ADW/PC Provider meeting webinar Q&A on 3/28/16

1. We have a client with firearms in the home and it makes the Personal Attendant very nervous. What can we do? How can we plan for this?

   Answer: **Does the firearm pose a risk to the worker or a family member? Is the person dangerous as evidenced by a history of dangerous or erratic behavior? If yes, do a behavior contract that states that the weapon must be put away and locked while the worker is in the home. The behavior contract could also indicate that the bullets will be removed in preparation for your staff to visit the home. You could also begin the process of closing the case if you believe it is an unsafe environment.**
2. There are new PAL's on the website. Do we have to use them?

   Answer: No. We added a version in landscape orientation, per requests from some providers, however, you can use whichever version on the BMS website you choose.
3. If we rent our office space and the landlord refuses to pay for improvements to make the office totally ADA compliant, all we need is a statement from them that it would be a financial hardship on them to make the improvements?

   Answer: Yes. If the minimum ADA requirements are met and your landlord says they cannot afford to, for example, widen all the doorways in the office to accommodate wheelchairs, they can say they have made improvements to the "maximum extent feasible", meaning, they cannot afford any more.
4. When APS does a Take me Home/MFP, is it noted initially that they are MFP?

   Answer: Yes, it is noted in CareConnection.
5. When I get the notification that an Applicant has chosen my agency for Case Management services, what do I do?

   Answer: If you accept them, you will have access to their record in CareConnection and you should assist them in determining financial eligibility.
6. Do we do a Death Notification for all deaths in the IMS?

   Answer: Yes. All deaths should be entered into the IMS. As for the Death Notification form, unexplained/suspicious deaths require you to fill out not only the top half of the form, but the bottom half as well.
7. If we do the "free" Case Management services (before someone is an Active ADW participant), what documentation do we need to keep?

Answer: There are currently no forms or requirements regarding documentation, however, I would document any services you provide just as I would for an Active client. If you assisted them with the yellow DHS-2, you are expected to upload it into CareConnection once it is completed.

8. If a worker is not present and the participant falls, do we still report it in the IMS?

   Answer: Yes.

9. For MFP, does the Case Manager or Navigator handle financial eligibility?

   Answer: The following answer is courtesy of Brian Holstine: If the ADW applicant selects a CMA to assist with the pre-financial application (yellow dhs-2), then the CM would assist. If the ADW applicant does not select a CMA to assist with the pre-financial then the navigator may assist if the ADW applicant/MFP participant is unable to facilitate the application or if the nursing home social worker is unable or does not know how to assist. In other words the navigator can assist with the facilitation and coordination of the application, should the person request it.

10. If there are dual services in place, what if Assessment dates don't coincide?

    Answer: When assessment dates don't coincide, you will continue to do what you have done in the past in these situations which is keep them all separate. Or you have the option to do the Person-Centered Assessment and Service Plan early to get both companies on the same schedule. Be very careful when you do this that you do not accidentally mess the dates up and end up with either the PA RN or the CM missing a six-month or annual due date. Obviously for the second option, both companies must be in agreement that they are going to proceed in this fashion. CM's, for your participants that transfer PA agencies frequently, I would not advise the second option because you will constantly find yourself having to go out to the home to do the assessment and service plan again.

11. What about the Personal Care RN using the ADW RN's Assessment? Could this ever threaten the Personal Care RN's license?

    Answer: I would not think that it would, but for questions regarding your licensure, ask an expert at your licensure board. She/he would better be able to address this question.

12. Say an ADW client is going downhill, does the Case Manager need to go with the RN to do an assessment?

Answer: It is not necessary for the Case Manager to go with the RN in between assessment visits unless an increased level of care has been granted. If the ADW RN determines at this visit that she/he needs to request an increased level of care, if that increase is granted, then yes, you would need to do a home visit to do a new Person-Centered Assessment and Service Plan.