



**SENIOR & LONG TERM CARE DIVISION
COMMUNITY SERVICES BUREAU**

**COMMUNITY FIRST CHOICE
Policy Manual**

Section: SERVICE REQUIREMENTS

Subject: Flexibility Parameters

PURPOSE

Community First Choice/Personal Assistance Services (CFC/PAS) use a person centered planning (PCP) approach that recognizes and encourages member choice as related to the services they are receiving and which allows for flexibility in how services are delivered.

The flexibility criteria establishes a framework for the CFC/PAS provider agency to support member choice while ensuring the member’s needs, as identified through the Mountain Pacific Quality Health (MPQH) assessment and authorization process, are met.

CRITERIA

1. MPQH authorization documentation (Member Referral/Overview SLTC-154 and Service Profile SLTC-155) is intended to lay the framework for the member’s service needs. The assessment includes the member’s frequency of tasks, which is the member’s identified need for receiving activities of daily living based on the number of days per week the member has an identified need.
2. A provider agency must have the following in place to change the frequency of tasks from the MPQH Service Profile in order to support member choice and preference:
 - a. Documentation of choice: The member’s Service Plan (SLTC 170) must verify that the change is based on member choice and need, versus a provider agency’s preference and convenience.
 - b. The member’s preferred schedule must be documented in the Service Plan Schedule section on the member’s Service Plan.
 - c. The Service Plan must address the member’s need for service, as identified on the MPQH Referral/Overview and Service Profile.
3. If it is determined that the member’s request for a change in frequency of tasks jeopardizes health and welfare, a risk negotiation tool MUST be completed by the provider agency and reviewed with the Plan Facilitator.

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- a. While the risk assessment is being reviewed by the Regional Program Officer (RPO), the member should receive services according to the frequency identified on the member's MPQH Service Profile.

GUIDELINES

CFC/PAS provider agencies should use the following guidelines when making changes in frequency from the MPQH Service Profile on the Service Plan:

1. Activities of Daily Living (ADL): Service Profiles with tasks authorized 1-4 days/week may be changed by 1 day per week on the Service Plan. Service Profiles with tasks authorized 5-7 days/week may be changed by 2 days per week on the Service Plan.
 - a. Exceptions must be prior authorized by the RPO who may need to consult with MPQH to address issues of medical necessity.
2. Instrumental Activities of Daily Living (IADL): Service Profiles that authorize IADL activities must document the member's desired use of the IADL on the Service Plan. A Service Plan Schedule does not need to include the IADL task every week or every other week; however, the plan must document the intent to use the IADL at some point in the service year.
 - a. MPQH Service Profile total authorized time for ADL and IADL tasks is the maximum amount of time that can be billed in a two week period; regardless of whether a member chooses to implement an increase or decrease in task frequency. If a change in condition warrants a change in total authorized time the provider agency should complete a Temporary Authorization and Amendment.
3. Authorized Time: Time may be banked and flexed over a two-week period as long as ADL tasks are performed according to the Service Plan and the use of IADL tasks does not exceed the maximum authorization for IADL on the Service Profile.
 - a. For example, if a member is authorized for the maximum IADL time of 10 hours, ALL 10 hours may be used in week one OR the hours may be spread out over the course of the two-week period, as long as a consistent pattern of ADL usage is present.
4. A member may decide to leave the frequency of tasks the same as is authorized on the MPQH Service Profile. In this case, the Service Plan should correspond to the Service Profile.

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5. Changes in tasks/frequency less than 28 days must be documented via the temporary authorization process. The member will still have the option of flexing IADL time over a two-week period.