

*Consumer Direction Philosophy
and
Case Management Best Practices*

Section II: SERVICES

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Services

- Personal Care 
- Choices Home Care Attendant (C-HCAS)
- Pest Control 
- Home Medical Equipment and Supplies 
- Minor Home Modification Maintenance and Repairs 
- Alternative Meals 

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Service	Rate structure	Other Comments
Consumer Directed Personal Care	fixed rate	Agency or IP provider type Participant Directed Service Delivery Method Cannot be combined with HCAS
Choices Home Care Attendant Service (C-HCAS)	consumer can negotiate rates	Agency or IP provider type Participant Directed Service Delivery Method Different service than OHC waiver HCAS
Minor Home Modification, Maintenance and Repair	consumer can negotiate rates	
Alternative Meals	consumer can negotiate rates	
Home Medical Equipment and supplies	consumer can negotiate rates	
Pest Control	consumer can negotiate rates	Pest Control service should be ordered as a stand alone service for all consumers who need it as of 3/1/14. This service replaces Chore: pest control

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Who does what?

	CHCAS	PCS	HMK
<i>Personal Care/ADL's</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<i>Shopping and errands</i>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
<i>Replacement of furnace filters</i>	<input checked="" type="checkbox"/>		
<i>Seasonal yard care & snow removal</i>	<input checked="" type="checkbox"/>		
<i>Heavy household chores</i>	<input checked="" type="checkbox"/>		
<i>Assistance with money mgmt. & correspondence</i>	<input checked="" type="checkbox"/>		
<i>Escort Services & Transportation</i>	<input checked="" type="checkbox"/>		
<i>Meal Prep.</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Housekeeping</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<i>Respite</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<i>Laundry</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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Consumer Directed Personal Care

- Statewide, contracted provider rate
- Coordinated with other agency-based services
- Consumers have the option to use agency based and/or consumer directed service delivery
- The consumer directed personal care service enables consumers to be employers and hire service providers (including friends, neighbors and some relatives) to provide personal care service.
- No spouses, parents, or legal guardians can be the employee

Choices Home Care Attendant (C-HCAS)



- Choices Home Care Attendant or C-HCAS, is a consumer directed service.
- C-HCAS is one service that performs the tasks of individual waiver services:
personal care, homemaker, chore, ILA In-person support or escorted transportation.

Choices Home Care Attendant Service Criteria



- In authorizing C- HCAS services, follow the same criteria and time norms as Personal Care and Homemaker Services Criteria for tasks that are common to both services.

C-HCAS tasks not included in PCS or HMK	Time Norms	Comments
Shopping and other errands	Up to 2 hours per week	
Replacement of Furnace Filters	Actual time needed to complete task.	
Seasonal yard care and snow removal	Actual time needed to complete task.	
Heavy household chores	Actual time needed to complete task.	
Assistance with money management and correspondence as directed by the consumer	Actual time needed to complete task.	
Escort services and transportation to community services, activities, and resources	Actual time needed to complete task.	This activity is offered in addition to medical transportation available under the Medicaid state plan, and may not replace it. Whenever possible, other sources, which can provide this service without charge, must be utilized.

Choices Home Care Attendant Service Criteria



- [Consumer documentation must support need for services](#) (e.g. – Activities of Daily Living (ADL) impairments/deficits).
 - If current waiver services are meeting the consumer needs, C-HCAS hours should be comparable.
 - Due to the flexibility the consumer-directed service deliver option provides, it's possible fewer hours will be required to meet the identified needs.
- [Characteristics that support the need for C-HCAS may include the following:](#)
 - Consumer has ADL deficits.
 - Consumer is impaired or has no caregiver/support able and/or willing to help.
 - Caregiver is in need of respite and service is necessary during the authorized time and duration in order to assist consumer with allowable tasks.
 - Consumer has bowel and/or urinary elimination problems (e.g. – incontinence).
 - Consumer has history of pain and/or shortness of breath which make tasks difficult to complete.
 - Consumer has history of cognitive impairment and/or is assessed as cognitively impaired.



Pest Control



Pest control

- Is a per bid rate service.
- The consumer has the authority to negotiate a payment rate for this service.
- The case manager has traditionally negotiated the service rate on behalf of the consumer.
- It is the consumer's choice to directly select and schedule the service or to ask for case manager assistance.
- The consumer does not need to establish a relationship with the financial management service (FMS) for this service.

Home Medical Equipment and Supplies

Home medical equipment and supplies



- ❖ Is a per bid rate service.
- ❖ The consumer has the authority to negotiate a payment rate for this service.
- ❖ The case manager has traditionally negotiated the service rate on behalf of the consumer.
- ❖ It is the consumer's choice to directly select and schedule the service or to ask for case manager assistance.
- ❖ The consumer does not need to establish a relationship with the financial management service (FMS) for this service.

Minor Home Modification Maintenance and Repairs



- Minor Home Modification Maintenance and Repairs
- Is a per bid rate service.
- The consumer has the authority to negotiate a payment rate for this service.
- The case manager has traditionally negotiated the service rate on behalf of the consumer.
- It is the consumer's choice to directly select and schedule the service or to ask for case manager assistance.
- The consumer does not need to establish a relationship with the financial management service (FMS) for this service.

Alternative Meals



- Alternative Meals
- Is a service that gives the consumer the opportunity to receive meals from established food vendors in the community or to participant in community events which involve the purchase of meals.
- The goal of the service is to promote community inclusion for the consumer.
- Providers of this service require a valid Medicaid number for payment.
- The unit of service is one meal.

Can Consumers Still Use Agency Providers?

- Yes !
- Consumers can add both agency and consumer directed providers to their service plan
- Many consumers use agencies as their service delivery back up plan or use consumer directed providers at times of day when agency staff is not available

Resources

- National Resource Center for Participant Directed Services (NRCPDS)
“ The Boston College People”
www.participantdirection.org

- The clearinghouse for Home and Community Based Services
www.hcbs.org

Ohio Dept. of Aging
www.aging.ohio.gov

Center for Medicare and Medicaid Services (CMS)
www.cms.gov

Waivers & Best Practices

Thank you!

*This concludes the Ohio Department of
Aging presentation on consumer direction
philosophy and case management best
practices, section 2, Services.*