

Utah Medicaid Provider Manual	Home and Community-Based Services Waiver for Individuals Age 65 or Older
Division of Medicaid and Health Financing	Updated January 2015

SECTION 2

**UTAH HOME AND COMMUNITY - BASED SERVICES WAIVER
FOR INDIVIDUALS AGE 65 OR OLDER
PROVIDER MANUAL**

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1 GENERAL POLICY

A. Under section 1915c of the Social Security Act (SSA), a State may request approval through the federal Centers for Medicare and Medicaid Services (CMS) to “waive” certain statutory requirements in order to use Medicaid funds for an array of home and community-based medical assistance services provided to eligible recipients as an alternative to institutional care. The state of Utah has offered the Medicaid reimbursed Home and Community-Based Services (HCBS) Waiver for Individuals Age 65 or Older since July 1, 1992. On July 1, 2010, the Division of Medicaid and Health Financing (DMHF) received approval from CMS to continue operating the HCBS Waiver for Individuals Age 65 or Older (Aging Waiver) through June 30, 2015. The approval includes waivers of:

- * The “comparability” requirements in subsection 1902(a) (10) (B) of the Social Security Act; and
- * The institutional deeming requirements in section 1902(a) (10) (C) (I) (III) of the Social Security Act.

B. Waiver of Comparability

In contrast to Medicaid State Plan service requirements, under a waiver of comparability, the State is permitted to provide covered waiver services to *a limited number* of eligible individuals who meet the State’s criteria for Medicaid reimbursement in a nursing facility (NF). “Waiver services” need not be comparable in amount, duration, or scope to services covered under the State Plan. However, each year the State must demonstrate that the waiver is a “cost-effective” or a “cost-neutral” alternative to facility-based services. This means that, in the aggregate, the total annual Medicaid expenditures for waiver participants, including their State Plan services, cannot exceed the estimated Medicaid expenditures had those same recipients received Medicaid-funded NF services.

C. Waiver of Institutional Deeming Requirements

Under the waiver of institutional deeming requirements, the State uses more liberal eligibility income and resource calculations when determining recipients’ Medicaid eligibility.

1 - 1 Acronyms and Definitions

For purposes of the Aging Waiver, the following acronyms and definitions apply:

AAA	Area Agency on Aging
AGING WAIVER	Home and Community-Based Services Waiver for Individuals Age 65 or Older
CMA	Case Management Agency
CMS	Centers for Medicare and Medicaid Services
DAAS	Division of Aging and Adult Services
DAAS Designee	Authorized representative to act for the Division of Aging and Adult Services (Currently this refers specifically to Area Agencies on Aging (AAAs) although DAAS may designate a different organization if any AAA chooses not to be a designee)

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DHS	Department of Human Services
DMHF	Division of Medicaid and Health Financing
FMS	Financial Management Services
HCBS	Home and Community-Based Services
HCPC codes	Healthcare Common Procedure Coding System codes
ICF/ID	Intermediate Care Facility for People with Intellectual Disabilities
LOC	Level of Care
MAR	Maximum Allowable Rate
MDS-HC	InterRAI Minimum Data Set for Home Care; the Aging waiver assessment instrument used to determine level of care (LOC)
NF	Nursing facility
SAS model	Self Administered Services model; a method of providing services in which the participant administers their own care, acting as the direct employer
SIP	State Implementation Plan
SMA	State Medicaid Agency
SSA	Social Security Act
TN	Waiver service modifier code used when billing claims to specify a rural rate enhancement

1 - 2 CMS Approved State Implementation Plan

- A. The State Implementation Plan (SIP) for the Aging Waiver approved by CMS serves as the State's authority to provide home and community services to the target group under its Medicaid plan. That document and all attachments constitute the terms and conditions of the program.
- B. This manual does not contain the full scope of the Aging Waiver SIP. To understand the full scope and requirements of the Aging Waiver program, the SIP should be referenced. In the event provisions of this manual are found to be in conflict with the SIP, the SIP will take precedent.

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2 SERVICE AVAILABILITY

- A. Aging Waiver services are covered benefits only when provided to an individual determined to meet the eligibility criteria defined in the CMS approved Aging Waiver SIP and only pursuant to a written Comprehensive Care Plan.

2 - 1 Eligibility for Aging Waiver Services

- A. Aging Waiver services are covered benefits for a limited number of Medicaid eligible individuals for whom there is a reasonable indication that they might need the services provided in a Medicaid-certified NF in the near future unless they receive home and community-based services. The cost of which would be reimbursed under the Medicaid State Plan.

