

Communication is Essential



OBJECTIVES:

- Participants shall be able to identify elements of the process of communications between the Division of Senior and Disability Services and the Provider.
- Participants shall be able to identify the process of service authorization.
- Participants shall be able to identify specific requirements of service delivery.

Service Authorization Process



New Referrals

- Contact the Call Center 866 – 835 – 3505
- Call Center
 - > Determines the person is Medicaid active
 - > Complete a prescreen
 - > Referred to the appropriate Region to schedule a home visit and complete the assessment



What's Next?

- The assessor will contact the provider.
- The provider will accept or turn down the participant
- The provider will access the care plan information in Web Tool



Service Delivery Requirements

- Begin services within 7 calendar days of receipt of service authorization.
19 CSR 15-7.021 (18)(K)
- Services delivered by qualified staff.
- Have the capability to deliver services outside regular business hours, on weekends and holidays.
19 CSR15-7.021 (18) (K)



Priority/Risk Indicators

- Help providers prioritize delivery during temporary staffing shortages.
- Assessors evaluate factors such as fragile, unreliable or insufficient support systems to determine priority.
- Any changes regarding priority status during authorization period should be communicated to the REV team.



Providers Must:

- Maintain a business telephone answered 24/7.
- Maintain a principal place of business.
- Keep all participants, DSDS and MMAC informed of the business telephone number, street address and posted business hours.



Providers Communicate with . . .

- Participants
- Division of Senior and Disability Services
- Physician
- Other Caregivers/Family



The Participant . . .

- Distribute Provider's Code of Ethics
19 CSR 15-7.021 (18) (J)
- Distribute Client's Rights
19 CSR 15-7.021 (18) (P)
- Changes in the schedule, i.e., service delivery time, aide unable to make agreed service time.
- Confidential participant records
19 CSR 15-7.021 (24) (A)

Providers are to communicate with DSIDS

- Provider's supervisor, manager or nurse to make recommendations:
 - > service plan changes
 - > termination of services
 - 19 CSR 15-7.021 (18) (L) and (20) (D)
 - 13 CSR 70-91.010 (3) (H) 5
- Contact the REV team



Provider's Responsibility to the Physician:

- Obtaining physician's approval of Advanced Personal Care (APC) plan.
13 CSR 70-91.010 (5) (F) 2. A
- Provider nurse to obtain physician orders for nursing tasks and APC tasks.
335.016(9) RSMo



Provider's Responsibility to the Participant's Support System

- Prevents duplication of services; i.e., Home Health.
- Importance of involving and coordinating care plan with other caregivers.

Communicating with the Regional Managers

- Contribution report for SSBG/GR. 19 CSR 15-7.021 (18) (T)
- Changes in location, telephone number, administrative or corporate status, inform HCS Regional Manager and DSDS 19 CSR 15-7.021 (18) (I)



Undelivered/Missed Units in Service Delivery

- Units can be made up during the same month **ONLY** if service delivery will meet the needs of the participant.



SORRY WE MISSED YOU!

When to Discontinue Service

- Any time closing notification is received from DSDS
 - Provider learns the participant has:
 - + Died
 - + Entered a nursing facility
 - + No longer needs services
 - Threatening or abusive behavior that places staff in jeopardy (notification verbally and in writing)
- 19 CSR 15-7.021 (16) & 13 CSR 70-91.010 (1) (C)



Providers are required to notify DSDS and participant in writing to request discontinuation of services:

- Provider unable to meet the maintenance needs of a participant.
- Noncompliance with previously agreed care plan.

Requires 21 day notice
19 CSR 15-7.021(16)(D)



Department of Health and Senior Services employees are prohibited from accepting personal gifts.

- 1 CSR 40-1.050 (7) (P)

Employees of the division, evaluators, and any other persons involved in procurement decisions shall not accept for personal benefit gifts, meals, trips or any other thing of significant value or of monetary advantage, directly or indirectly, from a vendor.



continued:

- ◉ 1 CSR 40-1.060 (7) (G & H)
- ◉ The following shall be sufficient cause for suspension or debarment. Contacting proposal/bid evaluators or person having influence over the award for the purpose of influencing award of a contract; or giving gifts, meals, trips or any other thing of value or a monetary advantage for personal benefit to an employee of the division.



THE END

THANK YOU
