ADW Q & A – July 25, 2016 (Quarterly Provider Meeting)

1. For a person who is deceased, is it required to enter an incident or complete the Mortality Report form for a person who has completed financial but is not enrolled yet?

   Answer: No, it is not required to report an ADW incident or an ADW mortality report since the person in not an enrolled ADW participant yet.

2. Does the annual assessment have to align with the anchor date? If it does not, what does it align with?

   Answer: No, it does not have to align with the anchor date. The annual assessment and Service Plan is within a year of the last one.

3. What is the fiscal year referred to in ADW CareConnection eligibility status when I request to close a case?

   Answer: The fiscal year in that situation is July 1, 20XX to June 30, 20XX. So our current fiscal year is FY 17 and it runs from July 1, 2016 to June 30, 2017.

4. If I upload a Notification of Death or a Discontinuation of Services form in ADW CareConnection, have I completed the process for discharging a person?

   Answer: No. That is only one step in discharging a person in ADW CareConnection. In order to complete the discharge, you must also change the person's eligibility status and request closure. Be sure about the accuracy of your answer to the question "Has the member accessed services in the current fiscal year?"

5. Our program trains all our aids on 7 different programs. We are very concerned about having different training records for each program. It would be duplicate work, waste of paper and very time consuming when educating a large group on the same topics. Any thoughts on making one training record to be used across all programs? Also making training record less

repetitive? When we're doing initial training the new employee and trainer has to sign and print their name 15+ times. I feel we need to find ways to reduce or eliminate paperwork, not add to it.

Answer: When the new Personal Care Manual is released, the training record will be identical to the ADW training record. Other programs such as Lighthouse and FAIR use training records that meet the requirements for their respective funding sources. As to the ADW training record, the trainee must sign for each training; if the same trainer conducted all training on the ADW training record, the instructions for how to complete the form say that the trainer can sign his/her name once at top of form and draw a line down the page through the rest of the blocks to indicate that that trainer signed for all of those training sessions.

6. On the new PAL, there is not a place for the PA to enter the month that they are completing the form. There is a place for "plan period" but that does not identify the month the PA is documenting for the service. Where do we document the month of service?

   Answer: You may write in the month of service for the PA at the top left of the form directly beside the numbers for the days.

Additional Questions/Comments

7. How many people are on the Managed Enrollment List (MEL)?

   Answer: As of last week, 227.

8. Have any ADW slots been released lately?

   Answer: 424 slots were available July 1, 2016. 134 of those are in CareConnection ready to be activated. All 424 people have received letters instructing them to proceed with determining financial eligibility.

9. Can a Case Management agency be chosen sooner? Many times we find that people are unable, for various reasons, to get their financials done without assistance.

   Answer: Case Management Selection forms and the yellow DHS-2's are currently being sent to applicants as soon as KEPRO receives the MNER, so it is already being sent very early in the process. Some other options were discussed which would notify the Case Management agencies that people have been instructed to proceed with the financial eligibility process, such as using the Case Management agency's address in place of the applicants address and/or putting the Case Management as a contact on the MNER so the agency would get a copy of the letter. Nothing definite was decided at this time.

10. If the initial financial eligibility determination takes longer than 60 days, will the applicant get "kicked out"?

    Answer: If the financial eligibility determination is going to take longer than 60 days, the Economic Service Worker at DHHR should 'pend' the case for 90 days so that they can obtain all needed information/documentation and the applicant's deadline would be extended. Be sure to notify BoSS if any applicants are being closed because of this situation.

11. What happens if the Yellow DHS-2 is approved and then the White DHS-2 comes back with a denial?

    Answer: It is possible that additional assets were discovered. This would have to be reviewed on a case-by-case basis.

12. So you cannot access medical eligibility until financial eligibility has been established?

    Answer: Correct.

13. If a person on the ADW program gets out of jail and doesn't notify their CMA or PAA for over a month, and thus, did not resume services, what should we do?