B. Eligibility Activities

The Division of Aging and Adult Services (DAAS) or their designee is responsible, at a minimum, for conducting the following activities:

1. **Aging Waiver Application Activities.** Items are performed at the time a Demographic Intake and Screening is conducted with the individual:
 - a. Respond to inquiries by an interested individual regarding the Waiver program.
 - b. Determine whether the Waiver has available capacity within the limit delineated in Appendix B-3 (Table B-3-a) of the SIP.
 - c. Provide education related to the services covered by the Waiver.
 - d. Conduct an initial comprehensive assessment to determine if the individual meets LOC requirements, has an imminent need for the services provided in a NF, and meets all other program eligibility requirements described in Items 2 through 6 of the Aging Waiver SIP.
 - e. Assist the individual to complete the Medicaid financial eligibility determination process.
 - f. Assist the individual to request a fair hearing if an adverse agency action is taken in relation to the Waiver application.
2. **Freedom of Choice Activities** (performed at the time an individual is determined to be eligible for the Aging Waiver):
 - a. Identify the general service needs of the individual.
 - b. Inform the individual of the services the Waiver program can provide and the services a Medicaid NF can provide to meet the identified general needs.
 - c. Offer the individual choice of the Waiver program or the Medicaid NF program and document the choice selected.
 - d. Assist the individual to request a fair hearing if choice of the Waiver program is denied.
3. **Enrollment Activities** (performed at the time it is determined sufficient Aging Waiver capacity is available to permit an individual to be enrolled into the Waiver):
 - a. Develop an initial Comprehensive Care Plan based on the needs identified by the comprehensive assessment.
 - b. Assist the individual participant in selecting a Waiver case management agency (CMA).

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- c. At the intervals specified in the Aging Waiver SIP, conduct ongoing comprehensive assessments to determine if the participant continues to meet LOC requirements, has an imminent need for the services that would be provided in a NF, meets all other program eligibility requirements in the Aging Waiver SIP, and develop updated Comprehensive Care Plans annually or based on need.
- d. Assist the individual to request a fair hearing if choice of the Waiver CMA is denied.

C. Mental or Physical Condition Determination

In determining whether the applicant has mental or physical conditions that can only be cared for in a NF, or the equivalent care provided through the Aging Waiver, the individual responsible for assessing LOC shall document that the applicant meets the criteria as established in Utah Administrative Rule 414-502-3.

D. Eligibility Restrictions

- 1. An individual will not be enrolled if it is determined during the eligibility assessment process that the health, welfare, and safety of the individual cannot be met through the Aging Waiver program.
- 2. Inpatients of hospitals, NFs or Intermediate Care Facilities for People with Intellectually Disabilities (ICFs/ID) are not eligible to receive Waiver services (except as specifically permitted for case management discharge planning in the 90-day period before their discharge to the Aging Waiver).

2 - 2 Applicant Freedom of Choice of NF or Aging Waiver

- A. Medicaid recipients who meet the eligibility requirements of the Aging Waiver may choose to receive services in a NF or the Aging Waiver if available capacity exists to address health, welfare and safety needs.
- B. If no available capacity exists in the Aging Waiver, the applicant will be advised in writing that he or she may access services through an NF or may wait for open capacity in the Aging Waiver.
- C. If available capacity exists in the Aging Waiver, a pre-enrollment screen of health, welfare and safety needs will be completed by DAAS or their designee. The applicant will be advised of the preliminary needs identified and given the opportunity to choose to receive services to meet the identified needs through an NF or the Aging Waiver. The applicant's choice will be documented in writing, signed by the applicant, and maintained as part of the applicant's record.
- D. Once the applicant has chosen to enroll and become a participant in the Aging Waiver and the choice has been documented, subsequent review of choice of program will only be required at the time of a substantial change in the participant's condition resulting in a change in the Comprehensive Care Plan. It is, however, an Aging Waiver participant's option to choose facility-based care at any time and voluntarily disenroll from the Aging Waiver.

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2 - 3 Aging Waiver Participant Freedom of Choice

Upon enrollment in the Aging Waiver, the individual now becomes a participant on the waiver. The participant will be given choice among available Waiver case management agencies (CMAs). The participant's choice will be documented in the case record.

- A. Upon completion of a comprehensive needs assessment by DAAS or their designee, the participant will participate in the development of the Comprehensive Care Plan to address the participant's identified needs.
- B. The participant will be given a choice of services to meet an identified need if more than one cost-effective option exists.
- C. The participant will be given a choice of available qualified providers of Aging Waiver services identified in the Comprehensive Care Plan.
- D. DAAS or their designee will review the contents of the written Comprehensive Care Plan with the participant prior to implementation. The written Comprehensive Care Plan is signed by the participant and constitutes a formal notice of the agency's decision regarding authorized services to be provided to the participant.
- E. Subsequent revisions to the participant's Comprehensive Care Plan may occur as a result of the annual re-assessment, or a result of a significant change in the participant's health, welfare or safety and as otherwise warranted.
 1. A significant change is defined as a major change in the participant's status that:
 - a. is not self-limiting;
 - b. impacts more than one area of the participant's health and safety status; and
 - c. requires interdisciplinary review and/or revision of the Comprehensive Care Plan.

NOTE - A condition is defined as self-limiting when the condition will normally resolve itself without intervention by Aging Waiver services. Generally, if the condition has not resolved within approximately two weeks, a comprehensive reassessment should begin.

2. A reassessment is required if significant change is consistently noted in two or more areas of decline, or two or more areas of improvement.
3. A LOC screening will also be conducted at the conclusion of an inpatient stay in a medical facility.
- F. During the review of the written care plan, the participant will be informed in writing of any decision to deny, suspend, reduce, or terminate a waiver service listed in the service plan and will be informed of the right to a fair hearing.

