

Questions and Answers from TBI Waiver Policy Manual Trainings

September 22nd, 23rd, 25th and 30th 2015

Q 1: Can a program participant's initials be used in the subject line of a secure email?

A 1: No.

Q 2: Will there be more assistance for IT from BMS in order to meet the policy requirements for secure email and personally and agency owned electronic devices?

A 2: No.

Q 3: What is the degree of detail needed when developing training and program materials to meet the policy requirements of ensuring meaningful access to services for people with limited English proficiency?

A 3: A checklist is being developed to send to Providers to assist them in meeting all training requirements to aid them in developing their trainings.

Q 4: The policy manual is effective 10/01/2015; will there be time to get staff trained and policies updated?

A 4: Yes. Please see details below.

Personal Attendant Training Material:

October 12th- The UMC will send the request to Providers and the F/EA with directions, Guidance document and Training Outline format, and will offer Technical Assistance through a Webinar.

November 16th- Providers and F/EA submits Completed Training Outline for each Training Topic.

November 16th-December 14th – During this month span Providers and F/EA will receive feedback, Technical Assistance and the UMC provides approval for each training outline and returns the approved training outline to the Providers and F/EA with the instructions to place the approved outline with their training curriculum.

Case Manager Training Material:

November 30th – The UMC will send the request to Providers with directions, Guidance document and Training Outline format, and will offer Technical Assistance through a Webinar.

January 5th - Providers submit Completed Training Outline for each Training Topic.

January 5th- February 5th- – During this month span Providers will receive feedback, Technical Assistance and the UMC provides approval for each training outline and returns the approved training outline to the Providers with the instructions to place the approved outline with their training curriculum.

Providers will then have until March 1, 2016 to:

- Provide training to all staff on any newly required training topics.
- New staff will be trained using the new UMC approved training materials and
- Current staff can receive their annual training with the new UMC approved materials

Q 5: What do we do until our agency is trained and able to access WV CARES?

A 5: Continue to conduct the required background checks and maintain evidence that all checks were conducted prior to hire and monthly checks are conducted and documented.

Q 6: What are the negative findings and or exclusions that would disqualify an applicant from hire?

A 6: There are seven categories listed in policy that would disqualify an applicant from hire. Please see section 512.2.1-Criminal Background Checks- Pre-Screening for the listing.

Q 7: Is there a process for APS Healthcare to review and approve the Personal Attendant training curriculum?

A 7: Please see the response to Q 4 above.

Q 8: Is there specific training that needs to be covered under the topic of Infectious Disease Control?

A 8: No. The information must be current. A good resource for current training information on this topic can be located on the Centers for Disease Control at <http://www.cdc.gov/> and/or OSHA at <https://www.osha.gov/>

BMS will provide a check list for Providers to use to develop their training materials.

Q 9: Once you get a training approved for one Waiver can it be used as an approved training for another Waiver program?

A 9: Your training curriculum must be approved by the UMC for TBI Waiver and by the OA for ADW.

Q 10: Do I have to go back and re-train existing staff?

A 10: Providers will use their UMC approved training materials for existing staff however, any new training topics that are required will need to be provided by March 1, 2016.

Q 11: If you are not planning to provide services to children do we need to provide the training material for approval?

A 11: Once you are a certified TBI Waiver provider you can't choose to accept or not accept the target population that the Waiver is serving. We do not except an enormous increase in serving children with the age expansion. Please remember that your provider educators are here to assist you and your agency.

Q 12: Are Service Plans with Participant Directed Goods and Services (PDGS) reflected on the plan able to obtain the goods after 10/01/2015?

A 12: If the PDGS request has been approved by BMS prior to 10/01/2015, yes the program participant can access the goods, however if the request has not been approved by BMS, no the program participant cannot access the goods. Please refer to Funds for You information that was provided with your training materials.

Q 13: Can the Personal Attendant ride in a Non-Emergency Medical Transportation vehicle with the TBI Waiver participant?

A 13: Yes, if when making the NEMT transportation arrangements they are told that someone will be riding along with the person.

The Personal Attendant could bill time for traveling to/from the appointment with the person but cannot bill time for sitting and waiting with the person during the appointment.

However, if the Personal Attendant assisted the person with toileting/dressing while waiting they could bill the TBIW a Unit (15 mins) each if necessary for providing this assistance.

Q 14: How specific does the service plan need to be for Non-Medical Transportation? For example, a special event such as the Buckwheat Festival is yearly.

A 14: The Service Plan should include the details of all covered services. For this example, you could reflect on the Service Plan that the person will be attending special community events, under the type of Non-Medical Transportation- Community Activities.

Q 15: If the program participant is using the Non-Emergency Medical Transportation (NEMT) for his doctor's appointment, can the TBI W Personal Attendant ride along and get paid under TBI?

A15: First, NEMT must be told when making the transportation arrangements that someone will be riding along with the person.

The Personal Attendant could bill time to their Provider Agency for traveling to/from the appointment with the person but cannot bill time for sitting and waiting with the person during the appointment.

However, if the Personal Attendant assisted the person with toileting/dressing while waiting they could bill the TBIW a Unit (15 mins) each if necessary for providing this assistance.

Q16: When determining financial eligibility, does the parent's asset count toward the child's eligibility?

A16: It is our understanding that as it is with the IDW; the parent's assets do not count toward determining the child's financial eligibility.

Q17: Who will develop the training material outlined in policy for Case Management and Personal Attendant Staff?

