

# Case Manager Support Call

# INDIVIDUALIZED PLAN OF CARE

## Specialized Equipment and Behavioral Supports Screens



Wyoming Department of Health  
Division of Healthcare Financing  
Developmental Disabilities Section  
July 13, 2020

### Personal Intro

The Participant Support Unit is continuing to provide trainings covering the Plan Mod Links Section of the Electronic Medicaid Waiver System (EMWS) during Case Manager Support Calls. These links are located to the left of the individualized plan of care (IPC). Today's training will be focusing on the Specialized Equipment and Behavioral Support screens.

Just a reminder to please hold your questions until the end of the presentation. You can submit your questions in the chat box and they will be answered at the end of the presentation.

# Purpose



To review the expectations of case managers when completing the Specialized Equipment and Behavioral Supports sections of the IPC to ensure providers have the information necessary to fully support participants of the Comprehensive and Supports Waivers.

The purpose of today's training is to review the case manager's role when completing the Specialized Equipment and Behavioral Supports sections of the individualized plan of care. It is important that these sections are developed accurately and completely in order to ensure that providers have the information necessary to fully support participants of the Comprehensive and Supports Waivers.

Direct support professionals and providers need to have participant specific information in order to successfully support the people they serve in accomplishing goals, experiencing inclusion, and living lives as fully contributing and valued members of their communities.

The information in these two sections of the plan offer a portion of the information needed to fully support participants during waiver services.

# Specialized Equipment Section

Plan Enrollment Dates: 4/1/2019 - 3/31/2020  
Effective Date: 1/24/2020 (Modification)  
Print: 

IBA:  
Status: Complete

## Specialized Equipment

### Specialized Equipment

Does this participant utilize any specialized equipment? No 

| Equipment                                                                                    | Type         | Maintenance Date | Maintenance By | Recommendations            |
|----------------------------------------------------------------------------------------------|--------------|------------------|----------------|----------------------------|
|  Eyeglasses | Discontinued | October 2019     | Provider       | I choose not to wear them. |

The Specialized Equipment section of the IPC contains information on each piece of specialized or adaptive equipment that the participant uses, owns but doesn't use, and needs but doesn't currently have. In addition to listing the equipment, this section also lists maintenance information, including when maintenance is due, and who is responsible for that maintenance.

# Wyoming Medicaid Rule Authority

- Chapter 44, Section 6(b)
- Chapter 45, Section 10(e)
- Chapter 45, Section 15(f)(iii)

The importance of including specialized equipment in the IPC is addressed in many sections of Wyoming Medicaid Rule.

Chapter 44, Section 6(b) states “The individualized plan of care shall reflect the need for equipment, how the equipment addresses health, safety, or accessibility needs of the participant, or allows them to function with greater independence, and include specific information on how often the equipment is used and where it is used.”

Chapter 45, Section 10(e) establishes the information that must be encompassed in the IPC, including what is important to and for the participant. It is reasonable to expect that specialized or adaptive equipment that a participant uses to access their home and community is extremely important information.

Finally, Chapter 45, Section 15(f)(iii) establishes that a provider of waiver services shall be trained on any specific assistive technology devices, in addition to other participant specific information. Information for participant specific training comes from the IPC, which is the guide for providers and direct support professionals to understand what participants want and need in their lives, and the support they need to be as safe and healthy as possible. It is critical that this specialized equipment is listed in the IPC to ensure providers receive this training.

In accordance with Chapter 45, Section 15(f)(ii), case managers are required to conduct IPC training for one employee from each provider listed on the IPC, including the training on specialized equipment. If a provider employs staff, the provider is

responsible for extending that training to all staff members who work with the participant.

These rules can be found on the [Public Notices, Regulatory Documents, and Reports](#) page of the Division website, under the *Rules* tab.

