

Information You Don't Want to Miss

Weekly Call: TC Technical Assistance

Process		Forms		Provider Information	
10.14.09	RN Evaluations are done by OKHCA RNs – send Care Management Referral	10.21.09	Because this is a pilot demonstration live with the expectation that forms will change. ☺	10.14.09	Health Care Innovations (HCI) has been added as a LCP Provider
10.14.09	The Quality of Life Survey will be done by OKHCA staff – send Care Management Referral	10.28.09	Turn in Back-Up Plans with the Community Plan, not as a separate item	12.16.09	TA staff will be contacting TC's carrying active cases on a regular basis to ensure effective support through the process
10.21.09	More than one Home Care Agency can be used to staff a Participant	11.4.09	Itemize all funds on the ACTUAL COSTS list. This will support verification of allowable expenses	12.9.09	DDSD providers will be posted on website soon
10.21.09	OKHCA will complete a medication review for anyone with 7+ medications	12.2.09	When submitting the Community Plan, make sure to include a Transition Date. Do not submit a plan without the transition date.	12.9.09	There are only two home care providers in Living Choice: Peter's Agency and Health Care Innovations. Both organizations serve statewide
10.28.09	Continue working on transition tasks while waiting for RN Eval and Quality of Life Survey to be done	12.9.09	Select only one option on the Voluntary Withdrawal form – this assist in accurate reporting data	1,13,10	If the participant owes large sums of money to the IRS, then contact the IRS and get the specific information, ask for guidance on how to resolve the matter. Contact legal aid services for assistance, for the participant, if needed.
11.4.09	Verify transition occurred within 24 hours of transition with a telephone call to LTCA and Send new address on LCP9.	12.9.09	The LCP30 is not yet a fill able document on the OHCA site. Print from the OHCA web site and hand fill.		
11.4.09	Home set up is a billable cost	1.20.10	The Geriatric Depression Scale is only completed with those 65+ or who will turn 65 within six months of their transition date. If the participant chooses not to complete the GDS, then document the decision on the GDS and submit with the Community Plan		

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12.2.09	A phone number on the Quick Reference Guide given to TC's in training needs to be corrected. The Mental Health Association in Tulsa (MHAT) contact number should be 918.382.2475 for housing resources and their main number 918.585.1213 for advocacy, legal help, support services, etc.	Cont.	
12.2.09	The Quality of Life Survey now can be completed within 30 days of transition instead of two weeks.		
12.2.09	There are have been several faxing issues due to fax size. Possible solutions are being researched. In the meantime, please break up your larger faxes into smaller batches.		
12.2.09	All referrals should be sent to OKHCA for eligibility determination, even in situations when Medicaid eligibility has yet to be determined.		
12.16.09	The \$2,400 cannot be used for services that are provided through the Living Choice Project (i.e. environmental mods)		
1.06.10	Individuals with hospice can participate in Living Choice		
1.13.10	Fax items to the LCP Fax @ 918.879.5202		
2.03.10	Cases can be staffed with LTCA at any time. Just call and arrange a time.		

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2.10.10	If you are unable to find a needed service, please contact Technical Assistance at LTCA for assistance and support.		2.10.10	All providers are now on the LTCA website and are searchable by County.
2.24.10	<p>OK Housing Finance Agency has ample vouchers for housing. More information at www.ohfa.org</p> <p>How to discharge a Resident who is moving out WITHOUT Living Choice support:</p> <ol style="list-style-type: none"> If the NF Resident has not yet signed the LCP1, then return the form to LTCA with "Participation Declined" written on the form or in attached documentation. Indicate the Resident has permanently moved out of the NF. TC should sign the LCP1. Signature note required if Resident is unavailable. If the Resident has already signed the LCP1 but then moves out of the NF on his/her own, the a LCP2 is required. <p>A change has occurred in submission of LCP1:</p> <p>Please submit the LCP1 as soon as the Participant has chosen whether to participate or note.</p>			

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2.24.10	<p>RN Eval Process</p> <p>Fax request for RN Eval to the OKHCA Caer Management Unit using the Care Management Referral form.</p> <p>Once the OKHCA RN has completed the eval, then a copy is sent to LTCA.</p> <p>LTCA faxes a copy of the RN Eval to the TC.</p> <p>Eligibility Determination</p> <p>For Living Choice, medical eligibility is determined by the Participant's residency in a nursing facility at the time of transition.</p>				
3.03.10	<p>Have questions about the Participant's Social Security check? Contact Social Security Administration.</p>	3.03.10	<p>LCP Forms are now available on the LTCA website. Notify LTCA of any problems with forms</p> <p>If the estimated cost for transition funds requires amendment after submission, then submit updated figures on a second cost sheet with notation regarding the reason for amending.</p>		
3.10.10	<p>Keep track of billable units when transferring a case within your agency.</p> <p>Coordinate billable unites with other agency when case is transferred</p> <p>Participants with mental health issues will be handled on a case-by-case basis with LTCA Technical Assistance.</p>	3.10.10	<p>The UCAT can be started at any time in the process. It must be updated before transition if it is completed 60 days+ prior to transition.</p>		

