



# Senior & Long Term Care Division Community Services Bureau

## Community First Choice/Personal Assistance Program Self-Direct Policy Manual

**Title:** SD-CFC/PAS 717  
**Section:** SERVICE REQUIREMENTS  
**Subject:** Flexibility Parameters  
**Reference:**  
**Supersedes:** SD-CFC/PAS 717 (April 2015)

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### PURPOSE

- Community First Choice/Personal Assistance Services (CFC/PAS) use a person-centered planning (PCP) approach that recognizes and encourages member choice and allows for flexibility in how services are delivered.
  
- The flexibility parameters establish a framework for the CFC/PAS provider agency to support member choice in service delivery, while ensuring the member's needs, as identified through the Mountain Pacific Quality Health (MPQH) assessment and authorization process, are met.

### CRITERIA

1. MPQH's authorization documentation (Member Referral/Overview SLTC- 154 and Service Profile SLTC-155) is intended to lay the framework for the member's identified service needs. The assessment includes the authorized frequency of tasks, which identifies the number of days per week the member needs a service task delivered.
  
2. ➤ The flexibility parameters allow a member and provider agency to work together to develop a service delivery plan that changes the frequency of the weekly tasks from what has been authorized by MPQH.
  
3. ➤ In order to implement flexibility parameters, the provider agency must ensure that the member's Service Plan (SLTC-175) includes the following:
  - a. ➤ Service Plan Schedule: List every authorized task on the MPQH profile and identify the weekly frequency for each task;

- b. ➤ Documentation of choice: Provide a statement that the frequency change is based on member choice, versus a provider agency's preference and convenience.
  - c. ➤ Health and Welfare: Address how the member's authorized need for the task(s), as identified on the MPQH Referral/Overview and Service Profile, will be met once flexibility parameters have been implemented.
4. In order to implement flexibility parameters, the provider agency must include the member's name on the monthly MPQH Annual Review Report to ensure that MPQH appropriately evaluates the member at his/her annual according to the flexibility parameters.
5. ➤ If the provider agency determines that the member's request to implement the flexibility parameters jeopardizes the member's health and welfare, the provider agency must complete a risk negotiation tool and review it with the Plan Facilitator. 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 must use the following guidelines when implementing the flexibility parameters:

1. ➤ Activities of Daily Living (ADL): MPQH Service Profiles with tasks authorized one to four days per week may be modified by one day per week on the Service Plan. Service Profiles with tasks authorized five to seven days per week may be modified by two days per week on the member's Service Plan Schedule.
  - a. ➤ Flexibility parameters may not be applied to ADL tasks that have been authorized to exceed the

service cap (i.e. bathing, meal preparation and exercise). If a member receives an authorization from MPQH to exceed a service cap MPQH will note this in the profile comments for the task and the flexibility parameters may not be applied to that task.

2. ➤ Health Maintenance Activities (HMA): Flexibility parameters do not apply to HMA. The HMA must be delivered by the frequency identified on the MPQH Service Profile.
3. ➤ Instrumental Activities of Daily Living (IADL): Flexibility parameters do not apply to IADLs. IADL activities do not have to be delivered a specified weekly frequency.
4. ➤ Implementation of flexibility parameters does not change the overall authorized time for ADL and IADL services. If a change in condition warrants a change in total authorized time, the provider agency should complete a Temporary Authorization and Amendment.
5. Authorized Time: Time may be flexed over a two-week period if 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, the 10 hours may be used in week one or the hours may be spread out over the course of the two-week period, if a consistent pattern of ADL usage is present.
6. ➤ 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 or indicate that services will be delivered according to the MPQH Profile (Refer to CFC/PAS 421).
7. Changes in tasks/frequency less than 28 days must be documented via the temporary authorization process.