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2 - 4 Termination of Aging Waiver Service

- A. When the need arises, participants are separated from the Home and Community Based waiver program through a disenrollment process.
1. The disenrollment process is a coordinated effort between DMHF and DAAS that is expected to facilitate the following:
 - i. Verification that the disenrollment is appropriate for the waiver participant;
 - ii. Movement among waiver programs (when applicable);
 - iii. Ensuring effective utilization of waiver program services;
 - iv. Effective discharge and transition planning;
 - v. Distribution of information to participants describing all applicable waiver rights; and
 - vi. Program quality assurance.
- B. All of the various circumstances for which it is permissible for individuals to be disenrolled from the waiver program can be grouped into three distinct disenrollment categories.
1. Voluntary disenrollments are cases in which participants, or their legal representative (when applicable), choose to initiate disenrollment from the waiver. Disenrollments are also considered voluntary when the waiver participant enters a skilled nursing facility for a stay of less than 90 days and chooses not to transition back to the original waiver program. This includes cases in which the participant transitions to another waiver program from the skilled nursing facility.

Voluntary disenrollments require that case managers notify DAAS within 10 days from the date of disenrollment. No DMHF prior review or approval of the decision to disenroll is required.

Additional documentation will be maintained by the case management agency that includes a written statement signed by the participant, or their legal representative (when applicable) describing their intent to disenroll from the waiver program. This documentation should also outline discharge planning activities completed by the case manager with the waiver participant as part of the disenrollment process.

2. Pre-Approved involuntary disenrollments are cases in which participants are involuntarily disenrolled from the waiver for any of the following reasons including:
 - i. Death of the Participant;
 - ii. Participant has been determined to no longer meet the financial requirements for Medicaid program eligibility by the Department of Workforce Services;
 - iii. Participant enters a skilled nursing facility, and the expected length of stay will exceed 90 days (as

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verified by a physician); or

- iv. Pre-Approved involuntary disenrollments require that case managers notify the DAAS program manager within 10 days from the date of disenrollment. No DMHF prior review or approval of the decision to disenroll is required, as the reasons for pre-approved involuntary disenrollment have already been approved. Documentation will be maintained by the case management agency, detailing the discharge planning activities completed with the waiver participant as part of the disenrollment process when appropriate.
3. Special circumstance disenrollments are cases in which participants are involuntarily disenrolled for reasons that are non-routine in nature and involve circumstances that are specific to the participant. These cases require prior review by DAAS and a second level approval by the BACBS Quality Assurance Unit. Examples of this type of disenrollment include:
- i. Participant no longer meets the level of care requirements for the Waiver;
 - ii. Participant's health and safety needs cannot be met by the Waiver program's services and supports;
 - iii. Participant has demonstrated non-compliance with the agreed upon care plan and is unwilling to negotiate a plan of care that meets minimal safety standards;
 - iv. Participant has demonstrated non-compliance with a signed health and safety agreement with DAAS or the case management agency; or
 - v. Participant's whereabouts are unknown for more than 30 days, and a decision regarding ongoing financial eligibility from the Department of Workforce Services has not been rendered.

The special circumstance disenrollment review process will consist of the following activities:

- a. The case management agency shall compile information to articulate the disenrollment rationale;
- b. This information will then be submitted to DAAS for review of the support coordination activities, as well as the disenrollment recommendation;
- c. If DAAS staff concurs with the recommendation, a request for disenrollment approval will be forwarded to the BACBS Quality Assurance Unit for a final decision;
- d. The BACBS Quality Assurance Unit will review and assure that all State Plan, waiver, non-waiver and other available services/resources have been fully utilized to meet the participant's needs;
- e. DAAS and/or the BACBS Quality Assurance Unit may facilitate meetings with appropriate parties, as needed, to complete the review and make an appropriate final decision on the proposed disenrollment; and
- f. The BACBS Quality Assurance Unit will communicate a final disenrollment decision to DAAS.

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If the special circumstance disenrollment request is approved, the case manager will provide the participant, or their legal representative (when applicable), with the required written Notice of Action (NOA) and right to fair hearing information.

The case management agency will initiate discharge planning activities sufficient to assure a smooth transition to an alternate Medicaid program and/or to other services. Discharge planning activities shall be documented in the participant's case record.

2 - 5 Fair Hearing

- A. The DMHF provides a participant, applying for or receiving Aging Waiver services, an opportunity for a hearing upon written request, if the participant is:
1. Not given the choice between facility-based (NF) care and Aging Waiver services.
 2. Denied the Waiver provider(s) of choice if more than one provider is available to render the service(s).
 3. Denied access to Waiver services identified as necessary to prevent facility placement.
 4. Experiences a reduction, suspension or termination of Waiver services identified as necessary to prevent facility placement.
- B. A participant, or their legal representative when applicable, will receive a written Notice of Agency Action from DAAS or their designee if the participant is denied a choice between facility-based (NF) care and Aging Waiver services, found ineligible for the Waiver program or denied access to the provider of choice for a covered Waiver service. The Notice of Agency Action delineates the participant's right to appeal the decision.
- C. An aggrieved participant may request a formal hearing within 30 calendar days from the date written notice is issued or mailed, whichever is later. The DMHF may reinstate services for the participant or suspend any adverse action for providers if the aggrieved person requests a formal hearing not more than ten calendar days after the date of action.
- D. Informal Dispute Resolution
1. The participant is encouraged to utilize an informal dispute resolution process to expedite equitable solutions but may forgo or interrupt the available informal resolution process at any time by completing a request for hearing and directing the request be sent to the Department of Health, DMHF, for a formal hearing and determination.
 2. An informal dispute resolution process does not alter the requirements of the formal fair hearings process. The participant must still file a request for hearing and a request for continuation of services within the mandatory time frames established by the DMHF. An informal dispute resolution must occur prior to the deadline for filing the request for continuation of service and/or the request for formal hearing or be conducted concurrent with the formal hearing process.

