

**Support Coordination and Adult Day Health Care Roles and Responsibilities**

**Note:** This policy statement is specific to Support Coordination and Adult Day Health Care only. It does not address the roles, responsibilities and processes for EDA Waiver and Long Term Personal Care Services. Those roles and responsibilities are addressed in the policy document entitled *Support Coordination's Protocol for Processing OAAS POC* (OAAS-PC-09-001).

**I. Initial Offer of Services and Assessment/Reassessment:****+ Roles and Responsibilities of Statistical Resources, Inc. (SRI)**

- SRI sends the individual an Adult Day Health Care or Elderly and Disabled Adult Waiver offer packet. This packet includes a Support Coordination Agency Freedom of Choice form.
- Upon receipt of the completed offer packet from the individual, SRI sends notification of linkage to the Support Coordination Agency, the Regional Office of Aging and Adult Services, and the local Medicaid office.

**+ Roles and Responsibilities of the Support Coordinator (SC):**

- SC contacts the individual and schedules face-to-face meeting to be conducted in the individual's home.
- During the first face-to-face interview for either initial or annual assessment, the SC does the following:
  - Completes assessment including the Minimum Data Set-Home Care (MDS-HC)
  - Discusses/ informs the individual of all available services
  - Offers Adult Day Health Care Freedom of Choice
  - Provides the individual with OAAS approved brochures for the ADHC facilities if available and advises if any of the ADHCs have a plan approved by the Department of Health and Hospitals' Health Standards Section which limits the mileage radius for transporting participants to and from the ADHC. Notice of which ADHCs have such a transportation policy will be issued to the SCAs from OAAS State Office.

**Note:** This offer of freedom of choice shall be made to the individual annually thereafter.

**II. Development of the Plan of Care (POC) and Individualized Service Plan (ISP):****+ Roles and Responsibilities of the Support Coordinator (SC):**

- SC conducts face-to-face Plan of Care development meeting with the individual.

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- This POC is to address and include:
  - All assessed needs
  - Detailed and specific assessment information
  - Information about the tasks and activities with which the individual will need assistance
- The SC receives documentation from the individual of his/her final choice of Adult Day Health Care during the POC development meeting.
- The SC shall maintain documentation of initial and annual freedom of choice of ADHC providers in the participant's file.
- The SC contacts the chosen ADHC faxes the Provider Agreement form along with a copy of the pre-approved Plan of Care to the ADHC.

 Roles and Responsibilities of the Adult Day Health Care (ADHC):

- Continuously provide adequate supply of OAAS approved brochures to SCAs within the region of operation.
- Within five (5) working days of the above described contact by the SC, the Adult Day Health Care will indicate whether or not they are able to provide services to the individual and sign the Provider Agreement and return it to the Support Coordinator.

**Note:** The Adult Day Health Care is free to contact the individual, perform own assessment, etc. to determine if they can provide services to the individual.

- If the event it is determined that the ADHC is unable to provide services to the individual because of health, welfare and safety issues or because previous efforts to serve the individual have failed, the ADHC sends to the SC documentation that supports this inability to provide services along with the signed Provider Agreement.
- If the ADHC develops a policy that establishes a limited mileage radius for transporting participants, that policy is to be submitted to DHH Health Standard Section for review and approval prior to the center being allowed to limit transportation for participants.
- The ADHC Interdisciplinary Team develops the ISP prior to or within ten (10) calendar days of the participant's admission.
- The ADHC submits a copy of the ISP to the SC, not the Regional Office of Aging and Adult Services.

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**Support Coordination and Adult Day Health Care Roles and Responsibilities****III. POC Review & Approval Process:****+ Roles and Responsibilities of the Support Coordinator (SC):**

- The Support Coordinator forwards to OAAS RO the preliminarily developed POC packet  
**Note:** The Support Coordinator is not required to submit a copy of the ADHC's ISP to the OAAS RO.
- Upon receipt of the approved POC packet from OAAS RO, the SC shall provide a copy to the ADHC.
- Upon receipt of the Provider Agreement that contains the post approval signature of the Adult Day Health Care, the SC shall provide a copy to OAAS RO.

**+ Roles and Responsibilities of Statistical Resources, Inc. (SRI)**

- Upon receipt of the approved POC packet from OAAS RO, SRI issues prior authorization for SC and ADHC.

**+ Roles and Responsibilities of the Adult Day Health Care (ADHC):**

- Within five (5) calendar days of receipt of the approved POC from the SC, the ADHC shall sign and return to the SC the Provider Agreement form that has been signed by OAAS RO staff.

**IV. Implementation of Approved POC and ISP:****+ Roles and Responsibilities of the Adult Day Health Care (ADHC):**

- The ADHC provides services as identified in the ISP in accordance with the approved POC.  
**Note:** Reimbursement shall not be made for ADHC services that are provided before the effective date of prior authorization which is contingent upon approval of the Plan of Care by OAAS.
- The ADHC notifies the SC of all changes in the participant's situation regardless of effect on the POC or ISP.
- The Adult Day Health Care shall submit Critical Incident Reports to the Support Coordinator.

**+ Roles and Responsibilities of the Support Coordinator (SC):**

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- The SC shall contact the participant within ten (10) calendar days after the initial POC is approved to assure appropriateness and adequacy of service delivery.
- The SC is shall adhere to all previously established requirements.
- Minimum SC Monitoring Responsibilities:
  - Monthly telephone contact with the participant/designated personal representative
  - Quarterly face-to-face visit with the participant
  - Quarterly observation of all services while and where the services are provided to the individual

**Note:** If the individual receives both ADHC and in-home paid services (LT-PCS and/or EDA-CS), the SC must conduct a minimum of 2 face-to-face quarterly monitoring visits with the individual (e.g., one at the ADHC and one at the individual's home).
- POC Development Requirement: Initial and annual assessment and POC development meetings shall be conducted in the individual's home even if the individual does not receive in-home services.