

## ADW Q & A – June 21, 2017

1. When a service level increases or decreases as determined from a recent PAS evaluation, does the Case Manager need to do a service plan meeting to update the Service Plan? If no meeting with the PA RN is necessary, then does the Case Manager need to update their CM Service Plan?

*Answer: First, you and the RN should talk to see if the Service Plan needs to change at all. Even if the person's level has increased according to the most recent PAS, if the recipient's needs are being met by the current Service Plan, then there is no need to change the existing Service Plan. If the person's service level has decreased, then you should speak with the recipient to see if he/she wants to pursue a Medicaid Fair Hearing. If the person wants to pursue the hearing, it should be requested as soon as possible. If it is requested within 13 calendar days of the date of the Final Denial letter from KEPRO, then service can continue at the current level until the hearing. If it is requested after 13 days, then the service level will change to the lower level on the person's anchor date. If the Board of Review finds in the person's favor, then the service level will remain the same for the person who requested within 13 days. For the person who requested after 13 days, if the Board of Review finds in their favor, then the service level will increase to the higher level on the hearing date. For the person whose level has increased and he/she needs services at the new higher level, the Case Manager can update the Service Plan and the PA RN can do a PAL update. The recipient's consent to the updates can be obtained by phone and the updates do not require an in-person visit.*

ANNOUNCEMENT: There will no longer be monthly Q and A calls for ADW and PC. The Q & A will be addressed quarterly at the provider meetings.

*Next Q & A: October 11, 2017.*