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Authorized Signature

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Topic: Developmental Disabilities

Transmitting (check the box that best applies):

- New policy
 Policy change
 Policy clarification
 Executive letter
 Administrative Rule
 Manual update
 Other: _____

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>): Brokerage Directors; Service Coordinators; Personal Agents |
| <input type="checkbox"/> Child Welfare Programs | |

Policy/rule title:	ODDS Restoration of Hours - Frequently Asked Questions		
Policy/rule number(s):		Release no:	v7
Effective date:	April 19, 2017	Expiration:	Final
Date version was released:	05/30/17		
Web address:			

Discussion/interpretation:

In an effort to provide as much information about the recent litigation injunction signed on April 19, 2017, ODDS has developed a list of Frequently Asked Questions. This Policy Transmittal will be updated frequently through May 30, 2017.

Questions and Answers:

COMMUNICATION

05/30/17

How will ODDS be able to affirm that all CMEs have completed the actions being required?

See below under ‘What does restoration of hours mean?’ If there are no available providers then plan lines and Change forms cannot be signed, but we’d expect a plan to be discussed with the individual on how they will be identifying additional providers. When there are providers with availability to work more hours, the Change form does need to be completed, and individual plan lines built in eXPRS POC. ODDS is requiring the return of the Spreadsheets with the fields updated as applicable (see FAQ below for clarification around fields N, O, P, Q, R, S).

Form 0378 Notification of Required Functional Assessment on the DHS Publications and Forms website still talks about the realignment of service hours in response to the Oregon legislative budget note. (vD) Should we send out that form “as is” to the people we serve or send only the second page or not send the form until it is changed?

This form was created specifically for the ‘realignment of hours’ project that began in the Fall 2016. The form should not be used at all any longer and is being removed from the DHS forms website.

05/12/17

Our office sends summary letters to individuals following assessments. They document the assessment outcome and available support hours. What Service level should we identify on these letters when completing the reposted vC if the new assessment results in lower hours?

This depends on the situation. If the completion of the assessment results in a service level below the previous amount of hours, you must inform the individual of the higher amount of eligible hours – the previously assessed hours. You may not reduce hours.

The spreadsheet asks for each CME to report back information to ODDS. Please clarify what columns, N, O, P, Q, R and S are asking us to return.

N- date where the SC/ PA initially reached out to the individual (there may or may not have been reciprocal communication this date).

O- If reciprocal communication made, the date the change form was sent

P- ‘yes/no’ item. Did individual want to increase plan yours? = yes or no

Q- Date of reciprocal communication. May or may not coincide with date in ‘N’.

R- ‘yes/no’ item. Would apply if there is a new provider being added

S- ‘yes/no’ item. Was a change made to an existing provider? Maybe only a change form was needed.

It is possible that all of the dates coincide with 'N'

05/08/17

How is the department planning to notify customers and families about the lawsuit and vC hours' restoration? What will be expected of each CME for communication?

(Update 05/12/17)

ODDS will send letters to each individual/designated representative using addresses verified or provided by CDDPs and Brokerages. The letter will explain the rescission of any prior NOPAs. Letters are intended to be mailed the week of May 15, 2017.

ODDS has provided each CME with the identified amount of restored hours for each individual impacted by the reduction since November 1, 2016. Service Coordinators or Personal Agents must communicate with each individual and identify how the individual wishes to have their plan changed to restore previously available hours of support. Following the communication, the individual/ designated representative will receive either an ISP Change form or a form to sign declining a change to their plan.

(update 05/19/17)

For individuals choosing not to change their existing plan at this time, each CME will provide a document for the individual/designated representative to sign if the individual is declining a change in their ISP (template has been provided to each CME as a tool to use). This will cause less confusion to readers of the letter and allow SC/PAs to have the conversation (via chosen communication method) with each person first.

Only individuals impacted by the vD reduction will receive a letter, identifying the hours that are restored and available to them.

Each CDDP/Brokerage will use its own ISP Change form (or the States template) at the time that they communicate with the individual/designated representative and agree on the ISP changes and possible amendments.

