

## **OPWDD Guidance Documents with Payment Standards**

This guidance document contains payment standards, with all payment standards shaded in grey. Any requirement in this guidance document which is not shaded in grey is a program standard or an explanation, illumination or illustration to aid auditors in interpreting the documents. Please note that there may be instances where materials may be partially shaded in a sentence, paragraph or beneath a header. It is OPWDD's intent that only those words that are shaded shall be considered part of a payment standard and any other words within a sentence or paragraph or below a header that are not shaded should be construed to be a program standard or an explanation, illumination or illustration to aid auditors in interpreting the document.

## **Appendix B: Service Documentation Requirements for OPTS At Home Residential Habilitation**

### **Purpose**

This Appendix describes the documentation requirements for At Home Residential Habilitation services within Options for People Through Services (OPTS) pilots. The service documentation requirements set forth in this Appendix are based on the fiscal audit service documentation requirements in Administrative Memoranda 2004-01 and 2004-02, but include specific requirements for services delivered through OPTS.

Quality service standards for OPTS At Home Residential Habilitation continue to be addressed in the Key to Individualized Services, OMRDD's Policy Manual. The requirements for habilitation plans described in Administrative Memorandum 2003-03 also remain in effect.

### **Service Definition for OPTS At Home Residential Habilitation**

At Home Residential Habilitation services are face-to-face habilitation services that are **either delivered at the person's home, or are initiated or concluded at the home.** At Home Residential Habilitation services cannot be provided to individuals who live in certified residences. The unit of service for OPTS At Home Residential Habilitation is an hour of service with payment issued to your agency for each 15 minute time period. For each continuous service delivery period (or "session"), a minimum of one At Home Residential Habilitation service must be delivered and documented.

When determining the "billable service time," only face-to-face service delivery by At Home Residential Habilitation staff actively providing a habilitation service "counts." Staff can be "regular" payroll staff or paid contract staff. A full 15 minutes of service must be documented in order for your agency to be paid for an At Home Residential Habilitation on a given day of service. There is no "rounding up," i.e. no payment will be issued if your agency only delivers 12 minutes of At Home Residential Habilitation service.

### **Format for Documenting OPTS At Home Residential Habilitation**

Your agency must use the OMRDD-developed checklist to document the provision of OPTS At Home Residential Habilitation services. A copy of this checklist is included with this Appendix.

While professional program staff may prepare the checklist by drawing individualized services and actions from the individual's At Home Residential Habilitation Plan, staff who actually deliver the services must initial the checklist. By initialing the checklist, the staff who deliver the service are documenting the provision of At Home Residential Habilitation services. That is, they are attesting to the fact that a face-to-face At Home Residential Habilitation service was delivered. Staff must also document the

service start and stop time for each At Home Residential Habilitation "session" delivered during the day.

## Reporting OPTS At Home Residential Habilitation Services

Payment for At Home Residential Habilitation services under OPTS will be issued to your agency based on service information that your agency submits to OMRDD via a secure web application. When reporting services via the OPTS Web Based Application, your agency will report the total countable duration of face-to-face At Home Residential Habilitation services provided to the person during the day.

"Countable" duration is the length of time that OPTS At Home Residential Habilitation staff are with the consumer providing services on a given day. Time spent with the consumer may be "counted" when:

- The service starts, stops or is delivered entirely at the home, and
- During each "session," staff provide at least one service/staff action that is drawn from the consumer's habilitation plan.

In cases where At Home Residential Habilitation services may not be provided during one continuous service period during the day, the agency adds together the duration of each countable "session" to report one total duration for the day. For example, a consumer may receive At Home Residential Habilitation services for a one hour session in the morning (from 9:00 a.m. to 10:00 a.m.), and again for a two hour session in the afternoon (from 3:00 p.m. to 5:00 p.m.). In this case, your agency reports via the OPTS Web Based Application that a total of 3 hours of service is delivered on that day.

## Required Documentation for At Home Residential Habilitation Services

Your agency must maintain the following documentation to support the provision of At Home Residential Habilitation services:

- **The At Home Residential Habilitation checklist showing:**
  - **A contemporaneous record of the "start and stop times" of the face-to-face provision of At Home Residential Habilitation services by staff.** Where the At Home Residential Habilitation provider reports via the OPTS Web Application that four hours of service were delivered, the OPTS checklist must show that the staff member provided four hours of service (e.g., service start time is 9:00 a.m. and service stop time is 1:00 p.m.).
  - **Contemporaneous Documentation of at least one face-to-face At Home Residential Habilitation Service staff provided during each continuous service delivery period.** The At Home Residential Habilitation service must be drawn from the consumer's At Home Residential Habilitation Plan. For example, the At Home Residential Habilitation staff person assists the

consumer from 9:00 a.m. to 11:00 a.m. and initials the checklist documenting the provision of at least one service during this period. The worker must document at least one additional service when he/she returns at 2:00 p.m. and delivers an additional hour of service.

- **A summary note written at least once each month.** The summary note must discuss the consumer's response to the At Home Residential Habilitation service, summarize the implementation of the person's At Home Residential Habilitation Plan and discuss any issues or concerns. A copy of the summary note format is included with this Appendix.
  
- **A copy of the consumer's ISP** covering the time period of the claim developed by the consumer's Medicaid Service Coordination (MSC) or Plan of Care Support Services (PCSS) coordinator. The OPTS At Home Residential Habilitation service must be identified in the "HCB Service Summary" section of the ISP and the required information must be completed as follows:

<b>Name of Provider:</b> <u>                    Your Agency's Name Here                    </u> .
<b>Type of Medicaid Service:</b> <u>                    OPTS/At Home Residential Habilitation                    </u> .
<b>Frequency:</b> <u>Hour</u> <b>Duration:</b> <u>Ongoing</u> <b>Effective Date:</b> <u>No later than the 1<sup>st</sup> day of service delivery.</u>
<b>Person's Valued Outcome or Reason for Receiving the Service:</b> <u>                    Is drawn from the list of valued outcomes identified in section 1 of the ISP                    </u> _____ _____

- **The At Home Residential Habilitation Plan** covering the time period of the reported services. The At Home Residential Habilitation Plan should be entitled, "OPTS At Home Residential Habilitation Plan," and is attached to the ISP. A copy of the Administrative Memorandum describing the requirements for Habilitation Plans is included as part of this Appendix.

### Documentation Retention

All documentation specified above must be kept the balance of the calendar year in which they were made and for six (6) additional years thereafter. See Appendix A for additional requirements regarding record retention.