

Frequently Asked Questions Clinical Communication Bulletin #20

To: All Providers
From: Kimberly Greer, PhD - Staff Psychologist
Date: June 3, 2021
Subject: About Clinical Communication Bulletin #20

Day Support - Questions & Answers

1. Question - Is state funded day supports a 1:1 service or can multiple individuals be served same time/same day by one staff?

Answer – Service Definition does not give a set ratio. At this time, service can be provided in Individual or Group setting.

2. Question - It was not clear as to whether or not this is individual or small group.

Answer – This can be individual or group. If they have been receiving habilitative services in a group, then continue to do so but have the PCP reflective of their individual goals and document their individual progress. We do not expect providers to go out and hire new staff to deliver the service individually. We would expect that individuals are getting an opportunity to develop skills that they need and want to work on. This can be done in a group as well.

3. Question - If folks getting DA have Medicaid and are eligible for CLFS can they transfer to CLFS also during this transition period and does the same no prior auth timeframe apply. Enrollment has been closed on this so want to make sure.

Answer – Per Benefit Plan, CLFS is closed to new admission. However, Trillium will review on an individual basis.

4. Question - When it is stated that a daily note is needed can this be on a grid sheet like Innovations?

Answer – Yes. Per Service Definition, "Documentation is required as specified in the Records Management and Documentation Manual."

5. Question - Developmental Therapy was removed from our contract when we were part of CoastalCare, they did not give a reason for the removal, can we have DT and DT Pro added back to our contract so that we can better support clients who are under 18 years old who are currently receiving Day Activity services?

Answer – Contact Trillium's Contract Network Department.

- 6. Question - To clarify, do you have to provide a minimum of 4 hours of direct care per day in order to bill the daily rate? Clients sometimes leave early or arrive late due to appointments.**

Answer – The definition only says that a minimum of 4 hours in a day for at least 1 day a week, unless Day Supports are being used as an adjunct service to other habilitative services the member is receiving during the day.

- 7. Question - Can an agency provide more than 30 hours per week if your program is open more than 6 hours per day 5 days per week? Guidance states that service will not exceed 30 hours per week, but it is a daily unit.**

Answer – Trillium established reimbursement for DS for no more than 6 hours a day, 5 days/week; therefore outside of the set timeframe, is the responsibility of the Provider.

- 8. Question - If individuals who currently have DA have since received Medicaid can they be moved to CLFS? If so, can this occur before 7/1/2021?**

Answer – See Question #3

- 9. Question - The process of moving DA group folks to DS individual will likely result in folks being without services. We cannot get applicants for the positions we currently have open. Will there be an alternative service or will folks just have to stay home?**

Answer – Trillium's Benefit Plan list all available services. Other services are being explored.

- 10. Questions - I have 2 folks who love being in group services, and with our current small groups are able to go out in the community and blend in with only 1 staff person involved. How does a group of 2 or 3 individuals with 2 or 3 staff about, promote inclusion, when the point is to fit in?**

Answer – See Question #2

- 11. Comment - This is a group service moving to an individual service that will not only affect us not having staffing it will throw ratio's off to others already in group service. This may lead to additional people not receiving services.**

Clarification: This is service that allows for Day Supports to be provided individually or in a group setting. If you have been providing habilitative supports in a group, the individuals transitioning to Day Supports can continue to receive supportive service in a group setting.

- 12. Question - Does Day Support require a specific licensure to offer/bill?**

ADVP does not require a license currently to offer and bill if the program is Nationally Accredited, Credentialed and holds a State VR contract.

Answer – No specific licensure is required for Day Supports

- 13. Question - How often will Day Supports require an authorization?**

- a. ADVP is currently annual
- b. CLFS is every 6 months

Answer – Authorization is annual

14. Question - Current definitions don't mention a ratio but the upcoming state definition proposes a 1:4 definition

Answer – For now, we are only going with the current state Definitions. However, if I were making the decision, I would say with a 1:4 ratio to coincide with the upcoming definition for DS.

- a. **Question - Do you have plans to address the change in ratios that may occur and will rates be looked at with this change in staffing requirements if the proposed definition is accepted?**

Answer – Yes

- b. **Current ADVP and CLFS models only require a 1:10 ratio**

Answer – We did not discuss CLFS in this Webinar and this only applies to Day Supports. The maximum program staff ratio will be 1 paraprofessional to no more than 4 individuals.

15. Question - Is there any minimum requirement for community based activities/hours outside of a service site for Day Supports?

Answer – Facility-based programs should comply with the home and community based service (HCBS) standards. There is not a minimum requirement for community based activities/hours outside of the service site.

- a. **ECVC offers 5.5 hours of work based activities with pay and an unpaid supervised lunch** currently to ADVP/CLFS participants on-site at our Greene St. location. Our individuals come here for meaningful WORK supports with pay.
- i. **Question - Would we need to show/document if the individual is selecting work at our site over a community based activity (this is often the case)? If so what would be expected?**

Answer – Follow the Records Management and Documentation Manual, Chapter 7: Service Notes and Service Grids.

16. Question - Is the provider responsible for transportation payment(s) to/from the site when the individual is receiving Day Supports?

Answer – Not at this time. Current ADVP and Day Activity participants will continue to be responsible for their own transportation to/from the Day Supports facility.

- a. ADVP participants are currently responsible for their own transportation costs/methods.

17. Question - Is there an expected or suggested format style for the Daily progress notes?

Answer – Refer to the Records Management and Documentation Manual, Chapter 7: Service Notes and Service Grids. Use the requirements, if any specific for Day Supports and/or for Daily Rate services.

- a. CLFS is required to follow the P.I.E note format– a short narrative documenting: Purpose, Intervention & Effectiveness in style. Is this the expected style or if not could there be examples given?

Answer – See response above.