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3 PROVIDER PARTICIPATION

3 - 1 Provider Enrollment

- A. Aging Waiver services are covered benefits only when delivered by a provider enrolled with the State Medicaid Agency (SMA) or contracted with the DAAS designee to provide the services as part of the Waiver.
- B. Any willing provider that meets the qualifications defined in the Aging Waiver SIP may enroll at any time to provide an Aging Waiver service by contacting DAAS or their designee responsible for the day to day administration of the Waiver in the geographical area the provider desires to serve. As applicable, DAAS or their designee will facilitate completion and submission of the required Medicaid provider application. The provider is only authorized to provide the Waiver services specified in Attachment A of the Medicaid provider agreement submitted by the provider. For more information visit <https://medicaid.utah.gov/>

3 - 2 Provider Reimbursement

- A. The Aging Waiver has distinct service areas within the state of Utah. Each service area has a unique provider number which is associated with a participating Area Agency on Aging (AAA). A provider that enrolls to provide Aging Waiver services in one or more areas will receive an equivalent number of Medicaid provider numbers. When submitting claims for reimbursement, the provider must use the proper provider number associated with that particular AAA where the Aging Waiver participant is receiving services. Claims containing a provider number that is not associated with the proper AAA will be denied.
- B. Providers will be reimbursed according to the specified reimbursement rate(s) contained in the *Negotiated Waiver Rate Sheet* for the local Area Agency on Aging where the Waiver participant is receiving services.
- C. Providers may only claim Medicaid reimbursement for services that are ordered by DAAS or their designee. Claims must be consistent with the amount, frequency and duration ordered by DAAS or their designee.

3 - 3 Standards of Service

- A. Providers must adhere to service standards and limitations described in this manual, the terms and conditions of the Medicaid provider agreement and the terms and conditions of the Aging Waiver SIP. In addition, providers participating in the Aging Waiver must adhere to the following requirements covering interactions with DAAS or their designee responsible for the day to day administration of the program:
 1. Complete a *Negotiated Waiver Rate Sheet* form for each DAAS designee in which Waiver services will be provided. An enrolled Waiver provider must update the *Negotiated Waiver Rate Sheet* when the provider's list, of provided services, changes or a change to a covered service reimbursement rate is negotiated.
 2. S u b m i t to each applicable DAAS designee a monthly written summary report of claims submitted

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for Medicaid reimbursement. The summary report shall be submitted within 10 calendar days after the end of each month and shall detail for each Waiver participant the specific Waiver services provided, the units of service billed for each service, the dates of service and the reimbursement amount billed.

3 - 4 Data Security and Privacy

Providers are expected to take steps to ensure that all personal information related to the individual being served is protected. This includes both Personal Health Information (PHI) as well as Personally Identifiable Information (PII). Providers should use appropriate administrative, technical and physical safeguards to preserve the integrity, confidentiality, and availability of PHI/PII that they create, receive, maintain or transmit. This includes using encrypted/secure email, fax, or other HIPAA compliant methods to transmit documents containing information about the individual being served. Providers shall ensure there is limited and controlled access to PHI/PII. In the performance of its services and operations, the provider shall make efforts to use, disclose and request only the minimum amount of PHI/PII considered reasonably necessary. The provider shall also identify and protect against reasonably anticipated threats to the security or integrity of the information, protect against reasonably anticipated, impermissible uses or disclosures; and ensure compliance by their workforce.

3 – 5 Breach Reporting/Data Loss

Providers must report to DAAS and DMHF, either by email or telephone, any breach or loss of PHI/PII. This report should be completed not more than 24 hours after the provider knows, or should have reasonably known about the breach. The provider must also submit a report in writing/by email to DFHP within 5 business days of the breach. The provider will also cooperate with any investigation of the breach or data loss.

3 - 6 Provider Rights to a Fair Hearing

- A. The Department provides hearing rights to providers who have had any adverse action taken by the Utah Department of Health, DMHF, or DAAS, or their designee, and who submit a written request for a hearing to the agency. Please refer to Utah Department of health Administrative Hearing Procedures for Medicaid/PCN Participant, Applicants, and Providers in Section 1, Chapters 6 and 7, Administrative Review/Fair Hearing. This includes actions of a DAAS designee relating to enrollment of Waiver providers, free choice of available providers by Waiver participants, contract reimbursement rates, sanctions or other adverse actions related to provider performance or improper conduct of the agency in performing delegate Waiver responsibilities.

