



Expedited Waiver Offers for Victims of Abuse and Neglect

STATE OF LOUISIANA

OFFICE OF AGING AND ADULT SERVICES (OAAS)

Objectives

- ▶ Set the Stage: Understand Louisiana's HCBS options within Office of Aging and Adult Services (OAAS)
- ▶ Statutory and Regulatory Authority
- ▶ Role of Adult Protective Services
- ▶ Imminent Risk Criteria
- ▶ Service Review Panel
- ▶ Implementation of Waiver Services
- ▶ Questions?

Office of Aging and Adult Services (OAAS) Programs

3

OAAS administers and manages Louisiana Department of Health's (LDH) portfolio of long-term care programs.

- Community Choices Waiver (CCW)
- Adult Day Health Care Waiver (ADHC)
- Program for All-Inclusive Care for the Elderly (PACE)
- My Place Louisiana (MFP)
- Long-Term Personal Care Services (LT-PCS)
- Permanent Supportive Housing (PSH)
- Traumatic Head and Spinal Cord Injury Trust Fund (THSCI)
- Adult Protective Services (APS)
- Disaster Case Management (DCM)
- Villa Feliciana Medical Complex
- Nursing Facility Admissions

Louisiana's HCBS Waiver Opportunities

- ▶ Louisiana offers the following home and community based service options:
 - ▶ Community Choices Waiver (CCW)
 - ▶ Adult Day Health Care Waiver (ADHC)
- ▶ The Community Choices Waiver (CCW) is Louisiana's more comprehensive waiver package.

CCW Service Package

- ▶ **Support Coordination (Case Management)**
- ▶ **Transition Services**
- ▶ **Assistive Devices and Medical Supplies**
 - ▶ Includes personal emergency response system (PERS).
- ▶ **Environmental Accessibility Adaptations**
- ▶ **Personal Assistance Services (PAS)**
 - ▶ Self-direction option available.

CCW Service Package (cont.'d)

- ▶ **Adult Day Health Care Services**
- ▶ **Monitored In-Home Caregiving Services**
- ▶ **Home Delivered Meal Services**
- ▶ **Caregiver Temporary Support Services**
- ▶ **Housing Stabilization Services**
- ▶ **Housing Transition/Crisis Intervention Services**

Statutory and Regulatory Authority

- ▶ The *Louisiana Administrative Code* is a set of rules derived through a legal rulemaking procedure and then published in accordance with legislative authority.
 - ▶ The *Administrative Code*, and the rule therein, is formally adopted or amended by Louisiana state agencies. An agencies policies and procedures are based on the rule defined within the Administrative Code.

Priority Groups

- ▶ State legislation has defined via the Administrative Code, Community Choices Waiver opportunities shall be disseminated in the following order:
 - ▶ 1. Persons with substantiated cases of abuse or neglect with Adult Protective Services (APS) or Elderly Protective Services (EPS) who, without Community Choices Waiver services, would require institutional placement to prevent further abuse and neglect, as determined by OAAS.

Priority Groups

- ▶ Remaining groups are as follows:
 - ▶ 2. Persons diagnosed with Amyotrophic Lateral Sclerosis (ALS), also known as Lou Gehrig's disease;
 - ▶ 3. Persons who are residing in a State of Louisiana Permanent Supportive Housing unit or who are linked for the State of Louisiana Permanent Supportive Housing selection process;
 - ▶ 4. Persons residing in Louisiana nursing facilities if they have been approved for a stay of more than 90 days;

Priority Groups

- ▶ Remaining groups are as follows:
 - ▶ 5. Persons who are not presently receiving home-and-community based services (HCBS) under another approved Medicaid Waiver program, including, but not limited to, the ADHC Waiver.
 - ▶ 6. all other eligible persons on the Request for Services Registry (RFSR) on a first-come, first-serve basis by date of first request for services.

Implementation of the Rule: Service Review Panel

- ▶ Multiple divisions within the Office of Aging and Adult Services (OAAS), Office of Behavioral Health (OBH), along with the Governor's Office of Elderly Affairs, collaborate to systematically receive referrals and to expedite the CCW opportunity.
- ▶ This collaborative effort to systematically process expedited CCW opportunities for various priority groups is referred to as the Service Review Panel (SRP).

Service Review Panel (SRP)

- ▶ The Service Review Panel (SRP), and each member, is an appointed committee initiated by the Department's Assistant Secretary.
- ▶ Member appointments are selected based on a staff member's experience, area of expertise and position within their organization.
- ▶ The Panel meets weekly (Thursday) to review all cases submitted thereto.
- ▶ All members of the Panel are instructed to make attendance to weekly meetings a priority.
 - ▶ The Panel will consult with additional program offices/staff when appropriate.

Current Members of SRP

OAAS Representation

Panel Chair: Division Director
(Research and Quality)

Medical Certification Program
Manager/RN (Research and
Quality)

Medical Certification Manager II/
MSW (Program Operations)

Program Manager 3 (Program
Operations)

Program Manager (Research and
Quality/My Place Louisiana)

Protective Services Representation

Division Director (Adult
Protective Services)

Governor's Office of Elderly
Affairs/Elderly Protective
Services are called upon as
needed

OBH

Program Manager
(Community Transition
Team)

APS: When to Initiate the Expedited Waiver Process

- ▶ The expedited waiver process begins with APS at the Investigator level.
- ▶ To be considered for an expedited offer, APS must:
 - ▶ Have a substantiated case of abuse/neglect/exploitation/extortion,
 - ▶ The risk of harm must be determined by the Investigator to be a high risk, and
 - ▶ Without the waiver services the individual would be at imminent need of institutional placement to prevent further abuse/neglect/exploitation/extortion.

