APD Training Unit for Services and Support ICP Podcast 1.0

Description: There are many questions that come in about the Independent Choices Program (ICP) and we want to feature some of these in our first ICP podcast. In this episode the training unit is joined by Christine Maciel, the ICP Policy Analyst to answer some of your Case Manager questions.

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Podcast Script:

Joyce Gallacher: Hello Everyone. I am Joyce Gallacher with the ADP Training Unit for Services and Supports. Today we have a special podcast with our guest, Christine Maciel. Christine can you please introduce yourself.

Christine Maciel: Hello, my name is Christine Maciel and I work with the Medicaid APD Services and Supports policy unit. I am the Independent Choices Program Policy Analyst. I started working with the state back in 2003, I have worked as an eligibility worker and then eight years as an APD case manager in a local office before I began working as a Medicaid Policy Analyst in 2013.

Joyce Gallacher: Thank you for spending time with us Christine. Today we want to explore some of the trends you see within the Independent Choices Program. We know you get a lot of questions about ICP, so we also want to capture some of those questions and answers here today. First, we are curious about the new requirement that all ICP participants must participate in EVV or Electronic Visit Verification services with Acumen. Can you please share what EVV is all about?

Christine Maciel: Sure, let's start by talking about what EVV is and why it's required. So, the 21st Century Cures Act, is a federal law that requires states to implement EVV for all Medicaid personal care service programs which including ICP. EVV means that providers must submit the type of service being performed, the individual providing the service, and the individual receiving the service, the date of the service, the location of service delivery and the time the service begins and ends. Congress passed this law because the Office of Inspector General and other federal agencies discovered that states did not know what was happening with in-home personal care.

In order to meet this requirement, the state of Oregon has contracted with Acumen to provide the EVV service. Acumen's services are free to all ICP participants, including their payroll service which would otherwise have to be paid for and managed by the participant, or their representative or paid provider out of the ICP participants budget.

Joyce Gallacher: We know you are getting lots of questions about these topics. First, can you please tell us the difference between option 1 and option 2 as it relates to Acumen?

Christine Maciel: Sure so, using Acumen option number one is the EVV and payroll service combined. Option 2 is just for EVV as a standalone service. The Participant will need to select one of the following EVV options for their providers to use to capture their time worked; the can use either a smart phone, a telephone landline or a FOB which is a fixed object that stays with the participant. Acumen trains both the participant and their providers on how to access and use their system for time entry and reporting purposes.

Joyce Gallacher: Some Case Managers have questions about how the FOB works. Can you please provide some details on the FOB?

Christine Maciel: Well, the FOB is kind of like a garage door opener or a key, car key clicker, that has a button and a screen which will display a code for the provider that they will use later to record their time for clocking in and clocking out for each shift. The FOB must remain with the participant though. The first two FOBs are free for the participant and paid for by the State. If the FOB is lost, broken or if participant wants a third one for whatever reason FOB it will cost them $20.

Joyce Gallacher: With participants who have chosen to stay with their third-party tax and payroll providers, how is that supposed to work? Is Acumen going to send time records to the participant? Or to the third party?

Christine Maciel: Acumen actually does not send information to any outside providers, payroll provider or accountants. However, the participant can access the information and is able to send it to their payroll agency if they want.

Joyce Gallacher: Thanks Christine. A lot of case managers have been asking us about ICP participants who pay their providers a salaried wage. This is quite common due to the variety of individual needs and can make tracking of time difficult. Any guidance on how to handle such cases?

Christine Maciel: Yes. So, with the EVV changes, ICP participants should no longer be paying their providers a set salary. They should only be paying and indicating on the 0548 their provider's hourly rate. I understand that may be difficult for those that live with their participant and do not have set work schedule. So, here is what we have been recommending. Have the participant take their total monthly budget and divide it by their providers hourly rate to get the number of hours they should clock-in and clock out for each month and then divide that by 4.3 to get the number of hours they can work per week. Regardless of what services the participant enrolls in with Acumen so (payroll and EVV or EVV only) the providers should only clock-in/out for the number of hours that they will be getting paid for within the participant's ICP budget. Any additional hours work above that they are considered Natural Support.

