



Supports Waiver Provider Information Session

**Personal Care Services
Respite
Non-Medical Transportation
September 2nd and September 15th**

Objectives

- Discuss Supports Waiver Standards
- Review Provider COVID Readiness
- Discuss Supports Waiver Implementation
- Review Supports Waiver Training Requirements
- Consider any Questions

Questions

During the presentation

- Post in the SKYPE Comment Box
- Ask during the Q&A Session

After the presentation

E-mail Jennifer Roth at Jennifer.roth@state.nm.us

Resources

- Supports Waiver Website

<https://nmhealth.org/about/ddsd/pgsv/csw/>

- Supports Waiver Standards

- Supports Waiver Memo 2020-01

- Supports Waiver Rate Sheet

http://www.hsd.state.nm.us/providers/Registers_and_Supplements.aspx

Supports Waiver

- The Supports Waiver is a Home and Community Based Waiver that was created to support individuals who are on the DD Waiver Waitlist.
- Individuals will keep their place on the DD Waiver Waitlist while they access the Supports Waiver.
- 1,000 Supports Waiver offers were distributed on August 14, 2020.

Supports Waiver

- There are ten Supports Waiver Services to mix and match within an annual \$10,000 budget per participant:
 - ✓ Assistive Technology
 - ✓ Behavior Support Consultation
 - ✓ Customized Community Supports –Group
 - ✓ Customized Community Supports – Individual
 - ✓ Employment Supports
 - ✓ Environmental Modifications
 - ✓ Personal Care Services
 - ✓ Non-Medical Transportation
 - ✓ Respite
 - ✓ Vehicle Modifications

Personal Care Services

- Personal Care Services are provided on an intermittent basis to assist the Supports Waiver participant with a range of activities of daily living, performance of incidental homemaker and chore service tasks if they do not comprise of the entirety of the service, and enable the Supports Waiver participant to accomplish tasks as indicated in the ISP he or she would not normally do for himself or herself if they did not have a disability.
- Personal Care Services are not intended to be a 24-hour service.
- Personal Care Services are not intended to replace medical services that have been identified to need a medical professional or are required to be directed by a medical professional.

Respite

- Respite is a flexible family support service that provides support to the participant and gives the primary, unpaid caregiver time away from his/her duties.
- Respite services are furnished on a short-term basis and can be provided in the participant's home, the provider's home, in community setting of the family's choice (e.g., community center, swimming pool and park).
- Respite Services are not intended to replace medical services that have been identified to need a medical professional or are required to be directed by a medical professional.
- If Respite Services require Personal Care Service elements then PCS Services training must be completed.

Non-Medical Transportation

- Non-Medical Transportation services are offered in order to enable participants to gain access to waiver and other community services, activities and resources, as specified by the ISP.
- Transportation services under Supports Waiver are non-medical in nature, whereas transportation services provided under the Medicaid state plan are to transport participants to medically necessary physical and behavioral health services.

Non-Medical Transportation

Non-Medical Transportation provided and reimbursed as follows:

- **1. Agency-Based** -Participants purchase public or private transportation or reimbursement for mileage through a provider agency that acts as a purchasing agent. When the provider acts as a purchasing agent the approved budget must be inclusive of 10. The agency purchases the items directly. The purchasing agency does not reimburse for prior purchases or prior mileage accrued.
- **2. Participant-Directed** -Participants purchase public or private transportation or reimbursement for mileage through a provider selected by the participant or through an individual transportation vendor.
- **3. Public and private transportation** includes private and public tickets or passes to local transportation systems and ride share systems.

Supports Waiver Standards

Supports Waiver Memo 2020-01

- Review sections of Supports Waiver Memo 2020-01 for Personal Care Services, Respite, Non-Medical Transportation.

Supports Waiver Planning

- Circle of Support for both Agency Based and Participant Directed
- Supports Waiver education including MCO information, community resources
- Establishing Participant Directed Employer of Record
- Individual Service Plan (ISP) and Budget

Agency Based Services

- SW Participant works with their selected Circle of Support to identify services through the person-centered planning process
- Agency-based services are provided by a qualified provider agency with an approved agreement with DOH
- Agencies are selected through the Secondary Freedom of Choice Process
- Supports Waiver rates are available on the HSD Website

Agency Based Services Implementation

- For Agency Based services the CSC is required to assure all elements of the approved ISP, budget and companion documents are complete and distributed to service providers.
- All Supports Waiver services must be provided as detailed in the ISP and SW Standards.
- The use of **restraints, restrictive interventions and seclusion** is not permitted in the delivery of Support Waiver Services.

Individual Service Plan (ISP) Implementation

➤ Agency Based Services

- Community Support Coordinator will be responsible for all agency based initial and annual ISP implementation

➤ Participant Directed Services

- Employer of Record with the assistance of the Community Support Coordinator will be responsible for all participant directed initial and annual ISP implementation

Individual Service Plan Sections

- Personal Care Services
- Community Membership Supports
- Health and Wellness Supports
- Other Supports: Assistive Technology, Vehicle Modification, and Non-Medical Transportation
- Environmental Modifications
- Emergency Back-up Plan
- Consultant/ Support Guide Services
- _ISP Preparation Information
- Emergency Backup Acknowledgement

ISP and Budget

- The service sections of the ISP will detail approved services, amount and frequency.
- The approved budget will provide authorization to bill services approved.
- Review sections of the ISP where information for each services is located.

