

Developmental Disabilities Services

Lilia Teninty

Authorized signature

Number: APD-IM-15-082

Issue date: 10/15/2015

Topic: Developmental Disabilities

Subject: ODDS Assistive Devices and Assistive Technology Worker Guide

Applies to (check all that apply):

- | | |
|----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <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 type="checkbox"/> ODDS Children's Residential Services | <input checked="" type="checkbox"/> Other (<i>please specify</i>): Service Coordinators and Brokerage Directors / Personal Agents |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

The Assistive Devices and Assistive Technology Worker Guide is available for use on the [DD Case Management Tools](#) web page under the "Case Management Reference" heading and on the [DD Brokerage Personal Agent Tools](#) web page under the "Basic Brokerage References" heading.

This guide may be used when authorizing Assistive Devices and Assistive Technology using POC Codes, OR 380, 321, 322, 323, 325 or 528 as identified in the Expenditure Guidelines and relevant Oregon Administrative Rules.

If you have any questions about this information, contact:

Contact(s):	Michael Harmon		
Phone:	503-947-1105	Fax:	503-373-7274
Email:	michael.a.harmon@state.or.us		

Topic:	Assistive Devices and Technology
Date Issued/Updated:	

Overview

Description: This guide will describe the policies and procedures related to identifying the parameters in which Assistive Devices and Technology may be approved for funding through the K-Plan.

Purpose/Rationale: With the proliferation of general market as well as specialized market devices and technological products ranging from *iPads* to specialized car seats, Assistive Devices and Technology continue to provide opportunities for individuals who experience intellectual and developmental disabilities to more independently engage in preferred home and community activities.

Applicability: Brokerages and CDDPS, through their service coordination efforts, must follow the procedures outlined in this guideline when considering the inclusion of and authorization for assistive devices and technology in an individual's support plan.

Procedure(s) that apply:

1. When considering the purchase of adaptive devices/technology, it is expected that the item increase the individual's independence and decrease the individual's need for human assistance. In addition, the intent of ODDS is to meet the assessed ADL/IADL or behavioral support needs of individuals enrolled in its programs. To this extent, the funding of adaptive devices and technology is governed by certain parameters.
2. When considering the purchase of adaptive devices/technology, it is expected that the Services Coordinator/Personal Agent only look at a product that directly meets the assessed need of the individual. When a single item costs over \$500 or a bundle of like-service items that meet the same assessed need cost over \$500 in total, the Service Coordinator/Personal Agent must submit an exceptions request.

Example: *Proloquo2go*, a communication software that is only used with Apple technology, can run on an iPad3 (not iPad 2 due to OS requirements) with a minimum of 16GB of memory. A request for an iPad3 as opposed to the cheaper iPad2 is reasonable because the iPad2 does not meet the need. However, an iPad3 with 64 GB of memory is exceeding the assessed need and should not be approved, as 16GBs is sufficient to meet the assessed need. If the assessed need was for a software program that requires 64GBs, it would then be prudent to approve the larger, more costly iPad (assuming other alternate resources were considered and ruled out as not meeting the assessed need).

3. When considering the purchase of an assistive device/technology, keep in mind that assistive devices are not intended to provide a mechanism to restrain the individual or otherwise impede the individual's freedom of movement when such restriction is not intended for medical or safety purposes. Rather, assistive devices are intended to enhance and promote independence while decreasing if not eliminating the need for human assistance.

Example: An adaptive car seat ensures the safe travel of an individual who otherwise could not utilize a vehicle's seatbelt system or non-adaptive car seat. This item would be approved for purchase, as it addresses a safety need.

4. While it is not required that the Services Coordinator/Personal Agent obtain three price quotes for a device, it is expected that the Services Coordinator/Personal Agent exercise due diligence in authorizing a cost-effective resource (in other words, do some shopping around to find the best cost, taking into account shipping cost if ordered from an Internet site). These efforts should be documented in a progress note.
5. ODDS, in its responsibility to manage the expenditure of Medicaid funds in a prudent and responsible manner, shall employ a high scrutiny with regard to devices and techniques that do not already hold an FDA approval. ODDS will not fund any purchase that is not generally accepted by the relevant mainstream professional or academic community as an effective means to address an identified support need. Neither will funds be used to purchase services, supplies, or supports that are illegal, experimental, or determined unsafe for the general public by recognized consumer safety agencies.
6. When considering the purchase of assistive devices/technology, ODDS expects that the use of adaptive device/technology funds are a last resort after exploring other funding avenues, such as health insurance, grants, alternative funding sources.
 - a) State-Sponsored Insurance Plans: Assistive devices must meet a medical need to be considered Durable Medical Equipment (DME) by Health Systems (Formerly MAP). The steps to fulfill the requirement that all alternative funding sources have been considered include:
 - i. The individual or his/her designated representative will first discuss with the individual's physician the need for the requested item.
 - ii. The individual will need a physician's prescription for the item.