Imminent Risk

- ▶ A person faces a substantial possibility of deterioration in mental or physical condition or functioning if either home and community-based services or nursing facility services are not provided in less than 120 days.
- ▶ Is in a nursing facility and could be discharged if community-based services were available;
- ▶ Is likely to require nursing facility admission within the next 120 days; or
- ▶ Has a primary caregiver who has a disability or is age 70 or older.
- ▶ **APS investigators are trained to identify community resources to ensure the well-being of the individual. Additional training provided to APS investigators provide instruction as to when to elevate their resolution and care planning to include this expedited waiver opportunity process.**

APS Investigator Process

- ▶ Requests for expedited waiver offers must be completed in writing by the investigator that worked the case.
- ▶ The investigator will call LA Options in Long-Term Care at 1-877-456-1146 to:
 - ▶ Apply for LT-PCS, and
 - ▶ To ensure placement on CCW and/or ADHC Request for Services Registry.
- ▶ The investigator will then complete the *Expedited Waiver Referral Form* and submit to their supervisor for review.

Service Review Panel

(Complete this page for Protective Services cases only)

➤ Is the participant at least 21-years-old for Community Choices Waiver OR at least 22-years-old for ADHC Waiver?

Yes No

➤ Does the participant have a substantiated Protective Services case of abuse or neglect which, absent the provision of waiver services, would require that the individual be placed in a facility in order to prevent further harm?

Yes No

➤ Did you call Options in Long Term Care at 1-877-456-1146?

Yes No

1. Is this case substantiated for: Abuse Neglect
 Exploitation None

Explain the nature of abuse: _____

2. Is this client at HIGH RISK OF HARM? Yes No

3. What type of assistance is needed? _____

4. What other community services/supports (formal, informal, private, public, etc.) have been offered? Were they accepted? Explain.

5. Have all possible resources been explored, including all family members and/or other natural supports, and all options exhausted on a voluntary basis? Yes No

6. Does the client currently live alone? Yes No If no, explain:

7. Does the client have natural supports? Yes No If no, explain:

8. Would nursing home placement, or a protective service order be required if the waiver services were not offered? Yes No

9. Is the client's home safe for waiver services? Yes No If no, explain:

10. Are there any other considerations you think the committee should consider?

11. Client's financial situation:

Type _____ Amount _____

a. Income: (\$ _____):

b. Resources:

Type _____ Value _____

c. Medicaid: Yes No

d. Medicare: Yes No

e. Private insurance: Yes No Type: _____

Protective Services Specialist _____ **Ph. #** _____
Requested by _____ **Ph. #** _____

Background/Reason for Referral:

Participant's Name

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Referral to SRP

- ▶ Once the supervisor approves the request, the referral will be submitted to the APS program manager.
- ▶ The Protective Services Director (Member of the Panel) will present the referral to the Service Review Panel for a determination.
- ▶ The investigator and supervisor are available via telephone to the Service Review Panel for questions.

SRP Review

- ▶ When presenting the referral to the Panel, the Panel:
 - ▶ Contacts the staff that requested the referral (investigator/supervisor), if warranted.
- ▶ The Panel will review the circumstances to determine whether:
 - ▶ The individual will experience a decline in mental or physical health and is at serious risk of nursing facility placement in the absence of an expedited waiver offer.

SRP Review

- ▶ Additional considerations:
 - ▶ The support through other programs is either unavailable or inadequate;
 - ▶ The death or incapacitation of an informal caregiver leaves the person without other supports;
 - ▶ The support from an informal caregiver is not available due to a family crisis;
 - ▶ The person lives alone and has no access to informal support; or
 - ▶ For other reasons, the person lacks access to adequate informal support to prevent nursing facility placement.

SRP Approval

- ▶ Once the Panel approves the expedited CCW opportunity, OAAS will authorize the data management contractor to make the offer.
- ▶ OAAS will send to the data management contractor:
 - ▶ The individuals name and demographic information;
 - ▶ The protective service investigator's name and demographic information;
 - ▶ The date the initial request was made;
 - ▶ A caregiver's name, address and telephone number(s) (if applicable); and
 - ▶ Directive that the person is to receive an expedited Community Choices Waiver offer.

CCW Offer Delivery

- ▶ Upon receipt of this information, the data management contractor will send the individual an expedited priority offer via the APS investigator.
- ▶ **The investigator will hand deliver the offer to the individual.**
 - ▶ The offer must be returned within fourteen (14) calendar days from the date of issuance.
 - ▶ It is permissible for an applicant to verbally convey his/her acceptance of the offer and his/her support coordination agency selection for linkage.

From CCW Offer to Service Implementation

- ▶ Upon receipt of the signed offer, the data management contractor processes the offer and sends the acceptance packet to the OAAS Regional Program Operations office and the selected Support Coordination Agency.
- ▶ The assigned Support Coordinator will contact the individual within three (3) working days and conduct a face-to-face meeting with the individual and/or members of his/her support network within seven (7) working days.
- ▶ A completed comprehensive assessment and person-centered care plan must be approved within 35 calendar days of receiving the waiver acceptance packet.

Why Does Louisiana Support This Practice?

- ▶ The expedited CCW opportunity process allows the Department to:
 - ▶ Provide and enhance services that offer meaningful choices for people in need of long-term care.
 - ▶ Ensures the needs of consumers and caregivers who have been affected by abuse, neglect, exploitation are met in a manner that provides protective and oversight as needed, and
 - ▶ Provides the opportunity for those affected to remain in their home while ensuring health and safety.
 - ▶ Allows the Department to meet these needs in a fiscally responsible manner.

Cost of Care: Institutional vs. Community

- ▶ Louisiana's annualized average costs:
 - ▶ Nursing Facility: \$45,500
 - ▶ CCW: \$25,000



Questions?

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MANAGER

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