    Answer: You should request closure for non-compliance because the participant did not receive Personal Attendant services on a monthly basis. Exceptions to this would be if the participant was in a nursing home, hospital or other inpatient medical facility. (See page 6 of the ADW Policy Manual.)

14. On the PAL, the wellness scale doesn't work well for people with dementia. Can we just document that?

    Answer: Yes.

15. Can we move the Wellness Scale up under the signature area, and then it would be more obvious that the Comment box can be used for any comments, not just Wellness Scale comments?

    Answer: We will look into that.

16. So we don't need to update the PAL for a change in hours?

    Answer: If it is a change for just one or two days, do not do a PAL update, just note it in the documentation on the PAL worksheet. If the change in hours will be in place for weeks or months, you would update the PAL. The change in hours needs to be at the request of the person receiving ADW services. We have seen several PAL updates in a very short period of time and talked to the person receiving ADW services and found that the person never requested any of the changes. All of those changes were results of staffing issues with the agency. NOTE: T1002 cannot be billed to do a PAL update.

17. What is the status of outsourcing our forms to correct the formatting issues?

    Answer: The forms have not been sent yet, but will be soon.

18. If you are a Case Management agency and you have a participant who wants to transfer to Personal Options, but wants to keep your agency for Case Management, how do we do this?

    Answer: If it is a current ADW participant, have him/her fill out the Request to Transfer form for Personal Options and in addition, complete a Case Management Selection form choosing your agency. Be sure to notify the Transfer Coordinator at BoSS that it is a transfer to Personal Options but the person is keeping you as hi/her Case Management agency. The Transfer Coordinator will process the transfer and email the Transfer Notice (transferring the participant to Personal Options) and an Assignment Notice (assigning you as the Case Management agency) to your agency and PPL. The documents will also be attached to the participant's record in CareConnection. If it is an initial, follow the instructions on the Personal Options CM Choice Fact Sheet.

19. What is the status on the Dual Services training?

    Answer: The training is complete, but still needs to be sent to BMS Communications for approval. The introduction of Managed Care Organizations taking over the Personal Care Program has held up this training.

20. For someone with Personal Options plus Traditional Case Management, will the Resource Consultant and Case Manager do the six-month visit together?

    Answer: Yes, it should be coordinated.

21. Is it OK to use a signature stamp?

Answer: If it is used legitimately, for example, for a participant with a physical disability who cannot sign his/her name. The disability should be documented in the assessment and if possible, another person should sign to verify that the stamp was used legitimately.

22. If the RN is verifying that services are being done by doing a home visit, can that be billed?

    Answer: Not normally, unless for some reason the RN is the only person who can make that visit. We want to stress that it must be documented extensively that the RN is the only person that can do this. This should be very rare.

23. Do we have to print the page from IMS that there were no incidents?

    Answer: Yes, you are required to print that page.

24. If a client won't allow anyone but her daughter, who is her homemaker, to provide services, and the daughter is about to have surgery, what do I do?

    Answer: The participant must be compliant by receiving Personal Attendant services on a monthly basis (page 6 of the ADW manual). If he/she does not, you may close for non-compliance.

25. Is the 180 days the last day of service or the last day billed?

    Answer: It is the last day of services.

26. What is the Service Access Date in CareConnection?

    Answer: It is the first date that Personal Attendant services occurred for the new ADW recipient.

27. If a client is in the hospital and we have put them in a Hold status, and then they enter a nursing home, should the Hold be updated?

Answer: Yes, if you can.

28. If a client goes into a nursing home and will not be coming out, should we close after 30 days?

Answer: Yes, but try to get a written, signed statement from a family member/legal guardian that the person is not expected to leave the facility.

29. What documentation is needed to verify successful completion of internet training?

Answer: At the training, it was erroneously stated that the certificate would be sufficient documentation. It was later pointed out that the ADW Training Record is required for documentation of all training, both in person and internet training. So, the correct answer is that the ADW Training Record would be completed for the training and the certificate of completion should be attached to the ADW Training Record.