A17: Providers and the F/EA will be responsible to develop the training material and the UMC will review and approve all staff training materials.

Q 18: What if we do not know the cause of death, what do we put on the Mortality Notification form?

A18: Then you would list "unknown" or "suspected to be related to diagnosis of terminal cancer, advance age etc."

Q 19: If a power of attorney wants to become the Personal Attendant, will they have to go through the same training?

A19: Yes

Q20: What is the phone number for the person we contact to approve our trainings?

A20: There will be an email sent out with all the contact information from the UMC.

Q21: For the new program NEMT, do our workers go through EMT Services?

A21: There are two separate services;

1.) **Non-Medical Transportation**- a covered service under the TBI Waiver Program used for essential errands and community outings. This service must be listed on the person's Service Plan for the Personal Attendants to provide and bill for this service.

2.) **Non-emergency Medical Transportation**- a service provided through a DHHR contractor vendor (MTM) and used for going to things like doctor appointments, lab work, and therapy appointments.

If Personal Attendants meet the NEMT requirements of having a current driver's license, insurance and inspection sticker and follow NEMTs billing procedures they may bill NEMT to be reimburse for gas mileage just as any family member or friend might if they took the person to such appointments. The Personal Attendant could not then also try to bill their Provider Agency for the same trip as an essential errand or community outing. This would be considered Medicaid Fraud.

The Personal Attendant would be allowed to bill time to their Provider Agency for working while transporting the person to/from these appointments but would not be allowed to bill time for sitting and waiting with the person during the appointment.

However, if the Personal Attendant assisted the person with toileting/dressing while waiting they could bill the TBIW a Unit (15 mins) each if necessary for providing this assistance.

Q22: Will the condition called shaken baby syndrome be considered for this program?

A22: A screened in MNER must meet the definition of Traumatic Brain Injury as stated in policy (external force or anoxia due to near drowning). All diagnosis must be documented by the referent on the MNER. Yes- shaken baby syndromes would be viewed as an external force.

Q 23: When using Personal Options will the participant have the budget authority within the month to move funds from transportation to PA services?

A 23: Yes.

Q 24: Instead of charting the word "member" in our case notes, what do we need to use?

A 24: On your case notes, BMS suggests that you use the person's name.

Q 25: When the UMC visits for an onsite review will they be looking for our processes?

A 25: Yes, when an onsite review is conducted, evidence of written policies and procedures are reviewed in order to determine compliance.

Q 26: Is there a fee for WV CARES, for example recent finger printing with Morph Trust, would this have to be re done?

A 26: Yes, there is a fee. BMS cannot answer your question regarding whether finger printing would need to be done again because enough information was not provided about what type of finger printing had already been done. You will need to review the TBIW Policy requirements with what your agency has already obtained then pose this question to WVCARES.

Q27: We have electronic monthly contact forms that once you sign you can't edit it, will that meet this requirement?

A27: Any authentication method for electronic and stamped signatures must meet the four basic requirements listed in policy, section 512.2.2, letter N.

Q28: What will be the process for getting the Case Management and Personal Attendant Trainings approved by APS Healthcare?

A28: Please see the response to Q 7.

Q29: Will the trainer's credentials be modified for the Participant using Personal Options since it is the Participant that provides some of the training?

A 29: Yes, please refer to section 512.3.6 from the policy manual.

Q 30: If the Personal Attendant will only be working with an adult, is it necessary to have that staff person trained in Child CPR/First Aid?

A 30: No, if the staff is only designated to work with adults, the child CPR/First Aid would not be necessary.

Q 31: Do we still need to complete an Incident Management, if the death of a program participant is not due to an incident?

A 31: A death would result in the Case Manger filling out the Mortality Notification form and it would need to be listed on the Case Management Monthly Report.

Q 32: Is an Assisted Living site, a community setting in which TBI Waiver Services can be provided?

A 32: No, TBI Waiver Services cannot be provided to someone residing in an assisted living setting.

Q 33: How do you want it documented that the person received his/her budget?

A 33: The Case Manager can document that the person was sent the budget on a Case Note.

Q 34: If the program participant has a family member, should we ask them to transport instead of the Personal Attendant?

A 34: The TBI Waiver covered service of non-Medical Transportation can be used for essential errands and community activities, however non- paid resources must be exhausted first before using Medicaid.

Q 35: How can the Non-Emergency Medical Transportation (NEMT) services be used for the TBI Waiver person needing transportation to medical appointments?

A 35: The Personal Attendant can enroll with the NEMT Provider called MTM and receive reimbursement from NEMT for the mileage to and from the medical appointment with the TBIW program participant. The Personal Attendant would also be able to bill for his/her time under the TBIW Personal Attendant code for the time spent driving to the appointment and the time driving back to the appointment. However the time spent in waiting room is not a billable Medicaid activity.

The Personal Attendant could not then also try to bill their Provider Agency for the same trip as an essential errand or community outing. This would be considered Medicaid Fraud.

However, if the Personal Attendant assisted the person with toileting/dressing while waiting they could bill the TBIW a Unit (15 mins) each if necessary for providing this assistance.

Q 36; Can my Personal Attendant get reimbursed to drive me to see my family that live 150 miles away?

A 36: If your Personal Attendant is related to you or a friend of your family the answer is no.

The non-medical transportation must be utilized for the program participant's needs and cannot be for the benefit of the Personal Attendant, person's family or the person's friends. Family or friends that can assist you to visit your family must be utilized first.