

Action Request Transmittal Developmental Disabilities Services



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Number: APD-AR-18-049

Issue date: 9/7/2018

CORRECTED

Topic: Developmental Disabilities

Due date:

Subject: Enhanced and Exceptional Process Update

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input checked="" type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging: {Select type} | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Aging and People with Disabilities | <input checked="" type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input checked="" type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input checked="" type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input checked="" type="checkbox"/> ODDS Children's Residential Services | <input checked="" type="checkbox"/> Other (<i>please specify</i>): Brokerage Directors, Services Coordinators, Personal Agents |
| <input type="checkbox"/> Child Welfare Programs | |

AMENDED 9/7/2018

Reason for action: Currently, the **criteria for** enhanced and exceptional status **in the ONA is incorrect**. A fix is in process, but at this time those flagged for an enhanced or exceptional review or with an enhanced or exceptional result should be disregarded.

Level of Care Impact:

For those ONAs flagged as exceptional, the delay for the enhanced and exceptional review is resulting in an inability to review the Level of Care (LOC). ODDS is in the process of addressing this, and all LOCs which have been pended for an enhanced or exceptional review will default to the submit date for LOC approval. For that reason, even if the LOC is not approved until later, the individual may still access funded services as of the ONA submit date. ODDS has currently reviewed all ONAs pending for enhanced or exceptional review to see if they met LOC criteria. At this time, any Case Management Entity who submitted an ONA in which an individual did not meet LOC criteria has been notified.

Reminder: ODDS will review the ONA and eligibility prior to making any determination

that an individual does not meet LOC. If you are contacted by a D&E for additional information regarding an LOC please share that information as quickly as possible.

Enhanced/Exceptional Impact:

Right now, the ONA is marking some people as eligible for enhanced and exceptional status when they do not meet the criteria. The scoring updates will require additional work within eXPRS. ODDS will work with eXPRS team to remove the enhanced and exceptional results from the summary page until the criteria are corrected in the system.

Action required:

Do not use the enhanced or exceptional result on the Summary Page to notify individuals or PSWs of meeting enhanced or exceptional criteria.

Until the scoring problem can be fixed within the ONA in eXPRS the following process will be used to determine if a person meets enhanced or exceptional status:

ANA/CNA will be used to determine meeting the criteria for Enhanced or Exceptional support level. If a person has a ANA/CNA on record prior to the use of the ONA the results from that assessment can be used to determine Enhanced/Exceptional eligibility. If a new ANA/CNA is needed due to a change in support needs, new to in-home services, or establishing the adult service level the results of that ANA/CNA will be used to determine the Enhanced/Exceptional eligibility.

If the ANA/CNA indicates Exceptional support level, a request for a Funding Review and Exceptions Request must be completed and submitted to ODDS.FundingReview@state.or.us along with the ANA/CNA that indicates this level of support level. ODDS must approve all Exceptional Support level determinations prior to the PSW receiving a higher rate. This process has not changed since the [Enhanced and Exceptional worker guide](#) was issued.

REMINDER: Only PSWs who have completed the appropriate training qualify for a higher rate when the individual qualifies for enhanced or exceptional status.

The previous version of the worked guide has been restored providing instruction on use of the ANA/CNA results for determining enhanced and exceptional support eligibility.

The updated worker guide is available on [DD Case Management Tools](#) and [DD Brokerage Personal Agent Tools](#) pages.

Field/stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this action request, contact:

Contact(s): Chrissy Fuchs, PSW Policy Specialist

Email: chrissy.fuchs@state.or.us