Joyce Gallacher: There is another question that comes up often in training, so we want to share this with everyone listening. Can an ICP provider begin working for a participant while they wait for their background check?

Christine Maciel: Yes, actually they can. Some ICP providers that do not pass the background check can still be hired to provide services for an ICP participant, but they may not be hired if they are found to be 'ineligible' as a result of their background check. If the background check comes back as 'ineligible' the CM must contact the participant promptly and tell them they can no longer pay that provider effective immediately and they must begin working to find a new provider. The Case Manager should send a pending notice to the participant or their representative, if they have one and give the participant no more than 4 weeks to hire a provider and get the providers background check application submitted for processing. If the participant is not able to find a provider or they just don't hire one, you do need to take action to involuntarily disenroll that participant from ICP and end their ICP payment at the end of the month; unless there is compelling

reason otherwise which I am happy to staff with you. Their cases should be converted to regular in-home services and no this is not considered an adverse action.
Please remember that all ICP providers and ICP representatives for that matter (who are not licensed professionals such as a professional accountant or an IHCA provider) must complete a background check. ICP representatives (who are not professionals) may only receive a final fitness determination of “approved” from the background check unit and must sign the ICP Representative Agreement before starting their ICP representative responsibilities. A representative may not act as an ICP participant’s representative until their background check is complete and approved.

Joyce Gallacher: Thank you, Christine, next, we want to ask about the highest errors and how to prevent these for the Case Managers. Can you discuss those with us?

Christine Maciel: Sure, the cash benefit amount being issued incorrectly is one area where errors frequently occur. Therefore, I want to encourage staff to always double check that number on either the SCMS screen in the Main Frame for those cases that have not yet been converted to the ONE system or on the Payment Request details screen for those that have been converted to the ONE system. The payment should match the monthly benefit on the 546ic2wk form unless the client has liability or pay in if they have one. Please refer to the Coding for ICP tool on the ICP page for a screen shot of where the benefit amount can be verified.

Joyce Gallacher: Thank you Christine. So, what kind of changes, if any should be reported to you for an ICP case?

Christine Maciel: I always need to be informed when a new participant becomes eligible for ICP, and of course when a participant’s ICP case closes, for any reason, whether it voluntary or involuntary or of course when the participant passes away.

I also need to know when an ICP participant hires or fires a provider or if a provider quits or just stops working for any reason. You would use the 548 Provider Information form that’s found on the ICP page for that and indicate the start and stop dates in those text areas on the form. This has become even more critical now that Acumen will be working with the ICP participants with either their EVV time capture system or with their payroll and without the information being submitted, Acumen will not be able to enroll the provider into their time capture system and we will be out of compliance with federal law. So, if a participant is using Acumen to manage their payroll, I also need to be informed via the 548 when the provider's hourly rate of pay changes so that Acumen can be informed and update their rate of pay.

Joyce Gallacher: Oh okay, Christine, what other forms must be sent to you for all ICP participants?

Christine Maciel: Let me see….. First the Independent Choices Benefit Calculation which is the 546IC2wk form, the Independent Choices Program Employee Provider(s) Information form which is the 0548, that I previously mentioned, the Workers' Compensation Consent and Agreement form which is the 0353 the ICP Service Budget Worksheet and of course now the Acumen Referral form.

Joyce Gallacher: oh okay, Great, thank you for clarifying this. There is a helpful resource on the ICP page called the ICP Forms Processing Chart where you can reference and find this information on all ICP forms, including when the forms are required and to whom they must be sent.

Christine Maciel: Yes, absolutely that is correct. The ICP page on the CM tools website has many helpful tools and resources for Case Mangers.

Joyce Gallacher: Nice, well, I think that is about all we time for this session we want to thank you so much for your time.

Christine Maciel: You're so welcome. I'm glad I could be here to answer these questions and please know that if Case Managers have additional questions, or they just want to staff a case with me, they can always reach out to me @ *icp.spd@dhsoha.state.or.us*