SENIOR & LONG TERM CARE DIVISION
COMMUNITY SERVICES BUREAU

COMMUNITY FIRST CHOICE Policy Manual	Section: SERVICE REQUIREMENTS
	Subject: 180-Day and Annual Recertification

Reference: ARM 37.40.1005 and 37.40.1114

PURPOSE

This policy outlines the provider's responsibility to complete a mandatory in-person visit every six months after the initial intake visit. The provider agency Program Oversight staff member must complete the visit with every Self Directed (SD) Community First Choice/Personal Assistance Services (CFC/PAS) member to continue providing and billing CFC/PAS services.

The recertification visit is intended to ensure that the member is receiving appropriate services within the parameters of the SD CFC/PAS program. Once a year the recertification visit is conducted in coordination with the annual Person Centered Planning (PCP) meeting to ensure that services are delivered according to member's choice and preferences.

RECERTIFICATION VISIT

1. The provider agency Program Oversight staff member is required to conduct a recertification visit every six months with the member and member's Personal Representative (PR), when applicable. This visit is referred to as the recertification visit. There are two types of recertification visits:

    a. 180-day recertification visit; and,

    b. Annual recertification visits.

2. The 180-day recertification visit must be completed in person in the member's home and the Program Oversight staff must complete the Recertification form (SLTC-210).

    a. The 180-day recertification visit does not require the Plan Facilitator to be present and it does not require the completion of a new PCP form (SLTC-200) or new Service Plan (SLTC-175). However, the visit should include a review of both of these forms for continued relevance and accuracy.

    b. The first 180-day recertification visit must be completed by the end

of the sixth month from the month the intake visit occurred and it must occur in the member's home. For example, if the initial intake occurs in December the first 180-day visit must occur by the end of June.

i. The only exception is when the member transitions to case management within the first six months of service. When this occurs there is a change in the member's Plan Facilitator, which prompts a new PCP form to be completed. In this case the provider agency may opt to conduct the member's annual at the time of the member's intake to HCBS waiver. All of the required annual recertification documentation must be completed to qualify the visit as an annual.

c. All 180-day recertification visits, aside from the first one, must occur by the end of the sixth month from the annual recertification visit/coordinated PCP meeting and must be done in-person in the member's home. For example, if the annual occurs in June the next 180-day recertification visit must occur by the end of December.

i. The only exception is when the member transitions to case management between the annual and recertification visit. When this occurs there is a change in the member's Plan Facilitator, which prompts a new PCP form to be completed. In this case the provider agency may opt to conduct the member's annual at the time of the member's intake to HCBS waiver. All of the required annual recertification documentation must be completed to qualify the visit as an annual.

3. The annual recertification visit requires that the Program Oversight staff member complete a new Recertification form and develop a new Service Plan (STLC-175). In addition, the annual recertification visit includes coordination with the Plan Facilitator who must coordinate the annual person-centered planning meeting and complete the annual PCP form. The annual recertification visit must occur by the end of the sixth month from the 180-day recertification visit. For example, if the 180-day recertification visit is in December, the annual must be done by the end of June.

a. The annual recertification visit may be completed at a site other than the member's home if it is a coordinated person centered planning meeting with the member and their Case Manager Plan Facilitator and the member and Plan Facilitator determine that

another site is the most appropriate setting for the meeting.

4. When necessary, 180-day and annual recertification visits may occur in a month prior to the month it is due. When this occurs all of the necessary components of the recertification visit must be completed for it to meet the mandatory visit requirements.

   Note: When a member's Plan Facilitator is a case manager the annual recertification schedule is based on the Case Manager Plan Facilitator's annual visit cycle. If a provider agency completes a 180-day recertification visit in a month prior to the six month and the Case Manger Plan Facilitators annual will not occur within six months of that visit the provider agency must complete a second 180-day recertification visit prior to the member's annual recertification visit.

   For example, if the member's 180-day recertification visit is scheduled for June and the annual coordinated recertification/PCP meeting is scheduled in December and the provider agency chooses to complete the 180-day recertification visit in May, the provider agency will be required to complete a second 180-day recertification visit by the end of November and also attend the annual recertification visit/coordinated PCP meeting in December.

5. Prior to completing every recertification visit, the provider agency should review the member's service delivery records, Service Plan, PCP form, member progress notes, Serious Occurrence Reports, and the member's Overview (SLTC-154) and Service Profile (SLTC-155) to determine whether services have been delivered according to the Service Plan and whether there are any issues affecting service delivery and health and safety that need to be addressed. In addition, the following components should be completed on the new Recertification form (SLTC-210):

   a. Service utilization should be reflected; and,

   b. Issues identified during a review of the member's file and service delivery records should be documented on the Recertification form and addressed during the 180-day recertification visit.

6. During the recertification visit the Program Oversight staff member must review the following with the member:

   a. Current care needs;

   b. Service Plan Schedule;

c. Service Delivery Records;

d. Member's participation in program;

e. Member's/PR compliance with program parameters as outlined in the Consumer Agreement (SLTC-159) or PR Agreement (SLTC 166);

f. Member, worker, or provider concerns;

g. Evaluate the member's/PR's perception of the quality of services provided by the personal assistant;

h. Review the member's need for continued services;

i. Document the member's/PR's evaluation of recruitment, training and management of attendants;

j. Address any issues that came up during the review of the member's chart and service delivery records;

i. Discuss with the member/PR any issues identified during the review of the SDRs including patterns of refused services and over-utilization or under-utilization, identical service delivery records that may indicate SDR is being completed according to the sample SDR rather than capturing the actual service being delivered in the home, or principals of charting, and,

ii. Document consumer's/PR's plan for addressing any identified attendant issues.

7. The Program Oversight staff member must complete a new Recertification form at every recertification visit. The form must be signed by the Program Oversight staff and member/PR.

a. If an issue is identified that needs to be addressed the Program Oversight staff should document the issue on the Recertification form, along with an action plan to address the issue. If the issue is one of compliance the Compliance Tool (SLTC-167) should be used (Refer to SD-CFC/PAS 919).

b. Upon completion of the onsite recertification visit the Program

Oversight staff member is responsible to track and follow-up on any action items that were identified during the visit. The provider agency should document follow-up activity in the member's chart notes.

8. The Program Oversight staff member must complete a new Service Plan at every annual recertification visit. The new Service Plan should include a Service Plan Schedule that incorporates the member preferences as identified on the PCP form.

    a. The Program Oversight staff member does not have to complete a new Service Plan at the 180-day recertification visit. However, if there is a change identified during the 180-day recertification visit that indicates a need to change the member's Service Plan schedule, the Program Oversight staff must take appropriate action; which may include implementing a temporary authorization or amendment.

SERVICE AUTHORIZATION

In order to bill for SD-CFC/PAS services a provider agency must have a current Recertification form and Service Plan in the member's chart. If either form is not current a repayment for services rendered after the form expired will be recouped.

Note: A recertification form expires at the end of the sixth month following the month of the last recertification visit and the Service Plan expires at the end of the twelfth month from the month of the last annual visit.