

Q & A from 9/26/16 PC Manual Changes webinar:

1. Can we use the same training record for ADW and PC since they are the exact same form?
Answer: *The PC Training Record Form must be in the employee file. You can use the same information listed on the ADW form and include any certificates etc. from those trainings.*
2. I am an RN in a business that does both ADW and PC. I already took the Person-Centered Planning and Service Plan Development training for ADW. Do I have to take it again for PC?
Answer: *No. Just copy your certificate of completion and make sure your employer puts it in your admin file for PC and lists it on the PC Training Record in your file.*
3. Am I expected to write new Plans of Care for all of my members on 10/1/16 to meet the new PC Standards of Care?
Answer: *No. As your Plans of Care come due, you can use the new Standards of Care to write the Plan of Care. If you have a member that you feel needs more time for certain activities that the new Standards of Care allow, you can use them to write a new POC once they go active on 10/1/16.*
4. You said that nurses can only bill one unit of nursing each month per member to go over the worksheets. Does that go into effect on 10/1/16?
Answer: *Yes.*
5. Will the Plan of Care change?
Answer: *Eventually. We have a committee working on the Plan of Care now. I would like to see it more closely reflect the Standards of Care, but I am deferring to the nurses on the work group because they would know better what the Plan of Care needs to look like. I will also be removing the time in/time out section where the nurse looks over the POC worksheet since now the nurses can only bill one unit per member per month. Also, please consider joining our workgroup that is working on the Plan of Care if you feel like you would like to contribute.*
6. I had a member that we did a PAS on and then he didn't start his PC services right away? Do I have to get a new prior authorization?
Answer: *If you do not commence PC services within 60 days of the anchor date, yes, you need to get another prior authorization. You will need to contact KEPRO and talk with them about it. Do not submit another PAS without discussing it with them first or they will think it is a duplicate PAS.*
7. Can you please give an example of conflict of interest in a PC case?
If you have a PC member and then that member decides that he wants to apply for ADW and then receives it, if you encourage him to stick with your company for his ADW services, then you are committing a conflict of interest. You have swayed a member to use your services for financial gain. Conversely, if you serve a member for ADW and then it becomes apparent that he also needs additional help in the form of dual services, if you tell him to get his PC services from you too since you have given him such great services so far, you have interfered with his freedom of choice and have a conflict of interest.
8. When will the new PC manual and the new PC forms be posted to the BMS website?
Answer: *The new PC manual will be posted on 10/1/16. Most of the forms are already posted on the BMS website.*
9. Why won't you post the manual for a week or two before it is implemented so that providers can read it and train their staff on it?

Answer: There is an Administrative review committee within BMS that makes all final decisions regarding policy manuals. Approval for posting policy manuals must come from them. The program managers do not have any control regarding this issue. New policy manuals are typically posted the day of or at the very most a couple days before their effective date. BMS provides new policy trainings before the manuals are posted.

10. I have years and years worth of training materials for PC. Do I have to submit that to the OA for approval?

Answer: In the ADW training that we did back in October, 2015, we told providers that if they had training that they had been using for several years and the nurse reviewer had never taken issue with it, that they could assume that their training was sufficient. Since then, my nurse reviewers have found some inadequate training materials. Because of that, I encourage you to use our training materials for the training that we provide on our Public Learning Center (www.onlinelearning.wv.gov/student). And if you have training modules that you think may be outdated, too difficult to understand, etc., please feel free to send them to me and I will run them by my nurses to see if they are sufficient.

11. I already have existing training curriculum for Abuse/Neglect/Exploitation Identification and HIPAA. Do I have to use the curriculum from the OA on the Public Learning Center?

Answer: Yes. If you do not use our training, you have to get your curriculum approved by the OA. We prefer that you use our sessions because the Abuse/Neglect/Exploitation Identification is specific to WV and the HIPAA training has been boiled down to its most important parts to make it as direct and easy to understand as possible. If you have to train multiple people at once and cannot hook up the Public Learning Center to show it to all of them, you can use our slideshow and post-test that are posted on our website at <http://www.wvseniorservices.gov/HelpatHome/MedicaidAgedandDisabledWaiver/tabid/77/Default.aspx>.