



## HCBS Section Response to October 12, 2023 CCW Case Manager Support Call Questions

Has CPR and First Aid training requirements been reinstated for CCW Clients for participant direction?

The requirement of CPR and First Aid for participants who participate in participant directed services has not been reinstated for the CCW waiver only the DD waiver.

If a participant does not consent to the restriction can the restriction go on the service plan?

If the person has a legally authorized representative and the support team feels the restriction is necessary then the team can implement the restriction. If a person is in ALF memory care and has agreed to that service they also need to understand when appropriate that they are consenting to the restriction of freedom of movement. ALF memory care units are locked which does restrict the participant's movement and the restriction screens within the plan of care must be completed as part of the plan of care process.

Can we integrate a spell check in EMWS?

The Division is in the process of exploring new systems to replace EMWS as the system is outdated and needs to be updated. We can ask the developers for this feature in our current system in hopes that this could occur but will definitely ask for it with any new system that we may use in the future.

Can you explain why there is a note asking if the PERS has been tested?

One of the assurances with the CCW waiver is that we ensure services are delivered as outlined in the Service Index. The Division understands that case managers are not service technicians but we do expect case managers to verify with participants that the PERS unit is working as expected and also when interacting with PERS providers that you are asking about system testing to ensure the service is delivered as expected.

When doing an ALF plan of care there is a note requesting to upload an assistance plan. What do we need to do with this?

The assistance plan is the safety plan that is provided by the ALF to the participant. This is often included in the lease but this is not always the case so that is why there is a spot to upload it there as well.

When someone is discharged at the beginning of the month and they have a PERS do we put the discharge date at the end of the month so we can still get paid?

Due to the way that BMS processes monthly units until we can get a change to the system we do need the case manager to end the service line at the end of the month so the PERS provider can get paid.

Is the LT101 printable so we can share it with providers?

At this time the LT101 is not printable. There are other parts of the plan that also are not in a format that allows for one PDF to be printed covering all aspects of the plan. This is something we hope to resolve.



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Why is it we cannot bill for the development of service plans when they are done in advance?

When this service plan was created we discussed with the case managers that due to the way this unit is set up case managers would have a choice to either bill the unit at the beginning of the plan year or the end of the plan year. Regardless of when the unit is billed it is meant to cover all plan development activities for the entire plan year. If there is a case manager change at the beginning of the new plan year the outgoing case manager would be recovering payment by either having billed at the beginning of the plan year or at the end. The incoming case manager would then be responsible for all plan development activities for the upcoming plan year and would bill for their activities related to that work.