

AGED AND DISABLED WAIVER

BEST PRACTICE PROTOCOL FOR PARTICIPANT VERIFICATION OF SERVICES

Scenario: Participant is unable to verify services were provided due to their physical or mental condition. Verification of services is a responsibility of each participant. In order to meet this responsibility and ensure services were indeed provided as documented by the Personal Attendant, the participant may need additional supports or accommodations to implement this responsibility and reduce the likelihood of fraud.

Options for Verifying Services:

- The first option is always that the participant sign the PAL themselves to verify services were provided.
- For any participant who is unable to verify services were provided and/or sign as verification, the Person-Centered Assessment must document why the participant cannot do it themselves. Example: End stage dementia, stroke limiting use of hands, limited vision, etc. Please note who will be assisting with the verification of services.
- A Personal Attendant who is also the participant's Medical Power of Attorney, Healthcare Surrogate or other legal authority to make decisions on behalf of the participant, a secondary person must review and sign as verification of services on the Personal Attendant Log.
- The Medical Power of Attorney (or a Healthcare Surrogate) signs the Personal Attendant Log verifying services were provided for a participant who does not have mental capacity.
- The Medical Power of Attorney co-signs the Personal Attendant Log verifying services were provided along with a participant who needs physical assistance with the review of the document or the signature.
- Participant uses a signature stamp and an independent party reviews content prior to signature.
- Another family member co-signs the Personal Attendant Log verifying services were provided.
- A trusted friend or neighbor co-signs the PAL verifying services were provided.
- The Agency contacts the participant by phone to verify services were provided; worker is in/out of the home on time; or reads the days/times/activities over the phone to ensure accuracy.
- Periodic visits to the home during scheduled hours to verify the worker is in the home and activities are being performed.
- Agency verifies the outcomes of the service and documents the visible outcomes on the ADW Log.

Example: Participant is clean and wearing clean clothes. It is likely that the person is being bathed, dressed and laundry washed if you see this outcome.

Example: Participant has food in the refrigerator and cabinets, dishes are washed, floor is clean, carpet is free of debris and furniture is polished/free of dust. It is likely that the worker is shopping for groceries, washing dishes, sweeping/mopping and dusting.