# Entering Specialized Equipment

The screenshot shows a web form titled "Specialized Equipment". It contains several input fields and a dropdown menu. The "Equipment Type" dropdown menu is open, showing three options: "Discontinued" (highlighted in blue), "In Use", and "Need". A red arrow points to the "Discontinued" option. The "Equipment" field is a text box. The "Consider donating any equipment" field is a text box. The "Recommendations" field is a text box. To the right of the "Equipment" field is a text box with the placeholder "Contact DD program staff for details." Below the "Recommendations" field is a text box with the placeholder "I choose not to wear them." At the bottom of the form are "Save" and "Cancel" buttons.

When the case manager opens up the Special Equipment Screen under Plan Mod Links, they will be able to enter the specialized equipment that the participant uses.

If the the participant does not have specialized equipment or specialized equipment needs, select “No” for the question “Does the participant utilize specialized equipment?” If the participant has special equipment, select “Yes.”

There are three options for entering equipment. The equipment may be “in use”, “needed” or “discontinued.” Select the appropriate type for each piece of equipment.

If the equipment is in use, enter the equipment, the last date it was maintained or physically checked, and by whom. Include any additional information or clinician recommendations in the Recommendations box.

Make sure that the equipment listed in this section aligns with the information included in other sections of the IPC. For example, wheelchairs and communication devices that the participant uses must be listed on this page and then further discussed in the Needs and Risk Section. If a piece of equipment such as a communication device is explained in the Needs and Risks section, it must also be listed in the Specialized Equipment section of the IPC.

If a participant needs equipment, select “Need” and enter the equipment needed. Again, list any recommendations from clinicians, as well as steps being taken to obtain the equipment. The needed equipment should also be addressed in the

applicable Needs and Risks section of the IPC. For example, if a person needs hearing aids, an explanation of how the hearing aids will benefit the participant should be described in the Needs and Risks section of the IPC.

If equipment has been discontinued, provide the same information, including an explanation of why the equipment is no longer in use.

# Wyoming AT4ALL



WELCOME TO WYOMING AT4ALL!



PROMOTING INDEPENDENCE THROUGH ASSISTIVE TECHNOLOGY

- Search for specialized equipment that is available for loan through Wyoming Assistive Technology Resources (WATR).
- Borrow equipment from, or donate to, the Anna Maria Weston Therapeutic Equipment Lending Library.

Wyoming has resources available to help people try out and secure specialized equipment. The Wyoming Institute for Disabilities (WIND) hosts the Wyoming AT4ALL website. The website is your entry point to assistive and adaptive equipment in Wyoming through Wyoming Assistive Technology Resources (WATR) and the Anna Maria Weston Therapeutic Equipment Lending Library. When you log in, you can search for assistive and adaptive equipment devices that are available for loan, make a direct request for the device of interest, locate previously owned devices available for reutilization, or list your own items for sale or donation.

A lending library of therapeutic equipment and assistive technology has been established at the Wyoming Life Resource Center in Lander in memory of Anna Maria Weston. Many pieces of equipment have been donated from around the state so that others can have access to equipment without having to purchase it. Equipment may be borrowed from the center at no charge, by anyone living in the state of Wyoming.

If a participant has equipment that is no longer being used and is in good working order, the case manager should talk to the participant and legally authorized representative about equipment donation. The Anna Marie Weston Therapeutic Equipment Lending Library would be a great place to donate unused equipment.

Visit <https://wy.at4all.com/> for more information on these resources.



# Behavioral Supports Section

Plan Enrollment Dates: 12/1/2019 - 11/30/2020

IBA:

Effective Date: 3/31/2020 (Modification)

Status: Complete

Print: 

## Behavioral Supports

### ICAP Targeted Behaviors

| Behavior Category                                                                                                    | Response | Included? | Not included Reason |
|----------------------------------------------------------------------------------------------------------------------|----------|-----------|---------------------|
|  Socially Offensive Behavior        | Moderate | Yes       |                     |
|  Uncooperative Behavior             | Moderate | Yes       |                     |
|  Unusual or Repetitive Habits       | Moderate | Yes       |                     |
|  Withdrawal or Inattentive Behavior | Moderate | Yes       |                     |

### Positive Behavior Support Plans

| Document | Comments |
|----------|----------|
|----------|----------|

The Behavioral Supports section of the IPC contains information on targeted behaviors the participant demonstrates that are identified on the ICAP assessment as moderate or above.

