

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.

George E. Pataki
Governor



Thomas A. Maul
Commissioner

STATE OF NEW YORK
OFFICE OF MENTAL RETARDATION AND DEVELOPMENTAL DISABILITIES

44 HOLLAND AVENUE
ALBANY, NEW YORK 12229-0001
(518) 473-1997 • TDD (518) 474-3694

May 4, 2000

Dear Executive Director:

This is to inform you that with Health Care Financing Administration approval, we are taking the first steps necessary for the delivery of two new waiver services: Family Education and Training (FET) and Plan of Care Support Services (POCSS). These new services are described in Attachment A, which also includes the statewide fees for the services. As a first step, your agency must request an amendment to your "OMRDD HCBS Waiver Provider Approval Form". Using the "Request to Amend HCBS Waiver Approval Form," which is included in Attachment B, please check off the new services your agency will provide and return the form to the DDSO or NYCRO by May 26, 2000.

- Agencies in New York City should mail the completed "Request to Amend HCBS Waiver Approval Form" to the OMRDD New York City Regional Office, 75 Morton Street, New York, New York 10014, attention Kathy Mahoney.
- Agencies outside of New York City should mail the "Request to Amend HCBS Waiver Approval Form" to your DDSO Director.
- If your agency provides services in more than one DDSO region, please submit a copy of the "Request to Amend HCBS Waiver Approval Form" to each DDSO Director.

Submittal of your request by May 26, 2000 will allow HCBS Waiver authorization for your agency's delivery of Family Education and Training (FET) and Plan of Care Support Services (POCSS) from June 1, 2000.

Please note that FET is a critical service for some children under 18 years of age. With OMRDD's termination of waiver service coordination, FET may be the only waiver service a child receives. Since continued waiver enrollment and Medicaid eligibility is contingent upon a child's receipt of at least one waiver service, it is critical for such a child to receive the FET service. The ability to provide Plan of Care Support Services (POCSS) is essential to our Medicaid Service Coordination (MSC) design. As noted in the MSC Vendor Manual, waiver enrollees opting out of MSC who have approval of the DDSO must receive POCSS if they wish to continue in the waiver. POCSS is a service designed to meet the federal requirements to maintain the person's Individualized Service Plan (ISP).

Note that once your "Request to Amend HCBS Waiver Approval Form" has been processed, you will work with your DDSO/NYCRO representative to obtain authorization for delivery of the new waiver services to individual consumers.



Providing supports and services for people with developmental disabilities and their families.



Executive Director
May 4, 2000
Page 2

We greatly appreciate your cooperation in returning the "Request to Amend HCBS Waiver Approval Form" to the DDSO/NYCRO by May 26, 2000. Completion of this action will allow us to begin implementation of these two services which are critical to the ongoing success of our HCBS waiver. Questions may be directed to your DDSO/NYCRO or to Kevin O'Dell, Director, OMRDD Waiver Management Unit. Mr. O'Dell's number is (518) 474-5647.

Sincerely,



Jan Abelseth
Deputy Commissioner
Division of Quality Assurance



Gary Lind
Director
Office of Planning, Policy, and
Individualized Initiatives

Attachments

cc: Richard Johnson
Provider Associates
Alden Kaplan

Attachment A

Family Education and Training for Voluntary Provider Agencies

Definition

Family Education and Training may be provided to the families of consumers enrolled in the Home and Community Based waiver who are under 18 years of age. The purpose of family education and training is to enhance the decision making capacity of the family unit, provide orientation regarding the nature and impact of developmental disabilities upon the consumer and his or her family, and inform them about service alternatives. Family education and training is distinct from service coordination in that the purpose is to support the family unit in understanding and coping with the developmental disability. The information and knowledge imparted in family education and training increases the chances of creating a supportive environment at home and decreases the chances of a premature residential placement outside the home.

Education and Training Topics

The array of education and training topics that may be offered are far reaching. The following are some broad curriculum areas with some specific topics that might be considered, based on the needs and wishes of the family. This is not intended to be an all inclusive list.

Family Life

- Coping with grief and loss
- Sibling issues
- Faith communities
- Fathers-the forgotten partner
- Sleep issues
- Socialization and recreation options
- Accessing mental health care
- Positive behavioral approaches to care
- Sensory integration
- Camps
- Housing options
- The extended family as a resource
- Futures planning
- Information regarding specific disabilities/National and regional support groups

The Educational System

- BOCES training programs
- Finding your way through college with a disability for people over 18 years of age
- Reauthorization of IDEA
- State Education Regulations (Part 200)
- Navigating the special education system
- The Individualized Education Plan (IEP)
- Preschool special education

TIES (Together Including Every Student)
Transition planning

Health and Personal Care

Nutrition
Sexuality
Seizure management
Living with a medically frail child
Getting the right diagnosis and knowing what to do with it
Drug therapy

OMRDD and DOH Services

The Early Intervention Program
An overview of OMRDD services
NYS Cares
DDP4-What is it, what is it used for, and why you fill it out
How to recruit, hire and train a good residential habilitation worker
Assistive technology
The role of the service coordinator
Sheltered employment

Legal and Financial

Estate Planning
Guardianship
Advocacy
Entitlements

Self Advocacy

Effective parent advocacy strategies
One-to-One parent support
Collaboration and Communication
Self Determination
Circle of Friends
Americorp
Empowerment: dealing with a bureaucracy

Service Standards

All providers of Family Education and Training must adhere to the following service standards:

- (1) The unit of service for Family Education and Training is a session of at least two hours in length. For someone whose only waiver service is Family Education and Training, the family needs to receive at least one unit per year to remain enrolled in the HCBS Waiver. Sessions

may be individual or in groups of no more than eight families.