(update 05/30/17)

**** NEW **** *If you have additional individuals to add to the spreadsheet, you must have returned the spreadsheet to ODDS by 5:00PM on May 31, 2017, ODDS will be mailing the 2nd round of letters during the week of June 5, 2017.*

Will the spreadsheets that each CME is receiving include each individual, their address and their vC/vD hours along with the ISP Change Forms that ODDS is sending out to CMEs?

Each CDDP and Brokerage has received a spreadsheet of all individuals impacted by the restoration of hours. The spreadsheet includes the hours from October 31, 2016 and the hours restored on May 1, 2017.

Each CME will write and complete their own ISP change forms

Would it be appropriate or allowable for CMEs to begin communicating with individuals immediately and completing ISP Change forms?

Yes. Now that ODDS will not be pre-populating the ISP Change forms, and the restored hours are available in eXPRS it is appropriate to begin making changes to Individuals ISPs.

Is ODDS going to want Change forms uploaded into eXPRS when the person does not want the restoration to show to the attorneys?

No. The SC/PA must document, with the individual's signature, that the individual chooses not to access their restored hours and that the individual knows they may change their mind later and access the supports.

ODDS is requiring CDDPs and Brokerages add dates of contact to the spreadsheet that was provided, and return it to ODDS.

If an individual does not respond to calls from the SC/PA, past FAQs from ODDS indicate that the SC/PA should follow up the following month. We generally do monitoring every 3 months. What is the expectation from ODDS regarding follow up if people do not respond to the letter you send or our calls?

Additional follow up is expected in July 2017 if there is no contact in June. Individuals are eligible for the restored hours and every effort needs to be made to inform the individual of this.

05/05/17

How often are the FAQ's going to change?

*ODDS will issue an updated FAQ weekly through May 26, 2017. It is important that the most frequent FAQ document is the one relied upon as information is subject to change through June 15, 2017. Items that are no longer relevant as an FAQ will be removed. An additional Policy Transmittal will be coming related to ODDS policy on this transition as it applies to compliance for future quality assurance reviews and audits. Updates to FAQs will be noted as 'updates'. Items removed will be noted as such. **Updates will be listed in red** with the date of the update. **Deleted items will be indicated in blue** with a note of the reason for the deletion.*

Will ODDS be sending letters to all individuals impacted by the restoration of previous service levels?

(Update 05/08/17)

*Yes – ODDS will be sending letters to all individuals/designated representatives, informing them of the restoration of hours and to expect a **communication/contact** from their Service Coordinator/Personal Agent to discuss changes to their ISP no later than June 15, 2017*

(Update 05/30/17)

The first round of letters were mailed the week of May 15, 2017 to all individuals/designated representatives with addresses returned or corrected by May 10, 2017. The second round of letters will be mailed during the week of June 5, 2017 if the additional individuals are provided to ODDS by 5:00PM on May 31, 2017.

Spreadsheets have been sent to all CMEs on 05/02/17, asking the CME to verify addresses and fill in columns with the dates that the SC/PA has/had contact with each person on the spreadsheet. Not all of the individuals that we support are on the spreadsheet, is this an error?

No. Only individuals who experienced a reduction in their in-home support hours should be on the spreadsheet. If you know that someone has had a reduction and they are not on the spreadsheet please add them.

(Update 05/08/17)

If an individual's plan was in 'draft', it was not initially picked up. ODDS has pulled these names and will include them in the individual letters and restore the hours.

There is a question on the spreadsheet asking which date the SC/PA 'met' with the individual. The FAQs indicate that phone conversation is appropriate. Which is it?

Reciprocal contact is appropriate. Contact should be based on the preferred method of communication identified in the ISP for each individual. Phone contact, email or text messaging is appropriate as long as it is reciprocal.

We are currently rescinding NOPA's sent for May 1 plan start dates that reflected vD assessed hours. Should we wait to send NOPA rescission letters for vD assessments completed September 1 2016- present that were used to determine hours for plan start dates prior to May 1st 2017?

(Update 05/30/17)

Yes. ODDS has sent each individual/designated representative a lettering (based on spreadsheet information as of May 10, 2017 informing them that any previous NOPA related to a reduction in hours as a result of the vD assessment has now been rescinded. The hours have now been restored in eXPRS. The next round of letters will be mailed the week of June 5, 2017.

Should we send both the vD and the previous vC, if they have one, to ReBAR, when submitting assessments?