# Understanding Behavior

- Behavior is communication.
- People use behavior to get/get away from what they want or don't want.
- Behavior is purposeful and goal oriented.
- Behavior is functional.
- It is imperative to understand what a participant is trying to communicate through behavior.

Before we get started on this section, let's do a quick recap on behavior.

Behavior is communication. People use behavior to get something they want, or get away from something they don't want. Although a behavior may be considered maladaptive, or socially offensive, the behavior is serving a purpose, and meeting a specific goal.

It is important to remember that behavior is functional; it is motivated by something. An undesired behavior, such as running away or becoming assaultive, may be a very effective way of communicating things like "I don't like it when you tell me what to do" or "I want to stop doing this activity."

It is imperative to understand what the participant is trying to communicate through their behavior. Once a team understands what the participant is trying to accomplish with their behavior, they can develop strategies to help the participant communicate their needs in a more positive way. The first consideration should always be safety, security, and the dignity of the person and the individuals around them.

Understanding the many factors that influence a participant's behavior and what the behavior communicates can guide the team to a greater understanding of the participant.

# Functional Behavioral Analysis (FBA)

- Used to help team identify the causes of challenging behavior, and select interventions that are effective in reducing behavior.
- Must be conducted within the last year, be completed by a provider knowledgeable of the participant, and include input from the legally authorized representative.
- Must be utilized to develop a positive behavior support plan.

Chapter 45, Section 17(c) states “A participant with a challenging behavior identified by the plan of care team shall have a current functional behavioral analysis conducted within the last year to identify what the person is trying to communicate through the behavior(s), to identify the function or possible purpose for the behavior(s), to explore antecedents and contributing factors to behaviors, and to review and describe potentially positive behavioral supports and interventions in order to develop a positive behavior support plan.

Challenging behaviors include actions by the participant that threaten the participant’s or other person’s health and safety, or a persistent pattern of behaviors that inhibit the participant’s ability to fully integrate within their community.

The FBA is a critical component to understanding what is causing a participant to behave they way they do, so the team can develop interventions and strategies to help the participant replace their less desirable behavior with more positive ways to communicate what they need.

The FBA must be current...conducted within the last year...and be completed by the provider or a provider staff member who knows the participant. The data collected as part of the FBA is used to develop a positive behavior support plan.

# Positive Behavior Support Plan (PBSP)

- Supports participants to become as independent as possible, enjoy their lives, and overcome challenging behaviors.
- Should be written in easy to understand language - direct care staff **MUST** be able to understand the plan.
- Must include the components of the template provided on the Division website.

As established in Chapter 45, Section 17(d), “A positive behavior support plan (PBSP), based upon a current functional behavioral analysis, shall be developed for a participant in order for providers working with the person to understand and recognize the communication and behaviors exhibited by the person. The positive behavior support plan shall describe agreed upon supports to assist the participant using proven support techniques and non-restrictive interventions...” A participant who has restraints written into their IPC **must** have a PBSP.

The purpose of the PBSP is to guide providers in supporting participants during times of escalated behavior, and outline the steps that they need to take to support the participant in choosing and using more positive behavior to get their needs met. The PBSP must be written in a way that direct support professionals can understand, since they will be the people implementing the plan. At a minimum, a PBSP must include the components outlined in Chapter 45, Section 17.