- (2) Voluntary not-for-profit human service agencies that have an HCBS Waiver provider agreement and are authorized to provide Medicaid Service Coordination may provide family education and training. The sessions are taught by OMRDD or voluntary agency staff or by non-agency experts on contract to authorized agencies. The individuals providing the education should have recognized expertise in their fields, and possess the appropriate credentials which are deemed satisfactory to the DDSO. The backgrounds of instructors will vary with the subject matter of the sessions. Instructors should be properly certified in their specialties as appropriate; e.g., service coordinators must meet the MSC qualifications, clinicians must be properly licensed by the State Education Department, or working under the supervision of a licensed clinician, etc.
- (3) The provision of Family Education and Training is limited to providing families with information and is not a direct service. For example, a physical therapist may provide information about assistive technology, but may not provide physical therapy as part of this service.
- (4) Family Education and Training must be specified in the written plan of care (ISP) under waiver services, with the name of the provider, effective date, frequency, duration, and valued outcomes.
- (5) Records of Family Education and Training sessions must be maintained. At a minimum, these must include an outline of the session, the length of the session, the location and date it was held, the name of the consumer whose family attended, and the name or names of the family member or members who attended. If more than one family attended the session, documentation must be duplicated for each family. One copy must be kept in the child's service coordinator's records, and the other in the service provider's records so that they will be readily accessible for program and fiscal audits.

Family Education and Training Service Fee

Reimbursement for Family Education and Training (FET) is on a fee for service basis. A unit of service is a minimum of two hours. No more than two units of service per waiver enrollee can be provided annually to the waiver enrollee's family. The service is reimbursed at a fee of \$100 per unit for an individual family, and a fee of \$50 per unit for training sessions involving 2-8 families. No more than eight families may participate in any single session. The FET fee is subject to the trend factor set forth in 14 NYCRR, Subdivision 635-10.5(i).

Plan of Care Support Services for Voluntary Provider Agencies

Beginning in March 2000, service coordination for people enrolled in the HCBS waiver was no longer funded by the waiver or through the Medicaid State Plan service known as CMCM. A new Medicaid State Plan service known as Medicaid Service Coordination (MSC) was established. MSC is an optional service. In order to continue to meet the service plan and level of care eligibility requirements in New York State's waiver agreement with HCFA, consumers enrolled in the HCBS Waiver who choose not to receive MSC will receive Plan of Care Support Services. Plan of Care Support Services will be provided only to consumers whose decision not to receive MSC has been approved by the DDSO.

Service coordinators providing Plan of Care Support Services will be responsible for the following tasks:

- (1) Maintaining a current ISP in consultation with the consumer, and initiating a review at least every six (6) months. This must include a face-to-face contact with the consumer at the consumer's residence. The consumer is responsible for contacting the service coordinator to initiate any changes to the ISP should they be needed prior to the next review. ISPs will be based on consumer choice, recipient capabilities, appropriate professional consultation, and the professional judgement of the service coordinator.
- (2) Making whatever contacts with the advocate and major service providers that are necessary to accurately review and update the plan if needed. The waiver recipient or his/her family or advocate may request a review or voice an objection to the ISP, consistent with 14 NYCRR Part 633.12.
- (3) Assuring that necessary safeguards have been taken to protect the health and welfare of the consumer.
- (4) Assuring that the level of care eligibility determination is completed annually.
- (5) Notifying the DDSO if the consumer is no longer eligible for waiver services.
- (6) Maintaining a record that includes all required waiver enrollment documentation, clinical assessments, the ISP (and attachments) and Plan of Care Support Service notes. The ISP must be retained by the provider agency, with copies provided to the consumer, advocate and primary service providers.
- (7) Initiating a re-enrollment in Medicaid Service Coordination if circumstances warrant and/or the consumer chooses to receive Medicaid Service Coordination.

Plan of Care Support Services shall be delivered by a voluntary provider agency possessing an HCBS waiver provider agreement with NYS DOH. Providers of Plan of Care Support Services must also

have a contract with OMRDD to provide MSC.

The service coordinators providing Plan of Care Support Services must meet the requirements of either clause (a) or (b) below:

(a) He or she:

- (1) was providing OMRDD sponsored comprehensive Medicaid case management or HCBS Waiver service coordination on 2/29/00; and
- (2) attends, annually, fifteen hours of professional development.

(b) He or she:

- (1) has at least an associates degree, or equivalent accredited college credit hours, in a health or human services field or be a registered nurse; and
- (2) has at least one year experience working with persons with developmental disabilities or at least one year experience providing service coordination to any population; and
- (3) has completed an OMRDD-approved core service coordination training program; and
- (4) attends, annually, fifteen hours of professional development.

The unit of service for Plan of Care Support Services is six (6) months.

Plan of Care Support Services Fees

Reimbursement for Plan of Care Support Services (POCSS) is on a fee for service basis. The statewide fee is \$214 per unit of service. One unit of service will be reimbursed every six months. The POCSS fee is subject to the trend factor set forth in NYCRR, Subdivision 635.10.5 (i).

Attachment B

**Request to Amend
HCBS Provider Approval Form**

Name and Address of Agency:

Contact Person - Name and Telephone:

**Our agency is requesting that our OMRDD HCBS Waiver
Provider Approval Form be amended to allow us to provide the
following new waiver services (check all that apply):**

- Family Education and Training**
 Plan of Care Support Services

Signature of Executive Director

Date

(Return to DDSO or NYCRO by May 26, 2000)