If this is for the purpose of getting the assessment to ODDS, then no, unless the vC was never submitted

Who does this situation impact? Just people receiving in-home services? Or supported living also?

This impacts only people receiving in-home services. The Service elements are DD49, DD149, DD145 and DD151. Supported Living was not impacted by the realignment of hours or a reduction.

What does Restoration of Hours mean?

(Update 05/03/17)

Restoration of hours means the ISP (through a form or letter provided by the Department) and POC reflect a service level that is at least equal to what it was before the reductions. When a qualified provider is available to be authorized, it also means that plan lines in POC have been updated/created to make it possible for the provider to deliver services. Hours must be restored no later than June 15, 2017 if there are available providers.

Have all of the pending exceptions and hearings been absolved?

(Update 05/30/17)

Yes. All hearing requests and exceptions where the request was for the previous C hours or less, have been absolved. Situations where a Final Order had been issued affirming the Departments decision to reduce the service level, have been amended and were sent to the individuals/designated representatives the wee of May 8, 2017.

HOURS AVAILABLE TO THE INDIVIDUAL:

05/30/17

We have an individual who had a vC completed initially and then had a vD done after November 1, 2016. The vD hours are higher than the vC hours because the individual had a change in support needs. In these situations, where there was no reduction experienced, does the individula/designated representative need to sign a declination letter indicating they do not want their previous vC hours that were lower?

If the vD is higher, nothing happens at all. These individuals are not part of the 'restoration', should not be receiving letters from ODDS and should not be on the spreadsheet. They do not need to be contacted and do not need to sign anything. Remember - only people who received a reduction after November 1, 2016 should be part of the restoration effort.

05/12/17

What if the customer declines the increase in hours today but later on decides they DO want them? Would we handle that as if it were a re-assessment request and do the “new” vC?

No. The hours are already available to the person. The only action that would be required at a later time, if the individual chose to utilize the restored hours, would be a Change form.

When a new assessment is completed after 05/02/17, using the reposted vC assessment, and results in hours that are less than the previous vC assessment from the prior year, do we reduce the plan?

Do not reduce hours. This means that if the new vC comes out at a reduced number of hours, you keep the previous service level from the previous vC but use the new assessment for informing the person centered plan and ISP.

05/08/17

Previous FAQs did not clearly address what should be done for individuals whose hours increased with vD, due to increased needs..

Nothing needs to be done. If vD increased the hours from vC, the increased hours from the vD remained in eXPRS. Only plans with hours that were reduced must be restored. These individuals do not receive a letter from the State and do not have any action needed.

Will ODDS have access to view all previous POC lines for individuals, regardless of previous address? If someone moved from one CDDP or Brokerage, to a different entity, will ODDS be able to identify this person?

(Update05/30/17)

ODDS reviewed all POCs and restored all Hours Limits in eXPRS regardless of the CME providing supports. (Deleted requirements for adding people to the spreadsheet. This deadline has come and gone)

Families are asking us about “retro restoration” of hours – restoring their previous vC hours back to the date of the vD hour’s implementation. Is retro authorization appropriate in this situation?

*No. Hours may be accessed any time **after** the hours are restored in eXPRS (May 1, 2017), the ISP change form is provided and any necessary Service Agreements are signed or amended. Retro approval is not an option given the services must be prior authorized.*

What if the customer decides now that they do not want to restore their previous vC hours but later changes their mind? Would we do a brand new reassessment at that time?

No. eXPRS will have the hours restored. If the individual chooses not to accept the restored hours, they do not have to make an ISP change. However, once they identify the need for the restored hours, the hours are still available and a Change form may then be necessary.

For a child in the CIIS program who may have had several vD assessments completed due to a transition into the CIIS program, which hours will be restored?

The hours that were in the Hours Limits field on October 31, 2016 were restored. Summer hours for children will need to be manually adjusted if the Hours Limits field on October 31, 2017 did not capture the summer hours.

If I complete a vC assessment and the hours are less than the prior vC, do I reduce the plan hours? What if I found an error on the prior vC assessment and it provided incorrect hours (too high), do I reduce the plan?

No. Do not reduce service levels at this time.