# Resources



## Developing and Implementing a Positive Behavior Support Plan

### A Procedure Manual for Providers



## Functional Behavioral Analysis and Positive Behavior Support Plan

Participant's Name: \_\_\_\_\_

Plan Date: \_\_\_\_\_

In accordance with Chapter 45, Section 17 of the Department of Health's Medicaid Rules, a participant with a challenging behavior identified by the plan of care team shall have a current functional analysis conducted within the last year to identify what the person is trying to communicate through the behavior(s), to identify the function or possible purpose for the behavior(s), to explore antecedents and contributing factors to behaviors, and to review and describe potentially positive behavioral supports and interventions in order to develop a positive behavior support plan. A provider or provider staff knowledgeable of the participant shall complete the functional behavior analysis, which shall include input from the team, participant, and any legally authorized representative(s).

### Functional Behavioral Analysis

List ICAP targeted behaviors listed in EMWS that are moderate or severe –

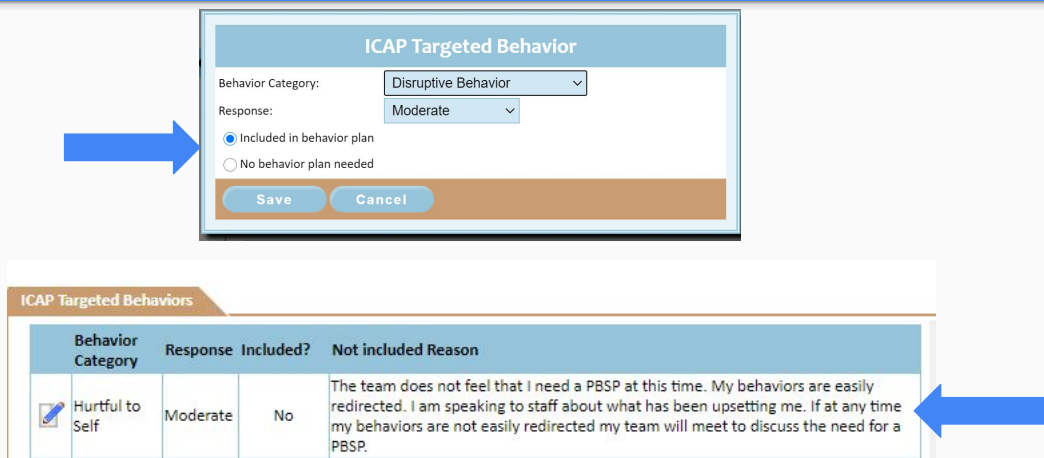
**Clear description of the challenging behavior** – 1. Describe what the behavior looks or sounds like. 2. Does it occur in conjunction with other behaviors? 3. How long does it last? 4. How long has it been occurring?

**Antecedents & contributing factors** – 1. Is there any warning from the person before the behavior starts? 2. Does the behavior occur more in some settings than in others? 3. Are there medical or physical factors that contribute to the

The Division has a couple of tools that can help teams with the FBA and PBSP. The PBSP Procedure Manual is a useful reference tool that provides a systematic process to guide teams in developing a PBSP. The Manual outlines the necessary steps for completing an FBA, and how to use the FBA to develop a PBSP. The PBSP Procedure Manual can be found on the [Forms and Documents Library](#) page of the Division website, under the *References/Tools* tab.

The Functional Behavioral Analysis and Positive Behavior Support Plan template is another resource meant to simplify PBSP development. The components in this template align with the requirements in Chapter 45, Section 17. Teams are not required to use this template, but any FBA or PBSP submitted to the Division must contain all of the components outlined in the this document. The Functional Behavioral Analysis and Positive Behavior Support Plan template can be found on the [Forms and Documents Library](#) page of the Division website, under the *Forms* tab.

