

Transforming
Lives

Overview of Services for ALTSA clients

Presentation to the Service Experience Team (SET)

May 2022



Agenda

- **Overview of the Medicaid Programs**
- **Assistive Technology**
- **Client Support Training**



Medicaid Programs

Medicaid State Plan

- “Entitlement”
- Mandatory Services
- Optional Services
- Statewide

Nursing
Facility

Community
First Choice
(CFC)

Medicaid
Personal
Care (MPC)

Medicaid Waiver

- Aged, Blind, Disabled
- Optional Services
- Not an “entitlement”

COPEs

Residential
Support Waiver

New
Freedom

Medicaid
Transformation
Demonstration

Other Medicaid:

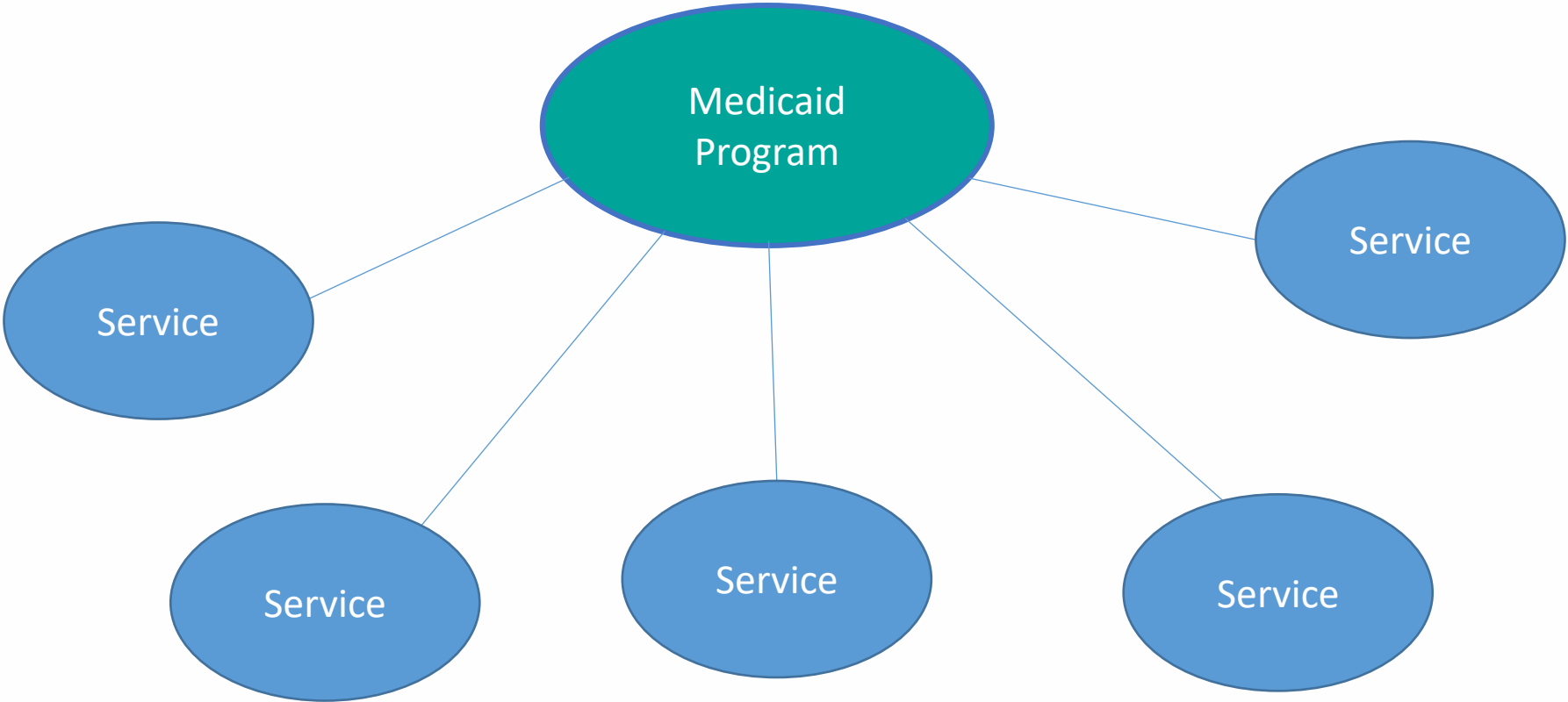
- **Federal Grant: Roads to Community Living (RCL)**
- **State funded** service packages

Roads to
Community
Living
(RCL)

Community
Transition or
Sustainability
Services
(CTSS)

Washington
Roads
(WA Roads)

Services are paid by Program



Assistive Technology

Assistive Technology:

Examples of Assistive Technology for dressing



Example of what is Assistive Technology

Hand-held shower head



The individual is using the item independently, so this is ***Assistive Technology***



The caregiver is using it to help the individual, so this is ***not Assistive Technology***

Process of obtaining Assistive Technology

- **Identifying the need**

- Client desires independence and knows of an item that will help them be more independent with a task; or
- A client's Physical Therapist or Speech therapist (or other healthcare professional) recommends a CFC AT item to increase a client's independence with a task.