I have a Supported Living client who changed to In-home Supports. Supported Living uses vD for assessments of supports and annual budgeting. When my client moved to In-Home supports, vD In-Home Supports reduced his support hrs. Does he qualify for restoration of hrs? If he does qualify for restoration hrs, can his previous vD for Supported Living be used?

If the individual transitioned to an in-home setting after October 31, 2016 then there are no hours to restore. If the current assessment does not meet the person's support needs, it may be appropriate to recalculate the previous assessment to vC.

05/03/17

What is the process for reverting back to previous service level for individuals who have ONLY had a vD assessment?

The individuals who are impacted by the restoration effort are those who have experienced a reduction between November 1, 2016 and May 1, 2017. For people who have only received the vD assessment there was no reduction thus there is no process to revert back to any prior service level

What assessed hours do we use for people who had an increase in hours from vC to vD due to changes in developmental markers (aging over 12 or 15) (no NoPA issued or reduction in services)

Use the vD hours. Nothing changes if the person is getting a higher level of hours now.

What assessed hours do we use for people who are turning 18 in May and have not yet had a vD or vC Adult assessment

If the assessment was completed already, the case manager may change the 'service setting' to 'Supported Living' and use the adjusted hours. This equates to

the same amount of hours that would result from completion of the vC (supported living had no reduction and the vD assessment was configured to not reduce hours for people in supported living).

If an assessment has not yet been completed, complete the vC.

What if an exception was approved above the vC hours, do we go with the vC hours?

No, you need to go with the exception that was already approved. Do not reduce hours.

We have a customer, with a 5/1 renewal date, who is in the process of having her exception reviewed based on vD hours. Can we use the approved exception from her last plan year (vC hours + additional) to reinstate?

Yes. Use whatever hours were available to her on her last ISP

In an effort not to implement CNA/ANA reductions for ISP plan renewals-- What should we do in a scenario where the vD assessment resulted in an increase in school hours by 1 hour per month and the same assessment resulted in a reduction of summer hours by 4 hours? Can we use the vC summer hours and the vD school hours?

Yes. Use the vC summer hours and vD school hours so there is no reduction to the school hours.

We're wondering if there's any problem with reinstating a person's hours now? For example, an individual called and requested an exception last week for an ISP that renewed 4/1. Is there harm in moving forward with revising that ISP back to vC levels (rescinding NOPA, etc)? We have other calls coming in, too, for people eager to access the hours.

It is ok. May 1 renewals should not be reduced. The vC hours must continue. This would be appropriate. Dates in court order are a 'no-later-than'.

For initial ISPs for new people to the system, we do the vD? So it is okay to complete the vD for new people as they have not experienced a reduction?

Correct for May 1, 2017 new plans. As of May 2, 2017 any assessment completed must be on the vC assessments that are now posted.

Do we treat ISP renewals that start between the 4/19/17 to 4/30/17 dates the same way we treat 5/1/17 plans? Or wait to adjust by 6/15/17?

Renewals generally start on the first of the month per ODDS policy. If a renewal does occur between the dates described the hours must not be reduced. If the new (renewal) assessment results in an increase then use the increased hours

In the previous FAQ PT, the Q&A does not provide enough satisfaction:

Will eXPRS be able to identify the summer vs. school time hours for children?

No - eXPRS will be restoring the hours that were available on October 31, 2016, if they were more than the Hours Limits field on May 1, 2017.

This answer (“No”) does not provide a satisfactory answer for the children in our services and their families, which they will be asking about very shortly. Is ODDS not going to acknowledge this issue? Are the CDDP’s expected to re-enter all summer hours from the previous vC of the CNA by 6/1/17?

Yes. At this time CDDPs will need to re-enter all summer hours from the previous CNA-C if the Hours Limit field included only school hours on October 31, 2016.

04/27/17

(Update 05/08/17)

When can a person begin accessing the restored/increased hours that they will have available to them

See update under ‘COMMUNICATION’

If a NOPA was already sent and a hearing is later requested, what can the Service Coordinator/Personal Agent and the individual expect?

ODDS and the hearing representative will review the NOPA and determine if the request identified on the hearing request will be withdrawn or if an informal conference will be needed to clear up the Action being contested. ODDS will communicate on a case by case basis the actions being taken for each request.

If there is an individual just entering the in-home program on May 1, 2017 which assessment should be used to determine their service level?

