

**ADW O & A – November 15, 2016**

No questions submitted this month.

**ANNOUNCEMENT:** The final ADW CareConnection® training of the year will be held via web meeting and conference call on December 15, 2016 from 1 to 3 pm. If you have already attended an ADW CareConnection® training session, you do not need to attend this one. This session is for new users. Registration deadline is December 13<sup>th</sup>. To register, email Christina McGee at [Christina.McGee@kepro.com](mailto:Christina.McGee@kepro.com). For the registration form, please see BoSS website or contact KEPRO.

**NOTE from KEPRO:** When KEPRO sends CMA and HMA referrals to agencies in ADW CareConnection®, they often include a comment for them. Usually they are reminding the provider to get a completed CMA or HMA selection form completed on their first visit because KEPRO has taken their selections verbally. Please make sure that you check the comments section when you accept a referral through ADW CareConnection®.

| Comments  |              |  |
|-----------|--------------|--|
| Date      | User Entered | Comment  |
| 10/4/2016 | Megan Berry  | CMA WILL NEED TO GET COMPLETED CMA FORM (CHECKED, SIGNED AND DATED)AND ATTACH TO THE RECORD. |

**Service Delivery Model Selection History**

| Created Date | Created By  | SDM Selection | Agency Type            | Agency                                   | Reason For Selection                                     | EA Approved Date | EA Rejected Date | Status   | Effective Date/Transfer Date | Agency End Date | Date Agency Accepted | Date Agency Rejected | Action   | Comments |
|--------------|-------------|---------------|------------------------|--|--|------------------|------------------|----------|------------------------------|-----------------|----------------------|----------------------|--|----------|
| 10/4/2016    | Megan Berry | Traditional   | Case Management Agency | Lifetime Management Services-Belmont-CMA | Initial FE Verification<br><a href="#">Update Reason</a> | N/A              | N/A              | Accepted | <a href="#">10/4/2016</a>    | N/A             | 10/4/2016            | N/A                  | <a href="#">Transfer Agency</a><br><a href="#">Add Comment</a> |          |

**Additional Information:**

The ADW CareConnection® manual has been updated and is on KEPRO’s website at <http://wvaso.kepro.com/programs/waiver-programs/aged-and-disabled-waiver/>.

### **Additional Questions/Comments from the Call:**

1. Can we bill to take a veteran to the hospital or to the doctor?

***Answer: You should first check with the VA to see if they can provide or pay for transportation. If not, then you can provide transportation using ADW non-medical transportation. In order to not have to pay this back, you must document your contact with the VA that verified that they will not provide or pay for transportation to the medical visit.***

2. We have an issue with the Public Learning Center. Once a person logs in and views a training, they cannot log in and view it again without creating a whole new login. We view the PowerPoints multiple times for training and it makes things very difficult. Can this be changed?

***Answer: We will check with the Office of Technology and see if this can be changed.***

3. Is it acceptable to print out the PowerPoint slide show and use it for training?

***Answer: That is acceptable but be sure your training notes include the dialogue from the audio portion of the presentation. There are some additional points contained in the audio portion that may not be reflected on the slides.***

4. I have a client that had a PAS done and it increased their Service Level from a B to a C. Do I have to wait for their Anchor Date to begin providing their increase in services?

***Answer: Not necessarily. If you feel they need the increase immediately from a health and safety standpoint, you may begin prior to the Anchor Date after you have received the increase in level of care from KEPRO. Fax a Service Level Change Request, with required documentation to KEPRO. The form and instructions can be found on BMS's website at: <http://www.dhhr.wv.gov/bms/Programs/WaiverPrograms/ADWProgram/Pages/ADW-Policy-and-Forms.aspx>.***

5. Do I need a doctor's signature for a Service Level Change Request in the situation above?

***Answer: No.***

6. When an RN changes the service hours on the Personal Attendant Log and the Case Manager has to initial the change, what is the timeline when this should be completed?

***Answer: There is no official timeline in policy; however, it should be done in a reasonable amount of time. We don't want you to hold off on implementing the change because you are waiting for the Case Manager to initial the PAL. The change can begin immediately after the ADW RN has written the new PAL and given the worksheet to the PA. You can get the initials by fax or mail, and hopefully it can be received in a timely manner.***

7. When the RN signs the 2-page agenda for training, does the RN have to sign every post-test too?

***Answer: No. As long as they have completed and signed the Training Record and kept a copy of the scored post-test in the person's file. The post-test must have the trainee's name on it.***

8. If an employee does both ADW and Personal Care, do they need both Training Records?

***Answer: Yes.***

9. For a Personal Attendant Log update, when a Case Manager signs it, this should then be sent to the Personal Attendant agency and the member, correct?

***Answer: Yes, that would be the expectation; however, you may go ahead and initiate the change in services even before the PAL update is signed by the Case Manager.***

10. We have a client who is unable to sign his name due to his medical condition, although he can make an "X". He has capacity and understands the services he is receiving. His mother is his Personal Attendant and she signs off on his paperwork. Is this OK?

***Answer: That should be fine. We would suggest documenting his condition and the reason he is only able to make an "X", and also note the fact that he is aware that he is receiving the services he is scheduled for.***

NOTE: The Quality Council is developing training material for Case Managers and RN's and will include, among other things, a timeline of responsibilities especially for Case Managers. Completion of this project is estimated to be after the first of the year.

***Next Q & A: December 20, 2016.***