

OPI-M Service Contact Types & Examples

What is a contact?

Direct communication between an OPI-M participant (or their representative) and their Case Manager or higher-level staff, that occurs by phone, face-to-face, email or video.

Why are contacts completed?

To ensure the participant's health, safety, and to monitor whether their service plan is still meeting their needs.

What is the contact frequency?

Every 3 months, or earlier, depending on the individual's Communication Plan. This information is captured in the OPI-M Service Plan Authorization and Notice form. If an individual is identified as having a high risk in their Risk Assessment, a monthly contact is required.

What does not count as a direct contact?

Direct communication with a collateral contact does not count as a direct contact. Contact with an individual's authorized representative does meet policy. The contact must be a two-way communication. Contact with a paid provider is not considered a direct contact.

What contact Service Options should I select in OA?

- Crisis Response & Intervention
- Face-to-Face
- LOC/Assessment/Reassessment (ECM)
- Other Program Coordination
- Rights and Freedoms
- OPI-M Service
- Risk Mitigation/Monitoring
- Service Options Choice Counseling
- Service Plan Development and Review
- Service Plan Monitoring
- Service Provision Issues

What contact Service Options are not related to OPI-M?

- APS Investigation
- Diversion Activities
- Transition Activities

Contact Types & Examples

Crisis Response & Intervention: Assisting an individual with problem resolution.

Example: "Jada called with concerns that her power is going to be shut off in a few days because she cannot afford to pay her bill. Provided information on how to contact utility company to discuss her situation, possibly a payment plan, and resource information on various energy assistance programs."

Face-to-Face: The contact was made face-to-face with either the participant or their representative.

Example: "I was unable to contact Julie by phone, so I did a home visit and was able to visit with her face-to-face. We discussed her service plan and she stated she is very happy with her new HCW and the number of hours she is receiving meets her needs."

LOC/Assessment/Reassessment: An assessment that determines SPL. This is done by an Eligibility Case Manager (ECM).

Example: "The service assessment has been completed at Evan's home on 8/2/2022. Present for the assessment was Evan and her HCW. Evan participated throughout the assessment. Continues to be SPL 11; see CA/PS for details. Follow-up will occur with SCM to complete the service plan."

Other Program Coordination: Helping an individual navigate or coordinate with other social, health and assistance programs.

Example: "Jon called to see if there are any local food box resources. SCM provided list of places that he can contact."

Rights and Freedoms: Working with a participant or representative to review the individual's risks, eliminate or reduce risks, develop, and implement a risk mitigation plan, and making adjustments to an individual's service plan as needed.

Example: "SCM spoke with Edward's representative regarding checking in on him each evening. The representative agreed to do this to ensure Edward is not left alone for extended periods of time."

OPI-M Services: Assisting an individual or representative with understanding and utilizing all available OPI-M service options.

Example: “SCM spoke with the individual regarding transportation to local support group. The support group is on Tuesdays and the individual's caregiver can transport in their vehicle. SCM approved increase in mileage for transportation to and from support group.”

Risk Mitigation/Monitoring: This includes the following: Identifying and documenting risks; working with an individual to eliminate or reduce risks; developing and implementing a risk mitigation plan, monitoring risks over time; and making adjustments to an individual's service plan as needed.

Example: “SCM called the individual to follow-up on an identified safety issue. Individual cannot always walk independently up the external stairway of their home by themselves. Individual stated they are working on scheduling bids to have a ramp installed. They stated they can call their neighbor to help them upstairs when their HCW is not working. As individual prefers to use the stairs on their own, SCM encourages them to schedule bids and ask contractors to send bids to SCM asap and to continue asking for assistance while using the stairs to prevent injury. Documented continued risk concern with a plan to follow-up next month.”

Svc Opt Choice Counsel: Assisting an individual or representative with understanding all available OPI-M or LTSS service options.

Example: “SCM spoke with the participant's representative regarding Emergency Response System options. The representative can then inform the participant about Emergency Response System device options and allow them to decide. This will benefit the individual due to generalized weakness of the body and fear of falling when no one is around.”

Svc Plan Development & Review: Developing or reviewing the service plan with the individual. This includes determining a need for specific services, presenting service options and resources, identifying goals, preferences, and risks, and assessing the cost effectiveness of the service plan.

Example: “SCM discussed the eligible service hours with Beau to confirm his service plan will meet his needs. We also discussed the option of signing up for home delivered meals. Beau agreed to 3 meals per week. Referral for HDMs completed on this day.”

Service Plan Monitoring: Reviewing and comparing authorized and billed services to ensure that adequate services are being provided and that the service plan is addressing the needs of the individual. When reviewing and comparing services, it must include a need for the CM to determine whether there are any service provisions that require attention or intervention. In all instances, all required follow-up must be completed by the SCM or higher-level staff.

Example: "SCM reviewed notes provided from an authorized LTCCN. Services are being provided without any further concern. SCM spoke with individual regarding his service plan. He believes he may need more hours due to a recent injury. Currently, the individual is only using 18 out of 40 service hours per pay period. SCM will staff situation with and follow up."

Service Provision Issues: Assisting an individual with problem solving to resolve issues that occur with providers, services, or hours that don't meet the individual's needs.

Example: "Jackie called with concerns about her caregiver not showing up on time. This has occurred on more than one occasion. Discussed options with Jackie, such as having a direct conversation with her caregiver or making a decision to hire a new caregiver or backup. SCM informed Jackie of her option to hire an IHCA. At this time, Jackie has decided to give her caregiver one more chance. Jackie agreed to an ERC referral to learn how to best manage her Consumer-Employer responsibilities."