



Mandatory CM Webinar

JANUARY 21, 2016

Agenda

- ▶ Live-in Services
 - ▶ Policy
 - ▶ Answers to Previous Questions
 - ▶ Examples
- ▶ Live-in Voucher

Live-in Requests

- ▶ CMs must assess actual need per SPL rules including assistance types.
- ▶ ADL needs must meet the definition in rule.
 - ▶ As an example, if the need for live-in services is driven by their Elimination needs, yet the comments do not support the definition of Full Assist as required in rule.
- ▶ CMs must be as specific as possible when describing the needs that show that the services are required every waking hour of the day.

Live-in Requests

- ▶ Just being a “Full Assist” in the ADLs/IADLS in itself does not justify a need for Live-in services.
- ▶ We are seeing lots of requests that are “just in case.” These will be denied.
- ▶ Please keep the diagnosis information up to date in Client Details.
- ▶ Assessment should be consistent across the ADL comments and the Live-in Service answers.

Live-in Service Questions

- ▶ Explore and present all options and benefits of other services prior to requesting Live-in services.
 - ▶ Hourly plans do not require the HCW to be there for an entire 24-hour period.
 - ▶ CBC are home-like settings that do not require the individual to be an employer.
 - ▶ CBC can also meeting intermittent needs.

Live-in Service Questions

- ▶ Consumers or their representatives must be able to **fully** manage their employer responsibilities.
- ▶ Even if In-home agencies are used, consumers/representatives must be able to assure that they are receiving services and their needs are being met.
- ▶ If they cannot manage these responsibilities, they may not be appropriate for In-home services.

Live-in Service Questions

- ▶ Fully manage means:
 - ▶ Hiring/Firing
 - ▶ Verifying time worked
 - ▶ Finding and hiring replacement HCWs
 - ▶ It is never the HCW's responsibility to find a replacement
 - ▶ Establishing a back-up plan

Live-in Service Questions

- ▶ HCWs can **NEVER** be the representative for the person they are serving.
- ▶ The representative must be close enough to ensure that HCW is performing the hours and tasks they are assigned.
 - ▶ This is not a pro forma responsibility. If the representative is signing vouchers but could not ensure that HCW worked the hours, they are committing fraud.

Live-in Service Questions & Answers

- ▶ Can you give an example of an 'emergent need' that would be granted additional hours beyond 19 (16 plus 3 hours of care that interrupted the HCWs sleep)?
 - ▶ An unexpected medical issue that required the HCW to provide additional care.
 - ▶ An hourly HCW did not show up to relieve the Live-in HCW.

Live-in Service Questions & Answers

- ▶ How do we address natural supports?
 - ▶ Live-in plans should not be considered when the someone is willing and able to be a natural support for some of the individual's care.

Live-in Service Questions

- ▶ What do we do for the Live-in HCW if the client doesn't have a traditional sleep pattern, i.e. Sleep for a couple hours, then up for two hours, back down for four hours etc. in a 24-hour period?
 - ▶ For claim purposes, if the Live-in HCW physically works more than 16 hours, they can claim the additional time on the voucher.
 - ▶ However, the Live-in HCW is most likely not receiving an adequate amount of sleep. An hourly HCW should be added to the plan so that the HCW can sleep at least 5 hours per night.

Live-in Service Questions

- ▶ I have a Live-in who works out of the house during the day.... 5 days a week and a HCW comes in 3.5 hours a day.
 - ▶ That is not allowed in the Live-in program and is not an appropriate Live-in service plan.

Good Example for Mobility and Elimination Driven

- ▶ Live-in Services Folder: Individual does not have the ability to reposition himself due to very limited strength and range of motion in his arms or legs. For safety and health reasons, the HCW must reposition him every other hour. Throughout the rest of his waking hours, the individual is dependent on others to transfer him in and out of his wheelchair an average of four times a day, have his incontinence supplies changed on an average of six times a day, as well as his being fully dependent in his other physical ADL needs.

