

<b>Topic:</b>	Assessing Enhanced or Exceptional Medical or Behavior Needs
<b>Date Issued/Updated:</b>	1/15/2015 (Version 2)

## Overview

**Description:** Procedures for determining and authorizing Enhanced or Exceptional Rates for Personal Support Workers using the ANA/CNA version C or ANA/CNA Enhanced-Exceptional Addendum.

**Purpose/Rationale:** To assist Service Coordinators (SC) and Personal Agents (PA) in utilizing the ANA/CNA C (or addendum) to set enhanced or exceptional rates for Personal Support Workers (PSW).

**Applicability:** CDDP Service Coordinators and Brokerage Personal Agents and for individuals enrolled in the following service elements: 49, 149, 150, and 151.

## Procedures that apply:

### **Assessment of Enhanced or Exceptional Needs**

Assessment of Enhanced or Exceptional Needs for Medical or Behavior uses the Adult Needs Assessment (ANA) or Children's Needs Assessment (CNA) Version C or the Enhanced-Exceptional Addendum to the ANA/CNA.

Assessment Type	Situation
Full ANA/CNA Version C	<ul style="list-style-type: none"> <li>• A plan is renewing or an individual is new to services.</li> <li>• The needs of the individual have significantly changed and a new ANA/CNA is required.</li> <li>• The individual requests a new ANA/CNA.</li> </ul>
Enhanced-Exceptional Addendum	<ul style="list-style-type: none"> <li>• The individual requests a new assessment specific to Enhanced-Exceptional services but their other needs (for example ADL/IADL) have not significantly changed.</li> <li>• An ANA/CNA C has been completed and there is no change in need but there is a change in how medical or behavioral support is delivered that may result in a change to the</li> </ul>

	individual's enhanced or exceptional status; or a redetermination is requested by the individual or their representative.
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The request for reassessment **must** come from the individual served or their representative, not from a Personal Support Worker (PSW).

**Payment Rates and Rate Setting Criteria for Authorization in Plan of Care (POC)**

Rates for Enhanced-Exceptional services rendered by PSW's can be found in the most recent Collective Bargaining Agreement. Enhanced rates do not require approval through the ODDS' Funding Review process. Exceptional rates do require approval through the ODDS Funding Review process outlined in [AR-14-019](#).

If a PSW is already authorized at a higher rate than the Enhanced or Exceptional rate, they will be paid at the higher rate but do not receive additional funds (see Wage Maintenance section of CBA).

Current rates as lined out in the 2015-2017 Collective Bargaining Agreement:

	<b>Effective 1/1/2016 Rate</b>	<b>Effective 2/1/2017 Rate</b>
<b>ADL/IADL</b>		
Base Rate	\$14.00	\$14.50
Enhanced Rate	\$15.00	\$15.50
Exceptional Rate	\$17.00	\$17.50
<b>Job Coaching</b>		
Base Rate	\$14.75	\$16.00
Enhanced Rate	\$15.75	\$17.00
Exceptional Rate	\$17.75	\$19.00

In order for a PSW to be authorized as an Enhanced or Exceptional worker the following must be true:

- The individual meets the criteria for Enhanced or Exceptional as determined by the ANA/CNA C or Addendum
- The PSW has completed the required training for the corresponding certification

Enhanced/Exceptional training is offered through the Oregon Home Care Commission (OHCC). Information regarding this training can be found on their [website](#). Proof of certification must be kept on file at the authorizing agency. Certifications can be confirmed using the [OHCC Registry](#) or by making a copy of the certification given to the PSW upon completion of the training program. It is the PSW's responsibility to inform the CDDP/Brokerage that they have completed the required training.

Once the criteria above have been met, the PSW's rate should be adjusted effective the start of the pay cycle immediately following the date the PSW informed the CDDP/Brokerage of their training status.

**Example:** Tina has been assessed as meeting the criteria for an enhanced rate and her PSW, Frank, has completed the training to receive the enhanced rate as her PSW. Frank informs the local office on 12/5/2015 that he has been certified, and the CDDP/Brokerage acquires the certificate. The authorizing agency would set his POC authorization for the enhanced rate as 12/16/2015 the first date of the next pay-cycle.

POC authorizations should **only** cover the time period in which an individual has a valid assessment indicating a need for Enhanced or Exceptional services AND falls within the credential period of the worker’s certification as an Enhanced or Exceptional worker. Credentials are good for two years.