The vD service level was appropriate for all new ISPs on May 1, 2017 (as opposed to renewal plans).

(Update 05/03/17)

All assessments completed May 2, 2017 forward are completed using the vC assessments that are posted on the Staff Tools pages.

ISP CHANGE FORMS

05/30/17

The "signature grid" (listed below under FAQ from 05/12/17) does not include a column for "Common Law Employer (CLE) Signature", indicating that no CLE signature is required, even when PSW Service Agreement is being revised via Change Form. Is this accurate?

The CLE is not required to sign the change form. However, it is necessary that there is a record that the CLE is made aware of the type and amount of services approved for each PSW. This is best accomplished by a signature on the change form. It may also be accomplished by documentation that affirms they were given a copy of the form or were informed by the case manager through a phone call, or better yet, an email.

05/12/17

Who needs to sign an ISP Change form and when does it need to be signed?

The template ISP Change form that was sent to all program managers and brokerage directors on 05/11/17 provides the following situations of who needs to sign and under what situations the signatures are required:

	Individual has to sign:	PSW has to sign:	Agency has to sign:
Existing provider, existing service	Nothing**	Change form OR updated SA	Change form OR updated SA
Existing provider, New service	Change form	Change form OR updated SA	Change form OR updated SA
New provider, Existing service	Nothing**	New SA	Change form OR new SA*
New Provider, New service	Change form	New SA	Change form OR new SA*

*CME will have to assure that the known, relevant risks have been communicated to the provider.

** Individual/representative must be informed of the change

05/03/17

What is the suggested plan revision language and direction in regards to ensuring ISP's reflect previous service levels?

(update 05/30/17)

ODDS shared a suggested template with all CDDP program managers and Brokerage directors on May 11, 2017. It is not be a required document.

What do we do regarding Service Agreements that have been signed but show the reduced hours authorized?

You may need to have service agreements amended. It will be important to not exceed PSW caps during the amendments of service agreements. Local office exceptions to PSW hours should be used cautiously or not at all.

How should SC's be documenting previous service levels being restored in their progress notes?

Note that there has been a stipulated preliminary injunction signed on April 19, 2017 which has restored previous service levels. It will also be important to document the contact that was made with each individual/designated representative and the discussion that occurred, what the next actions will be and how the Service Coordinator/Personal Agent plans to support the individual in revising the ISP, identifying new providers etc.

Additional documentation is required on the ODDS provided spreadsheets to identify restoration of hours.

Why are we doing a mid-June adjustments (or in exception cases May 15th) and does this make sense? PSWs and CLEs are confused when the hours adjust mid-month and even when payrolls end mid-week. They often try to bill 40 for the first half of the week and 40 for the second half if payroll falls mid-week.

The dates were agreed upon in court order. The May 15 and June 15 dates are “no later than” dates. Adjustments can be made to begin earlier if necessary once the changes have occurred in eXPRS, the ISP Change Form completed and any necessary Service Agreement have been completed.

04/27/18)

How should we document the restoration of hours on the ISP Change Form?

(update 05/08/17

See [FAQ](#) under ‘COMMUNICATION’.

When an ISP change form is completed to restore the previous vC service level hours, can I communicate with the individual/designated representative over the phone or is an in-person meeting required?

You may communicate over the phone with the individual/designated representative and increase the service level hours as long as the increase in hours is directly related to a POC procedure code that is already authorized. In this instance, signatures from the individual/designated representative are not necessary. If the increased hours will be used for a service that is not already authorized then signatures must be obtained from the individual. The case manager must document the discussion and action taken in the individual’s progress notes and send a change form to the individual/designated representative that includes the new service (this is in addition to the change form discussed above).

(Update 05/30/17)

ODDS has provided templated language for CDDPs and Brokerages to capture when an individual identifies that they do not wish to change their plan at this time, while understanding that they may change their mind at any time in the future.

For plans that were already signed for May 1, 2017 renewal date, can we complete an ISP change form documenting the difference in hours?

Yes. It is critical to have a conversation with the person/designated representative and document agreed upon changes using the ISP change form. The change form becomes the formal ISP documentation. Send a copy of the ISP change form to the person and document your actions in progress notes.