Good Example for Mobility and Elimination Driven

- ▶ Transfer: The individual has no strength or range of motion in his arms or legs. The individual must rely upon the HCW to physically use the Hoyer lift each time he needs to transfer.
- ▶ Bladder: The individual is incontinent of bladder. He wears incontinent supplies, which he is unable to change due to his limited range of motion. The individual requires the HCW to pull on and off his incontinence supplies on an average of six times a day.

Not Adequate Comments: Mobility and Elimination Driven

- ▶ Live-in Services Folder: The individual has a lot of ADL needs throughout the day, which requires someone to help him as needed.
- ▶ Transfer: The individual needs someone to assist him with transfers each time as it can be difficult get up on his own.
- ▶ Bladder: The individual is sometimes incontinent of bladder and needs help getting changed and cleansed each time.

Good Example of Comments: Cognition/Behavior Driven

- ▶ Live-in Services Folder: The individual is at a constant risk for eloping the home, getting lost and unable to find her way back. Recently, when the HCW was in another room, she sneaked out the door and had to be escorted back home by a neighbor. She also continually puts herself and others at risk by attempting to push and hit others multiple times in the day. The HCW must continually monitor and redirect her continually throughout the day in order to keep herself and others safe.

Good Example of Comments: Cognition/Behavior Driven

- ▶ Danger to Self/Others: The individual will attempt to push and hit others in the home multiple times a day. The HCW must attempt to redirect her by having her walk to bedroom to calm down and rest when this occurs.
- ▶ Wandering: The individual will attempt to elope from her home at any given moment. The HCW must continually monitor and redirect her to stay in the home whenever she attempts to elope.

Not Adequate Comments: Cognition/Behavior Driven

- ▶ Live-in Services Folder: The HCW needs to be available at all times to monitor the individual/
- ▶ Danger to Self/Others: The individual will sometimes act out and be disruptive, requiring the HCW to intervene.
- ▶ Wandering: The individual will sometimes wander in the home.

New Live-in Vouchers

State of Oregon
Department of Human Services
Seniors and People with Disabilities

Cost Center: 0314
Voucher No: 2015 #4b

Case Worker: Ben Sherman
Provider Name: Apodaca, Stacey
Client Name: Keberle, Diane

Provider Number: 222222
Client Number: aaa1111a

Service Period Authorized (01/01/2016) thru (01/15/2016)

Services Authorized (see front of voucher for definitions): Live-in HCW

Live-in ADL/IADL Hourly Wage \$9.25 Authorized days per week: 2

Mileage/Pub Trans Reimbursement Rate \$0.485 Authorized units : ###

New Live-in Voucher

*** Mark the **calendar days** that your SHIFT STARTED during the authorization period.

Days: 01 _____ 02 _____ 03 _____ 04 _____ 05 _____ 06 _____ 07 _____ 08 _____
09 _____ 10 _____ 11 _____ 12 _____ 13 _____ 14 _____ 15 _____

New Live-in Voucher

*** If your client required direct assistance while you were sleeping and you had to get out of bed, mark the number of MINUTES care was provided next to the matching SHIFT START DAY.

Days: 01 _____ 02 _____ 03 _____ 04 _____ 05 _____ 06 _____ 07 _____ 08 _____
09 _____ 10 _____ 11 _____ 12 _____ 13 _____ 14 _____ 15 _____

HCWs will need to add up all of the minutes they were awake, providing care during their normal sleep time. They may claim up to 180 minutes per night unless an emergent issue arises.

By rule, the HCW is not authorized to provide more than 19 hours of live-in care per day. These plans must be supplemented by an hourly HCW or in-home agency so that the live-in HCW may get an adequate amount of sleep.

New Live-in Voucher

*** If you **took time off**, mark the **HOURS** next to the matching SHIFT START DAY.

Days: 01 _____ 02 _____ 03 _____ 04 _____ 05 _____ 06 _____ 07 _____ 08 _____
09 _____ 10 _____ 11 _____ 12 _____ 13 _____ 14 _____ 15 _____

If the HCW takes 1-12 hours off, the number should be indicated next to the shift. They should still indicate that they worked that day on the voucher. If they took the entire day off, hours do not have to be indicated here



Thanks for participating!