**Example:** PSW Tim has an Exceptional certification that ends on 9/30/2016 but the plan for Larry runs from 12/1/2015 – 11/30/2016. PSW Tim’s POC authorization for the Exceptional rate **must** end on 9/30/2016. It may be reauthorized once proof of renewed certification is obtained by the authorizing agency.

**Example:** Larry is assessed as having Exceptional needs on 4/1/2016. A new assessment is completed on 10/31/2016 and Larry no longer meets the criteria for Exceptional needs. The POC Exceptional rate authorization for Larry cannot begin earlier than 4/1 and must end 14 days after the assessment was completed, on 11/14/16.

**Forms that apply:**

ANA/CNA Enhanced-Exceptional Manual Insert  
 Enhanced-Exceptional Addendum to the ANA/CNA  
 ANA/CNA Version C

**FAQs:**

**Q. What are the notification requirements for PSWs if the individual they are working with is assessed as Enhanced or Exceptional?**

A. Currently there are no notification requirements to PSWs, however, there will be notification requirements starting in September, 2016. ODDS will be providing more guidance around this at a later date.

**Q. What if an individual is assessed as Exceptional but the PSW is only authorized as Enhanced? Would the PSW still receive the Enhanced rate? What if the individual is assessed as Enhanced but the PSW has an Exceptional certification?**

A. Please refer to the table below:

	<b>Regular PSW</b>	<b>Enhanced PSW</b>	<b>Exceptional PSW</b>
Regular Individual	Regular Rate	Regular Rate	Regular Rate
Enhanced Individual	Regular Rate	Enhanced Rate	Enhanced Rate
Exceptional Individual	Regular Rate	Enhanced Rate	Exceptional Rate

**Q. What happens if a person is reassessed as no longer needing Enhanced or Exceptional Needs?**

A. If a person is assessed as no longer meeting the criteria for Enhanced or Exceptional Needs the rate must continue for at least 14 days after the assessment is completed. After 14 days the rate is adjusted to match the new assessment. Refer to the table above to set the new rate.

**Q. Is information regarding a PSWs status as a Enhanced/Exceptional worker in eXPRS?**

A. Not at this time. This is a enhancement request we hope to have priortiezed for mid to late 2016. To confirm the SC/PA will need to keep a copy of the certification given to the worker by OHCC or check their status on the registry.

**Q. How do I access the OHCC Provider Registry?**

A. You must be registered with OHCC as a case manager. To recive creditals contact Ronald McGhee, Registry Coordinator at [RONALD.G.MCGHEE@dhsola.state.or.us](mailto:RONALD.G.MCGHEE@dhsola.state.or.us).

**Q. How are Enhanced or Exceptional Needs assessed for individuals in the Children's Intensive In-Home Services (CIIS) program?**

A. Personal Support Workers for individuals in the CIIS program are paid using a altnernative rate matrix which assumes a higher level of need. The Enhanced/Exceptional tab of the CNA C should be completed but will not be used to set a rate. To assist in transition, CIIS case managers will share the results of the Enhanced/Exceptional tab with Personal Support Workers who will be accessing adult services within the next year. This will assist them in meeting any requirements to qualifty as an Enhanced or Excpetional provider.

**Q. Do the Enhanced and Exceptional Rates apply to PSWs serving children/ youth in CIIS?**

A. No, the Enhanced and Exceptional Rates do not apply to PSWs serving children/ youth in the CIIS program. CIIS PSWs have a different rate (\$16.50 effective 1/1/2015, \$16.67 effective 1/1/2016). When children/ youth age out of CIIS or otherwise transition out of the program, the applicable rate from the rate schedule (above) applies. At that time, if the youth qualifies for an Enhanced or Exceptional rate, the procedures outlined in this Worker's Guide apply.

**Definition(s):**

"Enhanced Personal Support Worker" means a personal support worker who is certified by the Home Care Commission to provide services for individuals who require advanced medical or behavioral driven services and supports as defined and assessed through a functional needs assessment tool.

"Exceptional Personal Support Worker" means a personal support worker who is certified by the Home Care Commission to provide services for individuals who require extensive medical

or behavioral driven services and supports, beyond the enhanced services provided by an enhanced personal support worker, as assessed by a functional needs assessment tool and whose service needs also require staff to be awake more than 20 hours in a 24-hour period.

**Reference(s):**

[OAR 411-375](#)

Homecare Worker Collective Bargaining Agreement 2015-2017

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