4 PRIOR AUTHORIZATION OF WAIVER SERVICES

- A. No prior authorization of Waiver covered services by the SMA is required. Provider participation and service delivery will be governed by Waiver quality management systems for assuring proper development and implementation of plans of care, assuring Waiver services are provided by qualified providers and assuring financial accountability for funds paid to providers for the Waiver program.

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5 CASE MANAGEMENT

5 - 1 Case Management Encounters

- A. To better focus primary attention on providing the specific level of case management intervention needed on an individualized basis, as determined during the initial and ongoing comprehensive needs assessment process, the individual Comprehensive Care Plan will be the vehicle through which the level of assessed need for case management will be detailed in terms of the amount, duration and frequency of intervention to be provided. This approach will also promote case managers having specific information about their expected roles and responsibilities on an individualized Waiver participant basis. Program performance reviews will assess the accuracy and effectiveness of the link between the determination of need, the Comprehensive Care Plan and the implementation of case management services.

5 – 2 Plan of Care Unit Calculation

- A. The comprehensive care plan is intended to be an estimate of the service units required to meet the assessed needs of each recipient over the course of the plan of care year. DMHF recognizes that a recipient's needs may change periodically due to temporary or permanent conditions which may require amendments to the recipient's care plan.
- B. DAAS is responsible to monitor service utilization for each recipient for whom DAAS created a comprehensive care plan. When DAAS determines that the assessed service needs of a recipient exceed the amount that has been approved on that recipient's existing plan of care, DAAS should submit an amendment to increase the number of units to meet the need. Amendments must be made prior to the expiration of the plan of care.
- C. The plan of care year is the sum of all approved units including amendments over the entire year. In this way, Utah Medicaid applies an annualized aggregate of all plan of care units.
- D. Providers may not exceed the annualized aggregate of all approved plan of care units. Billing in excess of the approved number of units will be subject to recovery of funds by Utah Medicaid.

5 - 3 MDS-HC Assessment Instrument

- A. The InterRAI MINIMUM DATA SET - HOME CARE (MDS-HC) serves as the standard comprehensive assessment instrument used in the Aging Waiver. This instrument determines the needs of the participant. Case managers use this instrument when creating the comprehensive care plan.

6 PARTICIPANT-DIRECTED EMPLOYER AUTHORITY

- A. The participant-directed employee authority (SAS model) requires the Waiver participant to use a Waiver Financial (Fiscal) Management Services (FMS) Agent as an integral component of the Waiver services to assist with managing the employer-related financial responsibilities associated with the employer-employee relationship. The Waiver FMS Agent is a person or organization that assists Waiver participants and their representatives, when applicable, in performing a

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number of employer-related tasks. The tasks performed by the Waiver FMS Agent include documenting service provider’s qualifications, collecting service provider time records, preparing payroll for participants’ service providers and withholding, filing and depositing federal, state and local employment taxes.

- B. SAS model employees complete time sheets for work performed. The participant, or their legal representatives when applicable, confirms the accuracy of the time sheet, signs it and forwards it to the Waiver FMS Agent for processing. The Waiver FMS Agent files a claim for reimbursement through the Medicaid MMIS system and upon receipt of payment, then forwards payment directly to the service provider for the services rendered.

7 WAIVER COVERED SERVICES RATE SETTING METHODOLOGY

- A. The Department of Human Services (DHS) has entered into an administrative agreement with the Department of Health, DMHF, to set 1915c HCBS Waiver rates for Waiver covered services. The DHS rate-setting process is designed to comply with the requirements under the 1915c HCBS Waiver program and other applicable Medicaid rules. There are four principal methods used in setting the DHS Maximum Allowable Rate (MAR) level. Each method is designed to determine a fair market rate. The four principle methods are:
 - Existing market survey or cost survey of current providers
 - Component cost analysis
 - Comparative analysis, and
 - Community price survey
- B. The Case Management covered Waiver service provider rate is calculated using the cost survey of current provider’s methodology in general but includes an added procedure in which each fiscal year the SMA establishes specific cost center parameters to be used in calculating the annual MAR.
- C. Annual MAR schedules may be held constant or modified with a Cost of Living Adjustment (COLA) for any or all of the Waiver covered services in lieu of completing one of the four principle methods depending on the budget allocation approved by the Utah State Legislature for the applicable fiscal year.

8 USE OF TN RURAL ENHANCEMENT MODIFIER

- A. The use of the TN rural enhancement modifier is authorized in the Aging Waiver for the purpose of assuring access to Waiver covered services in rural areas of the State where Waiver service providers are required to travel extended distances to deliver services. The rate enhancement adjusts the per unit rate of reimbursement to account for the additional travel-related expenses not included in the normal rate setting process. For purposes of the rural enhancement rate, rural counties are all counties in Utah except Weber County, Davis County, Salt Lake County and Utah County.

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1. The following limitations are imposed on the use of the rural enhancement:

- a. DAAS or their designee must authorize use of the rural enhancement rate at the time the services are ordered.
- b. The location assigned as the provider's normal base of operation must be in a county designated as rural;
- c. The location from which the service provider begins the specific trip must be in a county designated as rural;
- d. The location where the service is provided to the Waiver participant must be in a county designated as rural; and
- e. The direct distance traveled by the provider from the starting location of the trip to the Waiver participant must be a minimum of 25 miles with no intervening stops to provide Waiver or State plan services to other Medicaid recipients. When a single trip involves service encounters for multiple Waiver participants, each leg of the trip will be treated as an independent trip for purposes of qualifying for the rural enhancement (i.e. each leg must involve a direct travel distance of 25 miles or more).
- f. When a single service encounter involves multiple services, only one of the services is authorized for the rural enhancement rate.