What do we do for ISPs when the assessed hours on the vC were higher than what was written into the plan due to natural supports or choice to access fewer support hours?

eXPRS restored the amount of hours that were available in the Hour Limit field in POC prior to the most recent reduction. If the assessment results were more than what was written into the ISP, the individual will have the option of increasing their service level up to the amount assessed on the vC. This will need to be done by the Service Coordinator/Personal Agent.

ASSESSMENTS:

05/19/17

If we are completing a new vC assessment, and identify that the previous assessment was completed with incorrect or inaccurate information and the new vC assessment results in fewer hours than the previous assessment due to the correction that is made on the assessment, should the plan be reduced?

Do not reduce the plan hours. The assessment should indicate appropriate support needs which then lend to the ISP plan and goals that are identified for the person. If appropriate, a member of the Rebar assessment team may be asked to complete a new assessment.

05/12/17

If the child was 3 last year and the CNA vC only gives hours for the entire year (no breakdown of summer vs. school) so a total of 88 around the year. However, they are now school aged so there is a breakdown of summer vs. school on vD do we just restore the 88 hours year round?

For children who are school aged when the vD was conducted but had not been when the vC was conducted, they will need to convert the vD to a vC to obtain the correct school year hours. The CNA can be converted by transferring the answers from the vD to a new vC, or by sending it in a secure email to Peter Straton with the subject heading "D to C conversion". Peter.Straton@state.or.us.

How to initiate a secure email

To initiate a secure email to a DHS/OHA employee, please visit this link:

<https://secureemail.dhsoha.state.or.us/encrypt>

If you already have an account, enter your email address and click "Continue." You will be prompted to enter your password. If you do not have an account, you'll be asked to register.

05/03/17

What happens if I complete a new vC assessment on someone and the new vC assessment is a lower service level than last year's vC assessment? Do I send a reduction NOPA?

No. There are no reductions being made at this time. If the service level is less than the previous service level, keep the previous service level. Do not reduce any service levels.

Where can I find the ANA-C or CNA-C? When do I need to begin using the new/updated vC?

The vC can be found on the Staff tools page. The vC must be used for all assessments completed on or after May 2, 2017.

(05/03/17 detail about vD and people entering in-home service May 1, 2017 removed as no longer applicable)

What assessed hours do we use for people who have not had a previous assessment and have a plan starting May 1 (no NoPA issued or reduction in services)

The vD is the assessment that was used for people who had a plan begin May 1, 2017.

Which version of assessment do we use when vC comes up with a lower level of need than the vD?

Use the vD hours. Do not reduce hours.

Will there be a new assessment tool released for ISP's effective June 1st on? If so, when will that be?

Yes. ODDS has posted the vC assessment on the Staff Tools page. vC must be used for all assessments completed May 2, 2017 forward.

If a vD assessment has already been completed for someone with a new ISP on or after May 2, 2017, or a renewal ISP for June 1, 2017, the SC/PA may change the setting button from 'in-home' to 'supported living' to recalculate hours. This will produce the same number of hours as completing a vC assessment.

What if a person reverts back to vC previous service level and still feels they need more hours? Given the fact that we do not have an assessment tool to complete with them would it be an exception? Or, should we wait until there is a new assessment tool?

The vC is now available for use. If an individual requests a new assessment or there has been a change in need, a new assessment must be completed following OAR timelines and processes. If the individual requires supports above what has been authorized with the restoration of hours, or with a new assessment an exception should be submitted to ODDS identifying the supports that are not met with the assessed hours.

What if someone reverts back to vC but their supports needs are less than previously assessed as documented by the family or through the assessment. Continue to stick with vC until a new assessment comes out and reassess due to change in need?

Yes. The vC hours must be available to the individual. It is up to the individual/designated representative, if and how the hours are used.

If someone is reverting back to previous service level and the only other assessment they have on file is a “B” would they revert back to that if it is higher than the D?

Yes. They will revert back to the last Hours Limit amount prior to the reduction after October 31, 2016. This may be vB for a select number of individuals.

We are wondering what we should do about a new customer that is just enrolling and has a May 1st plan. We used the vD, should we plan on redoing this with the vC?

For all new plans on May 1, 2017 the vD was the only assessment available. For all assessments completed on May 2, 2017 and after, the vC is now posted on the Staff Tools page and available for use.

How does this affect the One Needs Assessment?

