ADW Q & A Call – June 21, 2016

1. When should I use the Member Hold feature in CareConnection?

   Answer: The Member Hold feature allows for tracking of ADW recipients who are NOT accessing ADW services for various reasons such as being in a hospital, nursing home, rehab facility, etc. The CareConnection user (can be from CM agency, F/EA, or PA agency) should initiate a Member Hold starting the day the person stops using ADW services and goes into the facility. The user must indicate a reason for the hold, a hold start date and a projected end date. Users have the ability to update the projected end date.

2. I have a question that I would like to be addressed on the upcoming Q & A. I have several members that like to walk at the area park for exercise. It is usually less than 10 miles to the park. Most of the care plans are directed at one day a week or two. Are they allowed to go additional days to the park for exercise (example 3x/week) which they understand goes against monthly mileage or not ? And is this a community activity or if prescribed by a MD an essential errand? I have both scenarios with 2 different clients and don't know how to address this on their plan

   Answer: It wouldn't apply as a community activity unless the park is pretty busy and allows for interaction with other members of the community. I am not sure what you mean when you say "Most of the care plans are directed at one day a week or two." Please call to give me specific information about what you mean by that statement. Or if you are on this call, please elaborate. Once I have more information, I should be able to fully answer your question.

   <u>Questions/Comments from call</u>:

3. We have a consent form that we have participants sign so that we can rearrange their appointments, if need be. However, APS Healthcare is

saying they need something with an agency representative's name on it. Is that right?

Answer: Send an email to LuAnn Summers at Luann.S.Summers@wv.gov at BMS and she will contact APS Healthcare. We will answer this question on the next call.