B. **Uniform Authorization of the Rural Enhancement Rate:** It is the responsibility of DAAS or their designee to authorize any provider to bill for services using the rural enhancement code modifier. The use of the rural enhancement rate should be applied uniformly across the State according to the following guidelines:

1. If the initial authorization was verbal, DAAS or their designee will follow up with a written service authorization that includes the authorization for rural enhanced reimbursement and will provide a copy of the written authorization to the person responsible for monitoring Aging Waiver billings.
2. DAAS or their designee is responsible to monitor the Medicaid billing statements to assure providers are appropriately using the rural enhancement rate. In the event of inappropriate use of the rural enhancement rate, the DAAS designee will notify DAAS.
3. When possible, providers must coordinate service delivery to minimize the use of the TN modifier by combining multiple service encounters in a single trip.

9 CLAIMS AND REIMBURSEMENT

9 - 1 Time Limit to Submit Claims

- A. All claims and adjustments for services must be received by Medicaid within twelve months from the date of service. New claims received past the one year filing deadline will be denied. Any corrections to a claim must also be received and/or adjusted within the same 12 month timeframe. If a correction is received after the deadline, no additional funds will be reimbursed. The one year timely filing period is determined from the date of service or "from" date on the claim.

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9 - 2 Calculating Claims Using the TN Modifier

When using the TN rural enhancement modifier for a claim, providers should bill the total amount to be reimbursed (base amount with a 1.75 increase). The Medicaid MMIS system computes the Maximum Allowable Base Rate in the MMIS system reference file multiplied by 1.75 and compares that number to the actual billed amount. The MMIS system then pays the actual billed amount up to the MAR X 1.75.

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10 SERVICE PROCEDURE CODES

The HCPC codes listed below are covered by Medicaid under the Aging Waiver.

AGING WAIVER CODES		
WAIVER SERVICE	HCPC CODE	UNIT OF SERVICE
Adult day health, licensed	S5102	per day
Case management, base	T1016	15 minute
Case management, rural enhancement	T1016TN	15 minute
Chore services, base	S5120	each
Chore services, rural enhancement	S5120TN	each
Adult Companion Services	S5135	15 minute
Adult Companion Services, rural enhancement	S5135TN	15 minute
Personal attendant training services	S5115	15 minute
Personal attendant training services, rural enhancement	S5115TN	15 minute
Environmental accessibility adaptations	S5165	per service
Supplemental meal, base	S5170	per meal
Supplemental meal, rural enhancement	S5170TN	per meal
Homemaker services	S5130	per hour
Homemaker services, rural enhancement	S5130TN	per hour
Personal attendant service, agency, base	T1019	per hour
Personal attendant service, agency, rural enhancement	T1019TN	per hour
Personal attendant service, participant employed	S5125	15 minute
Personal budget assistance	H0038	15 minute
Personal budget assistance, rural enhancement	H0038TN	15 minute
Personal emergency response system - purchase, rental, repair	S5160	each
Personal emergency response system - response center service	S5161	per month
Personal emergency response system - installation, testing, removal	S5162	each
Personal emergency response system - installation, testing, removal, rural enhancement	S5162TN	each

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WAIVER SERVICE	HCPC CODE	UNIT OF SERVICE
Medication reminder system	S5185	per month
Respite care, unskilled, base	S5150	per hour
Respite care, unskilled, rural enhancement	S5150TN	per hour
Respite care, home health aide, base	T1005TE	per hour
Respite care, home health aide, rural enhancement	T1005TE, TN	per hour
Respite care, nursing facility	H0045	per day
Specialized medical equipment/supplies/assistive technology	T2029	each
Enhanced state plan supportive maintenance home health aide services, base	T1021	per hour
Enhanced state plan supportive maintenance home health aide services, rural enhancement	T1021TN	per hour
Transportation services (non-medical), base	T2003	one way trip
Transportation services (non- medical), rural enhancement	T2003TN	one way trip
Transportation services (non- medical), van, base	T2005	one way trip
Transportation services (non- medical), van, rural enhancement	T2005TN	one way trip
Community transition services	T2038	Per service
Financial Management Services	T2040	Per month