- **Notify your Case Manager of the need**

- **Your Case Manager will**

- confirm the requested item meets CFC AT parameters and policy/rules;
- document this need in your CARE plan;
- connect with a contracted AT provider (these are statewide contracts and there are out-of-state providers) who carries the CFC AT item to ask for a quote;
- order the item after the quote has been approved;
- confirm the client has received and complete payment to the provider.

Client Training

Medicaid Programs that may cover Client Training

- Community Options Program Entry System (COPES)
- New Freedom
- Residential Support Waiver (RSW)
- Medicaid Alternative Care (MAC)
- Tailored Supports for Older Adults (TSOA)
- Roads to Community Living (RCL)
- State-funded Service Packages:
 - Washington Roads (WA Roads)
 - Community Transition & Sustainability Services (CTSS)

Note: DDA's programs that may cover Client Training are not discussed here.

Client Support Training under COPES

This service is provided in accordance with a therapeutic goal outlined in the plan of care and includes but is not limited to:

- Adjustment to a serious impairment,
- Maintenance or restoration of physical functioning,
- Self-management of chronic disease,
- Acquisition of skills to address minor depression,
- Development of skills to work with care providers including behavior management, and
- Self-management of health and well-being through use of actionable education materials

Note: In a residential setting, the training must be in addition to and not a replacement of the services required by the department's contract with the residential facility.

Examples of Provider Types

- Chronic Disease Self-Management
- Community Mental Health Agency
- Home Health Agency
- Certified Dietician / Nutritionist
- Independent Living Provider
- Physical Therapist
- Registered Nurse / Licensed Practical Nurse
- Pharmacist
- Human Service Professional
- Occupational Therapist
- Centers for Independent Living

Client Training: Behavior Support Services

The contracted Behavior Support Specialist may:

- Consult and Assess the client, creating a Comprehensive Behavior Support Plan including recommendations to be incorporated into the CARE plan.
- Provide direct interventions with the individual
- Provide tailored training, consultation and skill building to the client's family and informal/formal supports.

These services are intended to be intense and of short duration.

Can be offered under WA Roads or COPES Client Training

Accessing Client Support Training Services

Prior to authorizing client training, the client should coordinate with their healthcare provider and request a prescription for services through the Apple Health benefit.

Once a need is assessed that Client Support Training would help with, a Case Manager (CM) will:

- document the need in the client's CARE plan;
- discuss options and goals with the client;
- make a referral to the contracted provider for the Client Training service;
 - Providers for Client Training are contracted by local Area Agency on Aging (AAA) offices who develop, maintain and ensure a quality statewide Medicaid provider network. AL TSA contracts with 13 AAA across the state and whose service area is by counties.
 - Not every county has Client Training or Behavior Support providers.
 - Your CM will have access to a list of the available providers in the county you reside.
- connect with that contracted provider to further discuss the client's need and outcomes;
- arrange the Client Training so the client can establish services and begin receiving the Client Training.

Example of Client Support Training

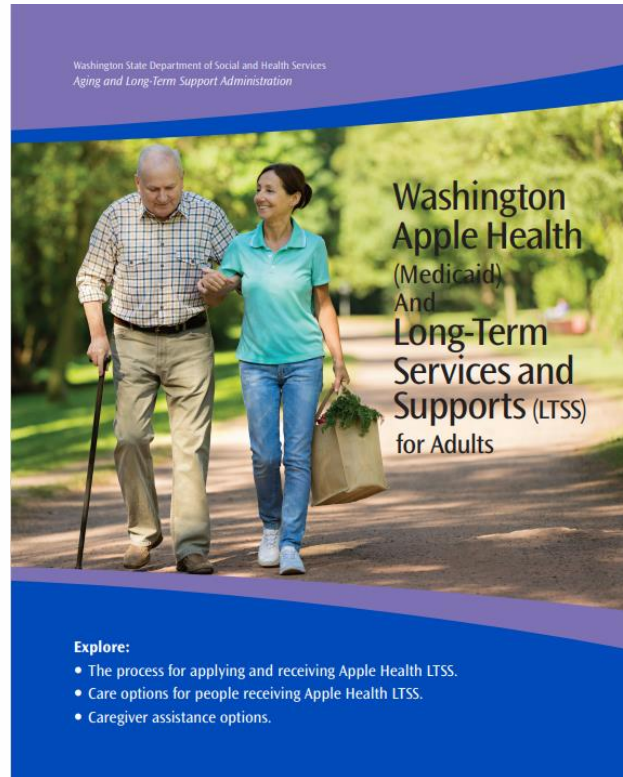
Client Scenario Example: Erin is living in an adult family home (AFH) and receiving direct counseling services from her local mental health agency. Erin struggles with her caregivers. Erin is having a hard time with her caregivers understanding what she wants. The Case Manager receives a phone call from the AFH explaining the difficulties and that without further support they don't think Erin can continue living there.

The Case Manager visits Erin at the AFH and she agrees to accept services through Client Training-Behavior Support. The behavior support provider begins working with Erin and the staff at the AFH to identify the causes, triggers, and purpose behind the difficulties. A behavior support plan is developed.

Contact Case Manager to inquire about and access services

Your case manager may need to consult with their supervisor to see how, if able, there is a service that can best assist in meeting your need.

Resources



Washington Services and Apple Health And Long-Term for Adults Supports (LTSS) DSHS Aging and Long-Term Support Administration (Medicaid)

Questions?

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Washington State Department of Social and Health Services