



Senior & Long Term Care Division Community Services Bureau

Community First Choice/Personal Assistance Program Agency Based Policy Manual

Title: AB-CFC/PAS 701
Section: SERVICE REQUIREMENTS
Subject: Agency Requirements
Reference: ARM 37.40.1005, 37.40.1017, 37.40.1022, 37.40.1114, 37.40.1126, and 37.40.1131.
Supersedes: AB-CFC/PAS 701 (April 1, 2018)

PURPOSE

This policy outlines the provider agency's responsibility to provide the appropriate staff and services to ensure quality services are provided through the Agency Based (AB) Community First Choice/Personal Assistance Services (CFC/PAS) program.

In the AB CFC/PAS program the provider agency must provide a licensed nurse to supervise the program. The provider agency must also provide appropriate staff to meet the oversight and person-centered planning requirements of the program. Staff members performing these functions must meet minimum qualifications.

STAFF POSITION QUALIFICATIONS

1. **Nurse Supervisor:** AB-CFC/PAS provider agencies must employ a staff member to perform the duties outlined in the "Oversight Responsibilities-Nurse Supervision responsibilities" section numbered 1-11 below. This person is referred to as the Nurse Supervisor. The Nurse Supervisor must meet the following minimum qualifications:
 - a. Have at least one year's experience in aging and disability service;
 - b. Be a licensed nurse;
 - c. Receive training in the AB-CFC/PAS program by the provider agency; and
 - d. Be free of the conflict of interest criteria outlined in AB-CFC/PAS 720.
2. **Qualified Designee:** AB-CFC/PAS provider agencies may employ a Qualified Designee to complete certain oversight tasks, as long as they are supervised by the Nurse Supervisor. The Nurse Supervisor must supervise and sign-off on the tasks that are delegated

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to the Qualified Designee. The Qualified Designee must meet the following minimum qualifications:

- a. Have at least one year's experience in aging and disability service;
 - b. Be free of the conflict of interest criteria outlined in AB-CFC/PAS 720; and
 - c. Receive direct training in the AB-CFC/PAS program from the Nurse Supervisor. This training must be documented and signed by the Nurse Supervisor. Training records may be reviewed by the Department during Quality Assurance Reviews.
 - d. Receive direct member-specific orientation from the Nurse Supervisor. For any member where the Qualified Designee completes the Service Plan, the Nurse Supervisor must provide member specific orientation. The member specific orientation must be documented and signed by the Nurse Supervisor. Orientation records may be reviewed by the Department during Quality Assurance Reviews.
3. **Plan Facilitator:** AB-CFC/PAS providers must employ a staff member to perform the duties of the Plan Facilitator as outlined in CFC/PAS 1101-1115. The person who performs these duties is referred to as the Plan Facilitator. The Plan Facilitator, Nurse Supervisor and/or Qualified Designee may be the same person. The Plan Facilitator must meet the following minimum qualifications:
- a. Have at least one year's experience in aging and disability service;
 - b. Receive certification in the person-centered planning process outlined in AB CFC/PAS 1103; and
 - c. Be free of the conflict of interest criteria outlined in AB-CFC/PAS 720.

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OVERSIGHT RESPONSIBILITIES

1. Nurse Supervisor responsibilities: The Nurse Supervisor must perform the following duties:
 - a. Supervise and sign-off on the work of the Qualified Designee;
 - b. Complete intake process according to policy (Refer to AB-CFC/PAS 411, 414 and 702);
 - c. Complete annual re-certification process according to policy (Refer to AB-CFC/PAS 703);
 - d. Complete initial and annual Service Plans (Refer to AB CFC/PAS 421);
 - e. ➤ Review and sign-off on changes to Service Plans within ten days, including temporary authorizations (Refer to AB CFC/PAS 417) and amendments (Refer to AB CFC/PAS 719);
 - f. Review and sign-off on risk negotiation process (Refer to CFC/PAS 914);
 - g. Supervise the training and certification of all personal care attendants (PCA);
 - h. Supervise the in-service training of all PCAs; and,
 - i. Supervise the orientation of PCAs to each member's Service Plan.
2. Qualified Designee Responsibility: The following activities may be assumed by the Nurse Supervisor, or delegated by the Nurse Supervisor to a Qualified Designee. If the Nurse Supervisor elects to delegate any of the following tasks, he/she must follow the applicable policy to ensure that appropriate oversight and documentation is provided:
 - a. Complete the 180-day recertification visit at intervals not exceeding six months, or when there is a significant change in the functional need of the member (Refer to AB-CFC/PAS 703);

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- b. Complete the required paperwork to implement a temporary authorization when there is a change in condition (refer to AB-CFC/PAS 417);
 - c. Complete the required paperwork for an amendment (refer to AB CFC/PAS 719);
 - d. Schedule case conferences to address member care needs and complete required paperwork, as necessary; and
 - e. Address any health and safety issues using the risk negotiation process (Refer to CFC/PAS 914).
3. Other Agency Responsibilities: Other on-going oversight responsibilities may be assumed by the Nurse Supervisor, Qualified Designee, or by other agency staff. This includes the following tasks:
- a. Review member service delivery records to ensure that services are delivered according to the Service Plan Schedule;
 - i. If a member is not receiving services according to the Service Plan provide appropriate follow-up with the member.
 - b. Participate in the Department's Quality Assurance process and respond to Quality Assurance Communications in the Department's Quality Assurance Management System (QAMS);
 - c. Report Serious Occurrence Reports according in QAMS (Refer to AB-CFC/PAS 709);
 - d. Schedule PCAs in member's home according to member's Service Plan;
 - e. ➤Ensure that PCA documentation is present that indicates the PCA met either 16-hour training certification or waiver of training requirements and that the PCA was oriented to a member's Service Plan prior to working in a member's home;

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- f. ➤ Ensure that documentation is present to indicate the PCA met annual in-service training requirements; and
- g. Conduct an annual member survey of Medicaid recipients. At a minimum, the survey must go out to all current Medicaid members and members served in the prior six months. The member survey must include questions about member satisfaction and member experience on the CFC/PAS program.
 - a. The provider agency must use the annual member survey to evaluate and improve program operations.