

**Alabama  
Community Transition  
Waiver  
(ACT)  
Scope of Services**

**Oct. 2011**

## Scope of Service

For

### Personal Assistance Service ACT Waiver

#### **Service Definition** (*Scope*):

PAS are a range of services provided by one or more persons designed to assist an individual with a disability to perform daily activities on the job. These activities would be performed by the individual if that individual did not have a disability. Such services shall be designed to increase the individual's independence and ability to perform every day activities on the job. This service will support that population of individuals with physical disabilities who need services beyond personal care and primarily those in competitive employment either in their home or in an integrated work setting. An integrated work setting is defined as a setting typically found in the community which employs individuals with disabilities and there is interaction with non-disabled individuals who are in the same employment setting. This service will be sufficient to support the competitive employment of people with disabilities of at least 40 hours per month. The service will also be sufficient in amount, duration, and scope so that an individual with a moderate to severe level of disability would be able to obtain the support needed maintain employment.

#### **A. Objective:**

The objective of PAS is to provide a range of services designed to assist an individual with physical disabilities to perform activities on the job.

#### **B. Provider Experience**

Agencies desiring to be a provider must have demonstrated to the operating agency (OA) experience in providing PAS or a similar service.

#### **C. Description of Services to Be Provided**

1. This service will be provided to individuals with disabilities inside and outside of their home. It may enable them to maintain employment. The amount of time should be the number of hours sufficient to accommodate individuals with disabilities to work.

2. The unit of service will be per 15 minute increments of direct PAS provided to the recipient. The amount of time authorized does not include the Personal Assistant's transportation time to or from the recipient's home or place of employment.

3. The PAS received by an individual will be based on the individual's needs. The number of hours must be stipulated on the Plan of Care and Service Provider Contract.

4. IF THIS SERVICE IS USED FOR EMPLOYMENT, THE OA IS REQUIRED TO HAVE A SIGNED AGREEMENT WITH THE EMPLOYER STATING THAT IT IS ACCEPTABLE TO HAVE A PAS WORKER ON THE JOB-SITE.

5. PAS is required, but are not limited to assisting with:

Outside Home/Job Site: Essential shopping, transportation to and from work, eating, toileting, medication monitoring, entering or exiting doors. PAS services must be provided under the supervision of the registered nurse who meets the PAS staffing requirements and will:

a. Make visits to client's residence after the initial visit by the registered nurse.

b. Be immediately accessible by phone during the hours services are being provided. Any deviation from this requirement must be prior approved in writing by the OA and the Alabama Medicaid Agency. If this position becomes vacant the OA must be notified within 24 hours.

c. Provide and document supervision of, training for, and evaluation of PAS workers according to requirements in the approved waiver document.

d. Provide on-site (clients' place of residence) supervision of the PAS worker at a minimum of every 60 days for each client. Supervisory visits must be documented in the individual client record and reported to the OA. Supervisors will conduct on-site supervision more frequently if warranted by complaints or suspicion of substandard performances of the PAS worker.

e. Observe each PAS worker with at least one assigned client at a minimum of every 6 months or more frequently if warranted by substandard performance. This function may be carried out in conjunction with the 60 day supervisory visits, or at another time. Documentation of direct supervisory visits must be maintained in the employee personnel file.

f. Assist PAS workers as necessary to provide individual PAS as outlined by the Plan of Care. Any supervision/ assistance given must be documented in the individual client's record.

4. Minimum training requirements must be completed prior to working with a client. The DSP is responsible for providing/or conducting the training. Proof of training must be recorded in the personnel file

The PAS training program should stress physical, emotional and developmental needs and ways to work with the population served, including the need for respect of the client, his/her privacy, workplace and property.

NOTE: The PAS training program must be approved by the OA.

Minimum training requirements must include the following areas:

a. Monitor the client, e.g., observe for signs of change in condition, prompt client to take medications as directed, basic recognition of medical problems and medical emergency, basic first aid for emergencies.

b. Recordkeeping, e.g., a daily log signed by the client or family member/ responsible person and PAS Worker to document what services were provided for the client in relation to the Plan of Care and signed at least once every two weeks by the supervising nurse.

c. Basic Infection Control

d. Communication skills

e. The DSP is responsible for providing a minimum of 12 hours relevant in-service training per calendar year. (The annual in-service training requirements can be done on a prorated basis.) Documentation shall include topic, name and title of trainer, training objectives, outline of content, length of training, list of trainees,

location, and outcome of training. Topics for specific in-service training may be mandated by Medicaid or the

OA. In-service training may entail furnishing care to the client. Additional training may be provided as deemed necessary by the DSP. Any self-study training programs must be approved for content and credit

hours by Medicaid, and/or the OA, prior to being offered and may not exceed 4 of the 12 in-service annual

training hours. The DSP shall submit proposed program(s) to the OA at least 45 days prior to the planned implementation. Note: In-service training is in addition to the required training prior to delivery of personal

care.