Work with the ONA will continue

04/27/17

Do I need to complete a new vC on every person who has had the vD done?

No. No additional assessments will be needed to restore previous service levels. A policy transmittal and temporary emergency rules will account for the restoration of the previous service level hours regardless of the tool used to determine the service level. However, if an individual requests a new assessment due to change in need, the vC should be completed within OAR timelines.

What should Services Coordinators/Personal Agents do if the individual who is receiving services, requires supports higher than the assessment identifies?

The process has not changed. The Service Coordinator/Personal Agent should submit an exception request identifying what supports are necessary to maintain health and safety and meeting the ADL/IADL support needs.

eXPRS WORK FOR RESTORING PREVIOUS SERVICE LEVELS:

05/19/17

Should we have people with individuals with May 1 plans on the spreadsheet?

Not necessarily. ODDS instructions at the end of April were to not reduce May 1 plans thus they should not have experienced a reduction. If there are people with May 1 plans on the spreadsheets this is ok, they will receive a letter and we would expect plan changes by June 15, 2017 as applicable

Our understanding is that the Spreadsheet includes individuals with a reduction in the vD assessment regardless of the hours that were authorized on the ISP. An example would be if a vC Hours Limit was 100 hours and their vD Hours limit was 70 hours, but the ISP had only identified and authorized 50 hours. This

individual would be on the Spreadsheet because they had the reduction in the Hours Limit. Is this correct?

Mostly likely yes. It would be specific to the hours that were entered in the eXPRS Hours Limits field as of October 31, 2016. If the hours on October 31 were higher than the hours in the Hours Limits field on May 1, they would end up on the spreadsheet as appearing to have had a reduced plan.

05/08/17

We completed an assessment meeting for a June 1 renewal prior to 5/1. The meeting was with the individual, PSW and family, and it was discovered that the vC was scored incorrectly last year and the individual has much higher support needs than previously noted. Can we use the new vC for this individual even though the renewal meeting was done prior to 5/1, or do we need to stick with the vD and use the previous vC hours, even though doing so would not accurately reflect their service need?

Use the assessment that provided the higher results. If a new assessment is needed at this time, it is an option to use the vD assessment, change the service setting from in-home to supported living and use the results (this would result in the same number of hours as completing a vC today.

If an individual declines the restored hours, who is adjusting the POC to show the declined hours? Is this something the case managers should do, or is it reported to ODDS for POC changes?

If an individual declines the additional support in writing, the POC Hours Limits field does not need adjusting. These hours will still be available to the individual. Individual plan lines and authorizations to individual providers would not be adjusted.

Will ODDS be adjusting only the "Total" hours in POC or also readjusting all the plan and provider lines for each service as well?

eXPRS restored only the Hours Limits field "total" hours. Individual plan and providers lines must be adjusted by the CDDP/Brokerage following individual discussions with the individual/designated representative and completion of ISP change forms.

I received spreadsheets from ODDS identifying impacted individuals and asking us to verify addresses among other items. There are individuals on the spreadsheets that are enrolled in other Service Elements like 58, 50 and 51 (foster care, group home and supported living). Were these individuals supposed to be included on the spreadsheets?

The data that was pulled to compare Oct. 31 to May 1 hours looked at the Hours Limits field. If this field had hours identified in it due to employment or maybe an individual had moved into another SE but the plan lines were never ended, they were pulled into the data. Indicate that the individual is enrolled in a different

service element on the spreadsheet when it is returned to ODDS and they will be removed from receiving communication from ODDS.

If eXPRS restored hours to an individual enrolled in a Service Element other than in-home (SE49/149, 145 and 151) what do CMEs need to do, if anything?

If the individual is listed on the spreadsheet that was sent by ODDS then indicate that the individual is not in one of the identified SEs impacted by the injunction.

Did ODDS include DRAFT ISPs in the automated adjustments to Assessed Hours for plans which covered May 1, 17?

Yes, ODDS has recently gone back and are reviewing the draft plans. Manual adjustments are being made and notifications made. As necessary, updated spreadsheets will be sent to the individual CMEs if there were draft plan lines that did not originally get picked up.

Will individuals who have a DRAFT ISPs include hours that should be restored be provided letters from ODDS?

Yes. The individuals will receive the same letters as everyone else.