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11 MANDATORY ADULT PROTECTIVE SERVICES REPORTING REQUIREMENTS

- A. All suspected incidents of abuse, neglect or exploitation must be reported in accordance with Utah State Law 76-5-111, Utah Code annotated 62A-3-305 and State Rule R510-302.
1. Any person who has reason to believe that any vulnerable adult has been the subject of abuse, neglect, or exploitation shall immediately notify Adult Protective Services intake or the nearest law enforcement agency. When the initial report is made to law enforcement, law enforcement shall immediately notify Adult Protective Services intake. Adult Protective Services and law enforcement shall coordinate, as appropriate, their efforts to provide protection to the vulnerable adult.
 2. When the initial report or subsequent investigation by Adult Protective Services indicates that a criminal offense may have occurred against a vulnerable adult, it shall notify the nearest local law enforcement agency. That law enforcement agency shall initiate an investigation in cooperation with Adult Protective Services.
 3. Anyone who in good faith makes a report or otherwise notifies a law enforcement agency, the division, or Adult Protective Services of suspected abuse, neglect, or exploitation is immune from civil and criminal liability in connection with the report or other notification.
 4. Any person who willfully fails to report suspected abuse, neglect, or exploitation of a vulnerable adult is guilty of a class B misdemeanor.
 5. Under circumstances not amounting to a violation of Section 76-8-508, a person who threatens, intimidates, or attempts to intimidate a vulnerable adult who is the subject of a report, a witness, the person who made the report, or any other person cooperating with an investigation conducted pursuant to this chapter is guilty of a class B misdemeanor.
 6. The physician-patient privilege does not constitute grounds for excluding evidence regarding a vulnerable adult's injuries, or the cause of those injuries, in any judicial or administrative proceeding resulting from a report made in good faith pursuant to this part.

An adult is not considered abused, neglected, or a vulnerable adult for the reason that the adult has chosen to rely solely upon religious, non-medical forms of healing in lieu of medical care

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12 INCIDENT REPORTING PROTOCOL

I. Purpose:

The State Medicaid Agency (SMA) has the administrative authority over all 1915(c) Medicaid Home and Community Based Services (HCBS) Waivers. Waiver programs must provide adequate and appropriate services that safeguard the health and welfare of all enrolled participants. Waiver programs must also assure financial accountability for funds expended for HCBS services. While these responsibilities are delegated to the Operating Agencies (OA), the SMA retains final authority and has the final responsibility to: 1) assure that appropriate actions have taken place when a critical incident or event occurs; and 2) in cases where appropriate safeguards were not in place, that an analysis is conducted and appropriate strategies have been implemented to safeguard participants.

The Critical Incidents and Events Program is a collaborative effort between the OAs for each of the 1915(c) waivers and the SMA. The program has two levels. Level one describes the critical incidents/events that are required to be reported by the OA to the SMA for investigation, resolution and closure. Level two describes the critical incidents/events that are required to be reported to the OA for investigation, resolution and closure.

This Standard Operating Procedure stipulates:

- Level One incidents and events required to be reported to the SMA;
- Level Two incidents and events that are required to be reported to the OA;
- The agency responsible for completing the review; and
- Associated reporting requirements.

II. Reportable Critical Incidents/Events

Level One Incidents and Events – Reportable to the SMA

The following list of the incidents/events (incidents) must be reported by the OA to the SMA. This is not an all-inclusive list. Other incidents that rise to a comparable level must be reported to the SMA.

1. Abuse/Neglect (Either Alleged or Substantiated)

Incidents of abuse or neglect, that resulted in the participant's **admission to a hospital**.

2. Attempted Suicides

Suicide attempts that resulted in the participant's **admission to a hospital**.

3. Human Rights Violations

Human rights violations such as the *unauthorized* use of restraints (physical, mechanical or chemical), seclusion rooms or infringement of personal privacy rights experienced by the participant. (Infringement of personal privacy rights is defined as an unwanted restriction imposed upon the participant.) Reporting is not required for Emergency Behavioral Interventions as defined in R539-4-6.

4. Incidents Involving the Media or Referred by Elected Officials

Incidents that have or are anticipated to receive public attention (i.e. events covered in the media or referred by the Governor, legislators or other elected officials).

5. Medication Errors

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Errors relating to a participant’s medication that resulted in the participant’s **admission to a hospital**.

6. Missing Persons

For reporting purposes, the following participants are considered to be missing:

- a. Participants who have been missing for at least twenty-four hours; or
- b. Regardless of the number of hours missing – any participant who is missing under unexplained, involuntary or suspicious circumstances and is believed to be in danger because of age, health, mental or physical disability, environment or weather or who could be in the company of a potentially dangerous person or some other factor that places the participant in peril.

7. Unexpected Deaths

All deaths are considered unexpected *with the exception of*:

- a. Participants receiving hospice care; and/or
- b. Deaths due to natural causes, general system failure or terminal/chronic health conditions.

8. Unexpected Hospitalization

Serious burns, self-injurious behavior or injuries resulting in loss of physical or mental function such as a loss of limb, paralysis, brain injury or memory loss experienced by a participant that resulted in **admission to a hospital for medical treatment**.

9. Waste, Fraud or Abuse of Medicaid Funds

Incidents that involve alleged or confirmed waste, fraud or abuse of Medicaid funds by either a provider or a recipient of Medicaid services.

Procedure for Reporting to the State Medicaid Agency:

- On the first business day after a critical incident has occurred¹, a representative from the OA will notify a member of the SMA Quality Assurance Team via email, telephone or in person. If the OA has any question about whether a case meets the criteria for reporting to the SMA, the OA will contact the SMA for technical assistance.
- Within ten business days after notification, the OA will submit a completed Critical Incident Investigation form to the SMA.
- Within five business days after receiving the Critical Incident Investigation form the SMA will review the investigation form submitted by the OA and will contact the OA if additional information or action is required.
- When the SMA determines the investigation is complete, the SMA will document any findings or corrective action requirements on the SMA portion of the investigation form. The SMA will send the OA a copy of the finalized document, closing the case. In some cases, the SMA may continue to monitor findings or corrective actions.