#### 5. Personnel files:

Individual records will be maintained to document that each member of the staff has met the above requirements.

### **E. Conduct of Service**

An individual client record must be maintained by the DSP. Requirements under this section (E) must be documented in each individual client record.

1. The DSP will initiate PAS within three working days of receiving the written contract for services from the case manager. Services must not be provided prior to the authorized start date stated on the Provider Contract.
2. The DSP will notify the case manager within three working days of the following client changes:
  - a. Client's condition has changed and the Plan of Care no longer meets client needs or client no longer appears to need PAS.
  - b. Client dies or moves out of service area.
  - c. Client no longer wishes to participate in PAS.
  - d. Knowledge of client's Medicaid ineligibility or potential ineligibility.
  - e. Client becomes unemployed.
3. The DSP will maintain a recordkeeping system which establishes a client profile in support of units of PAS delivered, based on the Service Provider Contract. The DSP will arrange a daily log reflecting the personal assistance services provided by the PAS worker for the client and the time expended for this service. The daily log must be initialed daily and signed weekly by the client, or employer/family member/responsible person if the client is unable to sign.
4. The DSP must complete the 60 day supervisory review which includes at a minimum assurance that the services are being delivered consistent with the Plan of Care and the service contract form in an appropriate manner, assurance that the client's needs are being met, and a brief statement regarding the client's condition. The summary must be submitted to the case manager within ten (10) calendar days after the 60 day supervisory review.

5. The DSP must have an effective back-up service provision plan in place to ensure that the client receives PAS as authorized.
6. Whenever two consecutive attempted visits occur, the case manager must be notified immediately.
7. The DSP will develop and maintain a Policy and Procedure Manual subject to approval by the operating agency which describes how activities will be performed in accordance with the terms of the contract and which includes the agency's emergency plan.
8. The DSP will inform clients of their right to complain about the quality of PAS provided and will provide clients with information about how to register a complaint.
9. The Nurse Supervisor must make the initial visit to the client's residence prior to the start of PAS to review the Plan of Care and in order to give the client written information. The Plan of Care must be developed and the service contract form submitted prior to the provision of PAS. The DSP must maintain documentation.
10. The case manager will authorize PAS by designating the amount, frequency and duration of service for clients in accordance with the client's Plan of Care which is developed in consultation with the client and others involved in the client's care. The DSP must adhere to those duties which are specified in the Plan of Care and the Service Provider Contract. If the DSP identified PAS duties that would be beneficial to the client's care but are not specified in the Plan of Care and the Service Provider Contract, the DSP must contact the case manager.
11. The case manager will review a client's Plan of Care within three working days of the receipt of the DSP's request to modify the Plan of Care.
12. The case manager will notify the DSP immediately if a client becomes medically ineligible for waiver services and issue a service contract form terminating services. The case manager must verify Medicaid eligibility monthly.
13. Under no circumstance should any type of skilled medical service be performed by a PAS worker.
14. No payment will be made for services not listed on the Plan of Care and Service Provider Contract.
15. The DSP will retain a client's file for at least five years after services are terminated.

**Specify applicable (if any) limits on the amount, frequency, or duration of this service:**

The amount of time should be the number of hours sufficient to accommodate individuals with disabilities to work. The unit of service will be per 15 minute increments of direct PAS provided to the recipient. The amount of time authorized does not include the Personal Assistant's transportation time to or from the recipient's home or place of employment.

**Provider Type:**

Home Care Agency or Home Health Agency

**Provider Qualifications**

**License** *(specify):*

Business

**Certificate** *(specify):*

Certificate of Need (CON) if the provider type is a Home Health Agency

**Other Standard** *(specify):*

Waiver of Certificate of Need approved by the Medicaid Commissioner

**Verification of Provider Qualifications /Entity Responsible for Verification:**

Alabama Department of Senior Services Certification Surveyor

**Frequency of Verification:**

Annually upon initial approval and biannually thereafter if no compliance concerns exist.