 7: COMMUNITY CHOICES WAIV</b>	ER	
SECTION: TABLE OF CONTENTS		PAGE(S) 6
SUPPORT COORDINATION		SECTION 7.11
Core Elements Other Support Coordination Responsibilities		
ORGANIZED HEALTH CARE DELIVERY SYS	STEM	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