¹ In some cases it will not be possible to report the incident by the next business day after occurrence. In those cases, the incident must be reported the first business day after discovery. The SMA will review cases that are reported after discovery to evaluate whether the case should have been reported after occurrence, and if so, where the breakdown in reporting occurred.

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- Within two weeks after closing the case, the SMA will notify the client or the client’s representative of the investigation results. A copy of the notification letter will be provided to the OA. The following types of incidents are excluded from the notification letter requirement: suicide, death and investigations that conclude with dis-enrollment.

Level Two Incidents and Events - Reportable to the OA

The following incidents must be reported by providers, participants and/or their representatives to the OA, but are not required to be reported to the SMA. This is not an all-inclusive list. Other incidents that rise to a comparable level must be reported to the OA.

1. Abuse/Neglect/Exploitation (Either Alleged or Substantiated)

- a. Incidents of abuse or neglect, that resulted in medical treatment at a medical clinic or emergency room.
- b. Exploitation of participant’s funds.

2. Attempted Suicides

Suicide attempts that **did not** result in the participant being admitted to a hospital.

3. Compromised Working or Living Environment

An event in which the participant’s working or living environment (e.g. roof collapse, fire, etc.) is compromised and the participant(s) require(s) evacuation.

4. Law Enforcement Involvement

Activities perpetrated by the participant resulting in charges filed by law enforcement. For this category, the date of the incident will be recorded as the date on which the filing of charges occurred.

5. Medication Errors

Errors relating to a participant’s medication which result in the participant experiencing adverse side effects requiring medical treatment at a medical clinic or emergency room.

6. Unexpected Hospitalization

Injuries, aspiration or choking experienced by participants that resulted in **admission to a hospital**. *(These do not include serious burns, self-injurious behavior or injuries resulting in loss of physical or mental function such as a loss of limb, paralysis, brain injury or memory loss experienced by a participant that resulted in admission to a hospital for medical treatment .which is reportable to the SMA).*

Procedure for Reporting a critical incident to the Operating Agency

- On the first business day after a critical incident has occurred, a representative from the case management or support coordination agency (case manager) will notify the OA via email, telephone or in person.
- Within ten business days after notification, the case manager will submit a completed Critical Incident Investigation form to the OA.
- Within five business days after receiving the Critical Incident Investigation form the OA will review the investigation form submitted by the case manager and will contact the case manager if additional information or action is required.

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- When the OA determines the investigation is complete, the OA will document any findings or corrective action requirements on the OA portion of the investigation form. The OA will send the case manager a copy of the finalized document, closing the case. In some cases, the OA may continue to monitor findings or corrective actions.
- Within two weeks after closing the case, the case manager will notify the client or the client’s representative (in person, phone or in writing) of the investigation results and document notification in the client’s record. The following types of incidents are excluded from the notification requirement: suicide, death and investigations that conclude with dis-enrollment.

III. Required Reports

OA Quarterly Report

The OA will submit a waiver specific quarterly report to the SMA, no later than one month after the end of the quarter (October 31, January 31, April 30, July 31) that includes:

- name of the client
- date of the incident
- date the incident was reported to the OA
- category of the incident: incidents such as abuse/neglect/exploitation, law enforcement involvement, medication errors and unexpected hospitalization should be further categorized by type
- brief summary of the incident and its resolution
- date the case was closed
- brief description of any corrective action required of the case manager or other provider

OA Annual Report

The OA will submit a waiver specific annual report to the SMA, no later than two months after the end of the fiscal year (August 31) that includes:

- total number of incidents
- number of incidents by category: incidents such as abuse/neglect/exploitation, law enforcement involvement, medication errors and unexpected hospitalization should be further categorized by type
- number of incidents that resulted in corrective action by the case manager or other provider
- number of corrective actions that were implemented
- number of incidents where the client/representative was informed of the investigation results, and the number of incidents where the contact was made within 14 days of the investigation closure
- summary analysis of whether any systemic trends were noted that may require additional intervention or process improvement steps
 - If trends were noted, the report will include a description of the process improvement steps that will be implemented

State Medicaid Agency Annual Report

For incidents that are reportable to the SMA, the SMA will submit an annual report to the State Medicaid Director and OA Division Directors that includes:

- For each waiver:
 - number of incidents

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- number of incidents by category: incidents such as abuse/neglect/exploitation, law enforcement involvement, medication errors and unexpected hospitalization should be further categorized by type
 - number of incidents that resulted in corrective action by the OA, case manager or other provider
 - number of corrective actions that were implemented
-
- Summary of all waivers:
 - number of incidents
 - number of incidents by category: incidents such as abuse/neglect/exploitation, law enforcement involvement, medication errors and unexpected hospitalization should be further categorized by type
 - number of incidents that resulted in corrective action by the case manager or other provider
 - number of corrective actions that were implemented
 - summary analysis of whether any systemic trends were noted that may require additional intervention or process improvement steps
 - If trends were noted, the report will include a description of the process improvement steps that will be implemented