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	Process	Forms	Provider Information
3.10.10	<p>Application for HUD housing vouchers can be submitted before housing is located, but be mindful that vouchers come with time limits for implementation.</p> <p>Adult Home Companion Services have yet to be developed for Living Choice. Contact LTCA TA for direction on specific cases.</p>		
3.24.10	<p>First contact with Participant is to be made within 5 business days of the agency's receipt of the LCP3. Submit the signed LCP1 as soon as possible. Follow the LCP Transition Process Overview Chart (in your training manual) guidelines for submitting other LCP documents. Be certain to document reasons for not meeting a deadline, i.e. participant driven delay</p> <p>Housing can be difficult to find if the Participant has felony convictions. Contact TA for assistance.</p> <p>Link Participants to other community services specializing in housing if the Participant is a registered sex offender</p> <p>Despite a physician or APS disagreement with a Participant moving out, support the person's right to choose. Consider bringing the physician or APS to the table to assist in successful planning.</p> <p>Keep HIPAA in mind when discussing the Participant's situation. Informed consent must be given before information can be shared.</p>		

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3.31.10	<p>When attempting to secure legal documents necessary for community living, contact the local agencies to find out specific requirements. Birth certificate information can be obtained by call the local Vital Statistics Office or at www.ok.gov/health/birthanddeat hcertificates/birth</p> <p>Participants can remain on “hold” (suspend services) for varying times, based on the situation. Questions about suspension duration should be discussed with the LTCA Technical Advisors.</p> <p>Be certain to adhere to the 5 day timeline for initiation services once the LCP3 has been received. The signed LCP1 and LCP23 should be faxed to LTCA in a timely manner after each is completed so the Participant’s status is current in the system.</p>			3.31.10	<p>A provider is certified for Living Choice only if they appear on the Provider List on the LTCA website www.ltca.org</p> <p>If you would like to use a Provider who is not on the list, then:</p> <ol style="list-style-type: none"> 1. Contact the Provider and ask if they would like to be a LCP Provider 2. Ask them to call Contracts Department at LTCA – 918.583.3336 to complete the application process
04.07.10	<p>Question during call: What’s the average number of TC units for a case? Answer: There is no average number. It appears that most agencies establish a set number of case management units. The TC can always submit an addendum and request additional case management units</p> <p>Question during call: How are transition case management units submitted for authorization? Answer: Advised to submit community plan with case management units to be used for year. After transition – submit addendum with actual number of transition case management units used – T1016-U3.</p>				

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04.14 .10	<p>For resources within the criminal justice system, visit goodprisoner.com, call the person's parole officer or probation board. TA is currently researching other helpful resources.</p> <p>E-mail questions about transition cases to lcp?@ltca.org</p> <p>A new and easier to use version of www.medicare.gov is up and running. The improved website offers a summary of Medicare benefits, coverage options, rights and protections, and answers to the most frequently asked questions.</p> <p>If a participant elects to withdraw from LCP, then the TC must submit a service line on the Community Plan for authorization in order to be reimbursed.</p>	04.14 .10	<p>Please use the forms on the web site. Please do not use forms that say "DRAFT" or copies from your training manual.</p>		
04.21 .10	<p>When calling for TA, be sure to tell the person answering LTCA's phone that you are calling for TA. This will ensure your call is routed appropriately.</p> <p>Drive time is not billable</p> <p>POA represents the Participant only when the he/she is incapacitated and cannot speak for self. A Legal Guardian, however, requires court documentation/judges ruling. See OCSN website.</p>	04.21 .10	<p>Include T1016 Community Case Management units on the Community Plan. Don't confuse these with the Transitional Case Management unites (T1016-U3) which are used after the transition has been completed and the actual # of units used are known.</p> <p>LCP 30 – Request for Transition Funds. 1st request prior authorization for estimated cost. After purchases, submit 2nd request with an the addendum with a service line of the actual cost. Do not submit receipts. Keep them in the agency file.</p>		