Who is responsible for reviewing and restoring hours on plans for April and May that have not been drafted yet in eXPRS, and for providing appropriate notice to individuals?

Case management entities will need to adjust these plans if they meet the expectations of the court order; were in services on August 31, 2016 and experienced a reduction on or after November 1, 2016.

05/03/17

When will eXPRS reflect previous service level?

(updated 05/03/17)

eXPRS restored previous service limits on May 1, 2017.

What role will CME's have in ensuring eXPRS is reflective of previous service levels?

eXPRS has restored the previous hours from October 31, 2016, if they were MORE than the Hours Limit currently in eXPRS for May 1, 2017. CME's may review for accuracy. As CME's are talking with each individual, if they notice an error in eXPRS, they may correct the Hours Limits field after consulting with their program manager. The Hours Limits field must identify the vC hours or the approved exceptional amount of hours if an exception was approved by ODDS.

(05/03/17 question about how and when eXPRS will restore hours removed as no longer applicable)

04/27/17

What hours have been restored into eXPRS and when?

As of May 1, 2017, ODDS has restored the previous service levels that were identified in the 'Hours Limits' field in eXPRS. If the current Hours Limits field were MORE than the previous Hours Limit field, no changes were made. For individuals who were receiving in-home care as of Aug 31, 2016, eXPRS compared assessed hours from Oct 31, 2016 against hours for May 1, 2017 to make the assessment and restoration. This work was done based on the assumption that the 'Hours Limits' field in POC was populated with the full service level available to the person as determined by the vC assessment.

Will individual eXPRS POC lines need to be manually adjusted?

Yes – individual plan lines will need to be adjusted after discussion with the individual/designated representative and possibly changes in Service Agreements as appropriate or necessary

Will eXPRS be able to identify the summer vs. school time hours for children?

No - eXPRS will be restoring the hours that were available on October 31, 2016, if they were more than the Hours Limits field on May 1, 2017.

PSW HOURS:

05/08/17

Can a plan line authorization increase PSW hours up to the PSW caps without a change form being completed? The plan line authorization would be pended until the change form has been completed and sent to the individual.

As of today, no actual services can be increased without a corresponding change form and signed acknowledgement from the provider. You may draft plan lines showing increased hours for one or more providers, but they cannot be accepted without the supporting documentation. ODDS is currently exploring options (likely to be rule changes) to change that.

04/29/17

We are anticipating many exception requests for PSW hours. How should we respond to these?

Service Coordinators/Personal Agents should follow the guidelines available for PSW exceptions to caps. ODDS does not anticipate that the restoration of service level hours will result in a critical need for PSW to be approved to work overtime.

Training/communication plan:

ODDS has arranged a series of conference calls to respond to questions related to the restoration of hours and how to implement the transition. Please submit questions ahead of time to ODDS.Questions@state.or.us. Questions received at least 48 (updated)

hours in advance of the next scheduled conference call will be reviewed during the call:

May 2, 2017, 10 – 11 a.m.
877-848-7030, access code 458900

May 5, 2017, noon – 1 p.m.
877-848-7030, access code 458900

May 9, 2017, 2 – 3 p.m.
877-848-7030, access code 458900

May 17, 2017, 2 – 3 p.m.
877-848-7030, access code 458900

May 25, 2017 9 – 10 a.m.
877-848-7030, access code 458900

*****Submit questions at least 24 hour ahead of time to ODDS.Questions@state.or.us*****

Local/branch action required:

Following receipt of the ISP Change Forms, make contact with each individual prior to June 15, 2017 to discuss restoration of hours. Discussion should include whether the individual/designated representative wants to access the restored hours, whether the individual requires supports in identifying new providers, about existing PSWs who are available to support the individual (not capped out on hours) or other agency providers who may be available and identifying next steps for planning if necessary.

Central office action required:

Pre-populating Change forms and sending to all Case Management Entities and sending letters to all individuals regarding the restoration of hours.

Field/stakeholder review: Yes No

If yes, reviewed by: CDDP and Brokerage policy groups

Filing instructions:

If you have any questions about this policy, contact:

Contact(s):	Chelas Kronenberg		
Phone:	971-600-7892	Fax:	
Email:	Chelas.a.kronenberg@state.or.us		