# Behavioral Supports Screen



The screenshot displays the 'Behavioral Supports Screen'. At the top, a blue header contains the title 'Behavioral Supports Screen'. Below the header, there are two main components. The first is a modal window titled 'ICAP Targeted Behavior'. This modal has a 'Behavior Category' dropdown set to 'Disruptive Behavior', a 'Response' dropdown set to 'Moderate', and two radio buttons: 'Included in behavior plan' (which is selected) and 'No behavior plan needed'. At the bottom of the modal are 'Save' and 'Cancel' buttons. A blue arrow points from the left towards this modal. The second component is a table titled 'ICAP Targeted Behaviors'. The table has four columns: 'Behavior Category', 'Response', 'Included?', and 'Not included Reason'. The first row shows 'Hurtful to Self' under 'Behavior Category', 'Moderate' under 'Response', and 'No' under 'Included?'. A pencil icon is visible to the left of 'Hurtful to Self'. The 'Not included Reason' column contains the text: 'The team does not feel that I need a PBSP at this time. My behaviors are easily redirected. I am speaking to staff about what has been upsetting me. If at any time my behaviors are not easily redirected my team will meet to discuss the need for a PBSP.' A blue arrow points from the right towards this table.

| Behavior Category                                                                                 | Response | Included? | Not included Reason                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------|----------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  Hurtful to Self | Moderate | No        | The team does not feel that I need a PBSP at this time. My behaviors are easily redirected. I am speaking to staff about what has been upsetting me. If at any time my behaviors are not easily redirected my team will meet to discuss the need for a PBSP. |

So now that we've reviewed behavior, and the purpose of the FBA and PBSP, let's discuss the information that is required on the Behavioral Supports screen.

EMWS automatically populates targeted behaviors listed on the ICAP Assessment that are identified as moderate, serious, or critical. Select the pencil icon to the left of the behavior category to edit the information for the behavior. Indicate if the behavior is included in a PBSP.

If the team no longer considers an ICAP targeted behavior to be moderate or above and the ICAP was completed more than one year prior, select the pencil icon next to the behavior and then select "no behavior plan needed". In the screen that populates, document why the team has determined that a PBSP is no longer necessary.

Occasionally, previous behaviors that are not reflected in the current ICAP will still be listed in this section. These behaviors can be removed by clicking on the red **X**, but the targeted behaviors from the current ICAP must remain.

If there is an associated FBA and PBSP, upload the document(s) on this screen.

For more information on this topic, please review the IPC Guide, which is located on the [Providers and Case Managers](#) page of the Division website, under the *Case Manager and Provider Reference Material* toggle.

## Key Points



- The Specialized Equipment section must be accurate and align with other sections of the IPC.
- Behaviors may require a Functional Behavioral Analysis and Positive Behavior Support Plan.
- Information is necessary to ensure the participant has needed supports.

As we end today's training, there are some key points we'd like you to remember:

- Information entered into the Specialized Equipment section must be accurate and align with other sections of the IPC.
- Behaviors listed in the Behavioral Support Section may require a Functional Behavioral Analysis and Positive Behavior Support Plan.
- The information in these sections is necessary for providers to ensure that the participant has the supports in place to be valued and contributing members of their communities.

# For Your Information

- Monthly case manager support calls - notes and training are available on the [website](#)
- Case Manager Training Consultant - [cm.consultant@wyo.gov](mailto:cm.consultant@wyo.gov)
- EMWS helpdesk - [emws.helpdesk@wyo.gov](mailto:emws.helpdesk@wyo.gov)
- [Participant Support Specialist](#)

The Division has several resources available for case managers. Notes and trainings from past Case Manager Support Calls are available on the Providers and Case Managers page of the Division website. The Case Manager Training Consultant is available to answer general questions regarding the IPC and troubleshooting. The EMWS helpdesk is available to address any technical issues with EMWS. And of course, if you have specific case related questions, please contact the PSS assigned to the case.



# Questions



Contact Alex Brooks at  
[cm.consultant@wyo.gov](mailto:cm.consultant@wyo.gov) or  
your local Participant  
Support Specialist

Thank you for your time today. Please enter any questions in the Chat box.