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04.21 .10	<p>Turn around time for Community Plan authorization is 3 business days.</p> <p>Respite guidelines are the same as ADvantage. Participant's needing 8 hours a day does not appear to meet respite service definition. This appears to be a time for a "sitter service" which is not available through LCP at this time.</p> <p>Assisted Living Facilities are not an option for LCP Participants.</p> <p>In situations when a Participant is imprisoned, please submit a LCP 9 to suspend services. Each situation will be reviewed individually.</p> <p>During nursing facility respite, use Transitional Case Management Units the day the respite begins.</p>	04.21 .10	<p>Pharmacy Review Form</p> <p>When the Community Plan is submitted for authorization, then the Pharmacy Review Form is sent to TC along with the LCP 6g. TC completes the form and returns it to LTCA. This form provides notice to OU Pharmacy Group that the Participant has transitioned to the community and pharmacist will provide pharmacological review. OKHCA RN also notifies OUT Pharmacy Group of LCP referral.</p>		
04.28 .10	<p>When a round-robin process has been used to select a home care provider in lieu of Participant choice, the LTCA TA's will contact the TC with the round-robin assignment.</p> <p>Since televisions are not covered under the \$2,400, inquire into other resources. Suggestions include: Churches, local civic organizations, resale shops.</p> <p>LIFT Chairs – the mechanism is billed for through Medicare (1st) and then Medicaid. The actual chair can be justified and added to the plan.</p> <p>Reminder: A Participant has one year from the transition date to use the \$2400 for set up costs.</p>	04.28 .10	<p>Ensure that the TC Supervisor signing plans is an authorized signer – this enables plans to get processed quicker.</p>		

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05.05 .10	<p>Community Plan reminders:</p> <ul style="list-style-type: none"> • Submit time used for transition planning up to move date using code T1016 U3. • Complete Section F of Community Plan by having participant initial: <ul style="list-style-type: none"> • Agreement with community plan • A choice of services and providers was offered/discussed (A list of waiver services and provider agencies was provided to and discussed with me.) • Complete signature section of Community Plan <ul style="list-style-type: none"> • Submit date • Institutional discharge date • Submit LCP9 AFTER the transition has occurred (not before). 			
05.12 .10	<p>IF using NF Respite, set it up when creating community plan to avoid delays in emergency situations.</p> <p>Continuing to research resources for those people with criminal backgrounds.</p>	05.12 .10	<p>All forms are on the LTCA website. The following forms are now in PDF format and both fillable and savable:</p> <ul style="list-style-type: none"> • LCP2 – Voluntary Withdrawal • LCP5 – Service Team Release of Information • LCP9 – Provider Communication (reminder: add in phone #) • LCP10 – Participant Change of Provider • LCP15 – Discharge Evaluation • LCP21 – Eligibility/Claim Resolution • LCP23 –Transition Assessment Tool <p>Let us know if you have any problems with any of these forms</p>	

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05.19 .10	<p>CMS has made a change in the nursing facility stay requirement from 180 days to 90 days.</p> <p>In the pharmacy review process, keep in mind that the OKHCA Pharmacologist reviewing the medication record will only make recommendations to the Participant and his/her physician, therefore empowering the Participant and his/her doctor to make the final decisions.</p> <p>Note that drive time is not billable, but time spent on services and supports is billable.</p>		
05.26 .10	<p>The publication RE-ENTRY HOUSING is available. E-mail khuber@ltca.org for a copy.</p> <p>Begin and end dates for transition services listed on the addendum should both be the date of transition.</p>	<p>Be certain to fill the Pharmacy Review Form out completely after transition has occurred</p>	
07.21 .10	<p>If a service was covered under the ADvantage Program, it is covered under LCP. LCP does offer some additional services.</p> <p>If a service code has PD ONLY written by it, it can only be authorized for Participants who have physical disabilities. It cannot be used for Participants who are 65+.</p> <p>Services listed on page 2 of the Rate Sheet are not effective yet. Know a provider who is interested? Ask them to contact LTCA.</p> <p>Community Transition Funds are estimated on the LCP30. These cost are reviewed and authorized on the LCP31. After</p>	<p>Submit specific request forms for these services on addendums:</p> <ul style="list-style-type: none"> • PERS (LCP6e3) • Nutritional Supplement (LCP6a1b) • Environmental Modifications (LCP6d1, 6d3, or 6d2) • Grab Bar Request (LCP6e2) 	

all expenditures have been made, the actual costs are documented and totaled on the original LCP30. The total is listed on the LCP6e or LCP6e1 as service code T2038. The LCP30 is submitted with the Community Plan or Addendum.