For Health Systems to consider covering the item, a recommendation from an OT/PT/Speech Pathologist is not adequate. Health Systems requires a prescription from the individual's physician when the request is submitted to Health Systems or a CCO for consideration.
 - iii. For Health Systems (MAP) funding consideration: Find a Medicaid DME Vendor who has the item and can request Health Systems or the CCO for a Prior Authorization notice of acceptance or denial. DME Vendors are

responsible for getting the necessary documentation to submit with a prior authorization request. Not all items require a Prior Authorization so if the DME vendor is unsure if the item is covered they will most likely call the hotline (See iv. below) to verify coverage. The DME vendor will have the order with all the information needed to provide to the hotline. Subsequently, the DME vendor and the individual will receive a notice either approving or denying the request.

- iv. While it is the responsibility of the DME vendor to complete the prior authorization process as noted in section iii above, the Service Coordinator/Personal Agent can call the Benefit RN Line for verification of benefit coverage at 1-800-393-9855. Ask the Benefit RN if the requested item is a covered item.
 - a. The Service Coordinator / Personal Agent will need the individual's PRIME number, the diagnosis code and the [Healthcare Common Procedure Coding System](#) (HCPCS) procedure code for medical equipment or supplies in order to get an accurate answer from the Benefit RN. Many of the HCPCS codes can be found at the independent website, [Find-A-Code™](#). Some items may not have a procedure code. In that case, describe the item and the need it meets.
- v. For CCO funding consideration: The CCO is required to cover the same services as the OHP Open Card, however the process for submitting claims may be unique to the carrier. Each CCO has its own prior authorization process. A contracted DME provider will know if the item requires prior authorization and what they have to do to get authorization.
- b) Private Insurance Plans: For individuals who have a private insurance carrier, the Service Coordinator / Personal Agent or family member will have to go through that carrier's particular claims process.
- c) Documentation of Denial: A written or emailed letter from the insurance provider documenting that the benefit has been denied, or is not available to purchase will suffice to meet the requirement that alternative funding sources have been considered prior to ODDS funding. A document denying coverage of the item must be kept in the individual's file and should be included with any Funding Review request related to the item.

Form(s) that apply:

[Oregon ISP](#) and accompanying forms
[Form 0514DD](#) – Request for Funding Review or Exception

Definition(s):

"Assistive Devices" mean the devices, aids, controls, supplies, or appliances that are necessary to enable an individual to increase the ability of the individual to perform ADL or to perceive, control, or communicate with the environment in which the individual lives.

"Assistive Technology" means the devices, aids, controls, supplies, or appliances that are purchased to provide additional security for an individual and replace the need for direct interventions to enable self-direction of care and maximize independence of the individual.

Reference(s):

OARs: [411-330-0020](#)(7),(8); [411-330-0110](#)(8)(9); [411-300-0110](#)(5),(6); [411-300-0150](#)(11),(12); [411-308-0020](#)(6),(7); [411-308-0120](#)(8),(9); [411-340-0020](#)(9),(10); [411-340-0120](#)(15),(16); [410-122-0080](#)

Resources(s):

[In-Home Expenditure Guidelines](#)

[CIIS Expenditure Guidelines](#)

[Assistive Technology Discussion Tool](#)

Frequently Asked Questions:

Q. Do I have to get 3 bids when considering purchasing an assistive device? The In-Home Expenditure Guide does not require that at least three sources have to be reviewed when pricing an assistive device/technology?

A. While it is not required to get 3 bids, it is expected that the SERVICE COORDINATOR/ PERSONAL AGENT do a reasonable search to find the most cost-effective assistive device/technology that meets the assessed ADL/IADL/Behavioral need.

Q. When do I need to consider a request for multiple items to be a single request?

A. When multiple requested items are designed to meet a single need, then this constitutes a single request and the cumulative cost of the items must be considered with regard to ODDS policy regarding a funding exception request (See the current In-home Expenditure Guidelines for further details and examples) and #2 above.

Q. Does K-Plan pay for an individual or family member to take a class or otherwise receive training to use a particular assistive technological device or software?

A. Regarding training to the individual: This would be provided under "Skills Training" by a PSW who knew how to use the device or software or a class that taught individuals to use the device or software. (Refer to the "Skills Training" section of the In-home Expenditure Guide). Regarding "Family Training": Family training is only available to unpaid family members providing care to an individual receiving K-Plan services. This can only be used for group training events (Such as workshops, conferences or lectures and not to pay for individual trainings/lessons.) If you can find a conference or training addressing assistive devices/technology that might be helpful, but even those kinds of venues typically don't actually address training to a specific item. (Refer to the "Family Training" section of the In-home Expenditure Guide)

Contact(s):

Name: Michael Harmon **Phone:** 503-974-4445 **Email:** michael.a.harmon@state.or.us