PCS Grid

Activity/ Service	Paid Supports (other than Supports Waiver) Hours Per Week	Unpaid Supports Hours per Week	Supports Waiver Supports Hours per Week	Supports Waiver Supports Service Instructions	Total Hours Hours per Week
iADLS					
Personal Hygiene					
Light Housework					
Meal Preparation					
Grocery Shopping					
Laundry					
Routine Communications					
Money Management					
Banking					
Miscellaneous Finance					
Working with Vendors/Employees					
Scheduling Appointments					
Total Hours Per Week					

Approval of Relatives or Legal Guardians to work

- **Q6. Are any of you Supports Waiver paid Personal Care Services providers a relative or legal guardian?**
 - Yes No
- **Q7. Has your relative or legal guardian been approved by the Department of Health (DOH) to be a paid Supports Waiver Personal Care provider for you?**
 - Yes No Currently Requesting

Health and Safety

- Review sections of the ISP that contain health and safety information.
- Review Emergency Back-Up Plan information
- Review requirement of agencies to be on the Emergency Back-Up Plan.

Supports Waiver Training

Prior to working with the Supports Waiver Participant

	Introduction to Waiver System	Discipline Specific Training	EOR Guide Book	Indications of Illness & Injury	ANE*- and annually	Introduction to PCP
CSC	√	√	√	√	√	√
BSC		√		√	√	
Personal Care		√		√	√	√
Employment		√		√	√	√
CCS-I and CCS- G				√	√	√
EOR	√		√	√	√	√
Respite		√		√	√	√
Non-Medical Transportation					√	

* Any service that has a PCS Component must complete the PCS Discipline Specific Training

Environmental modification, AT and VOMD providers who enter the home are required to acknowledge receipt of important information about ANE reporting.

Discipline Specific Training

Prior to working with the Supports Waiver Participant						
	Discipline Specific Onboarding					
CSC	√					
BSC	√					
Personal Care	√					
Employment	√					
CCS-I and CCS- G						
EOR						
Respite	√					
Non-Medical Transportation						

CSC	DDSD Training with competency, FMA Training, TPA Training
BSC	DDSD Training with competency
Personal Care	<ul style="list-style-type: none"> • Training on HIPPA, ADL, iADL, nutrition, housekeeping skills, emergency response, universal precautions, infectious diseases and basic infection control, home safety including oxygen and fire safety. • Wheelchair tie down and lifting and transferring if needed and in ISP • If DDSD Training is unavailable then the provider agency or EOR is responsible for training PCS training. • Provider agency and EOR is responsible for training anything specific to the person or equipment. Ex: Hoyer Lift Model and/or Wheelchair model • DDSD competency through DDSD Training Hub to satisfy and record trainings. • CPR and First Aid required and requires independent certification.
Employment	DDSD Trainings with competencies
Respite	If Personal Care Services are identified then Personal Care discipline specific requirement apply
Other Services that support Personal Care	If Personal Care Services are identified then Personal Care discipline specific requirements apply
CCS – I	If Personal Care Services are identified then Personal Care discipline specific

Training Questions in the ISP

- **Q10. Do you need your Personal Care Direct Support Personnel to have training on wheelchair tie downs, lifting, and transferring, meal preparations, or housekeeping skills? Please specify the trainings needed.**

Reference required Personal Care Training. If the answer is yes to wheelchair tie downs and lifting and transferring then the Direct Support Personnel must take the wheelchair tie down and lifting and transferring training. Note that person specific training and training needed for the safe operation of equipment differs and is the responsibility of the agency or EOR.

If the answer is yes to meal preparations or housekeeping skills consider this in the health and safety section.

- **Q11. What else do you need your Personal Care employees to know about you?**

Reference this section for additional individual specific training. What additional training does the participant want or need. REMEMBER that the Supports Waiver Participant can request that their employees be trained on anything that is important to them or that is needed for their health and safety.

Training Questions in the ISP

What does the PARTICIPANT
have to say?

- **Q24. Do you need your Community Membership Support Employees to have training on wheelchair tie downs or lifting and transferring? Please specify the trainings needed.**

Reference required Personal Care Training. If the answer is yes to wheelchair tie downs and lifting and transferring then the Direct Support Personnel must take the wheelchair tie down and lifting and transferring training. Note that person specific training and training needed for the safe operation of equipment differs and is the responsibility of the agency or EOR.

- **Q25. What else do you need your Community Membership Support Employees to know about you?**

COVID Readiness

- Discussion of Supports Waiver Policies and Procedures readiness.
- Discussion of COVID Readiness
- Review Appendix K for Supports Waiver

- Question and Answer
 - SKYPE Questions
 - On the line questions

THANK YOU

Questions after the presentation:

E-mail Jennifer Roth at Jennifer.roth@state.nm.us

Survey link:

<https://www.surveymonkey.com/r/SupportsWaiver>

Presentation Survey

<https://www.surveymonkey.com/r/SupportsWaiver>