ADW Q & A Call – April 19, 2016

1. When a PAL is updated, does the RN need to mail the original changed PAL to the CM for initials, or can it be faxed back and forth?

   Answer: It can either be faxed back and forth, or the RN can fax it to CM for initials and then the CM can upload the updated PAL into CareConnection.

2. Do we complete a Death Notification form for all deaths in the IMS?

   Answer: You complete a Death Notification for all deaths and you also enter an incident in IMS for all deaths. Additional comments for this question were: Requested that providers use the new Notification of Death form and advised that old forms will be sent back, requesting use of new form. Advised that the diagnoses and medical conditions must be completed on the forms as this information is utilized by the Mortality Review Committee at BMS. Performance Measures data related to Mortality Review must be submitted to CMS and is a "health and welfare" issue. In regards to cause of death, do not enter "N/A" as this is applicable. You either enter the cause of the death or unknown.

3. Should Providers use the "Hold" feature in CareConnection the day the person goes into a LTC facility?

   Answer: Yes, and it should go the entire 180 days.

4. I understand for Personal Care that a Plan of Care is valid until the end of the 6th month. For example, if an annual assessment was completed July 10th and the next assessment was completed Jan. 25th, 2016, the July Plan of Care is valid until Jan. 31st.

   My question is: Does the same hold true for the Aged and Disabled Waiver program plans of care? Are they effective until the end of the 6th month as well?

   Answer: Yes, they are effective until the end of the 6th month as well.

5. On the BoSS website under Program Documents, the link for ADW User Guide version 3 pulls up a document for version 1. Do you want us to use this or is it the wrong one?

   Answer: The footer has been changed to reflect the current version.

6. On the CM assessment, there is a block labeled "Dual Service" at the top of page 1. Do we check if they are receiving dual services or is it to be checked for dual service meeting with PC nurse? Do you need to do an assessment for the dual meeting?

Answer: You check that box for the dual services meeting with the PC nurse. Yes, you need to do a new assessment and a new service plan when you begin dual services.

7. Now that the F.E. is determined prior to medical evaluation, will the selected CMA be notified of the PAS appointment?

   Answer: The CMA will not receive a system notification of an initial PAS being scheduled. They can, however, search for an appointment in CareConnection© and see when an appointment is scheduled. It is not required for a CMA to attend the initial appointment. The purpose of their being referred for initial applicants was solely to assist with the applicant with establishing financial eligibility.

8. Could the survey forms the APS nurse is having clients complete during their visit be mailed to clients instead of needing completed at the medical review appointment? I've had a client state she felt pressured to complete the survey and give a score of 5 on everything because she had to give it to the nurse the day of the medical evaluation. This could be happening with other clients as well. Those scores on the surveys may not be accurate with the current process of getting them completed.

   Answer: A survey may be completed during the visit, or whenever the applicant/member is comfortable completing it. A completed survey may be handed to the AC, mailed, faxed or scanned and emailed (as indicated on the bottom of the survey form).

A. Provider requested feedback from other ADW providers regarding agency process for tracking the new Transportation Services (non-medical transportation) requirements. IDDW program has a form and process already established and this information will be forwarded to providers as a best practices tool. Other best practice suggestions:
   One provider suggested asking the worker to bring in the vehicle verification information that is required, use the form to verify/sign/date and place it in the file. Provider suggested that the DMV offers a "check status" for drivers licenses to verify if a license is current, suspended or revoked.

   For medical transportation, MTM takes care of these requirements and the provider is not required to monitor this information because the PA has the "contract" with MTM and the ADW provider is not present in that process.