



Frequently Asked Questions Compass Rate Implementation

General Compass Project	Pages 1-4
Oregon Needs Assessment (ONA)	Pages 4-6
Exceptions	Pages 7-8
Rate Changes	Page 8
Unbundling: Direct Nursing Services (DNS) & Professional Behavior Services	Pages 8-10

General Compass Project	
Question	Answer
What is the Compass Project?	<p>The Compass Project was created by the Office of Developmental Disabilities Services (ODDS) to improve the way people with intellectual and developmental disabilities participate in services.</p> <p>The Compass Project is committed to providing:</p> <ul style="list-style-type: none"> Information that is easy to find and easy to understand. A planning process that is simple and flexible. Services and supports that are designed for you.
How will the Compass Project change my services?	<p>The Compass Project improves the way people with intellectual and developmental disabilities participate in services. This new person-centered approach helps us get to know each person individually and better understand what is needed in their life to reach their goals. This new process is more transparent, simple and flexible, and provides services and supports designed for the individual.</p> <p>The Compass Project uses one assessment tool called the Oregon Needs Assessment (ONA). Certain questions in the ONA will help identify what</p>



General Compass Project	
Question	Answer
	<p>service group is appropriate for you based on your support needs. The service groups define the services that may be appropriate for you as you go into your Individual Support Plan (ISP) planning process.</p> <p>For people who live on their own or with family, the service group will identify a range of hours that may be appropriate for use during the ISP planning process. This change will not occur until 2023. ODDS will communicate in advance with those affected.</p> <p>For people who live in residential settings, like group homes, the services group will identify the rate for services that the provider will get to support you.</p> <p>Most people won't see a change in their services. However, a small group of people may see their hours adjusted based on their individual needs.</p>
When will the Compass Project be done?	The Compass Project is ongoing and about improving the way people with intellectual and developmental disabilities participate in services. ODDS is committed to evaluating the process and hearing feedback from individuals and families. At a certain point, the Compass Project will be evaluated and potentially updated to ensure people's needs are being met.
Will the Compass Project make me change my provider?	No, you will not need to change your provider because of the Compass Project. Compass will give you more information to help you make good choices about your services and who can best provide them.



General Compass Project	
Question	Answer
I receive supported living services. How will I be affected?	You won't be affected now. In the future, the rate paid to your provider may change, depending on your assigned service group, but nothing will change about your services.
I live in foster care. How will I be affected?	You won't be affected now. In the future, the rate paid to your provider may change, depending on your assigned service group, but nothing will change about your services.
Why is the Compass Project happening?	<p>The Compass Project was created by the Office of Developmental Disabilities Services (ODDS) to improve the way people with intellectual and developmental disabilities participate in services.</p> <p>In 2013, the Legislature directed ODDS to carry out a single, uniform needs assessment tool to be used with anyone who gets services from ODDS. This resulted in the creation of the Oregon Needs Assessment (ONA). The new tool is evidence-based and was created with input from a broad stakeholder group.</p> <p>ODDS is now working on using that tool to ensure there is full transparency in the process; people understand exactly how many hours they will receive for services; and will ensure providers are paid appropriately.</p>
Can I choose to opt out of the Compass Project?	The Compass Project is improving all parts of Oregon's I/DD service delivery options.
If I live in my own or family home, when will this impact the hours of service I receive.	ODDS is applying new rates for some providers on July 1, 2022 — this will not change any of your services, only how certain providers are reimbursed. New allotments of in-home hours will



General Compass Project	
Question	Answer
	not be applied until sometime in 2023, and ODDS will provide information to you and anyone affected in advance of any changes so you have sufficient time to plan for any changes.

Oregon Needs Assessment (ONA)	
Question	Answer
Does the Oregon Needs Assessment (ONA) determine my service hours?	Please note that the following change will not happen until 2023. The Oregon Needs Assessment (ONA) will help us get you the services and supports that are best for you and your family. The ONA results will provide you with a range of hours you can use in your Individual Support Plan (ISP) process. During your ISP meeting, you will work with your case manager and your team to decide how many hours of support you need and how they will be used to reach your personal goals. Please note that this change will not happen until 2023. ODDS will provide information to you and others affected in advance of any changes so that you have sufficient time to plan for it.
What is the Oregon Needs Assessment and why do I need to have one?	<p>The Oregon Needs Assessment (sometimes shorted to “ONA” and pronounced “OH-nuh”) is a required annual assessment, a tool that helps us get to know every person we work with and better understand what they need in their life to reach their goals.</p> <p>Once a year, an assessor or case manager will go through the Oregon Needs Assessment with you and ask you questions about what you need in life. This will help us get you the services and supports that are best for you and your family. You can also ask your case manager or other members of your support team to help with this, if that is more comfortable for you.</p>



Oregon Needs Assessment (ONA)	
Question	Answer
	<p>The ONA is one tool that will replace the various assessment tools currently used to determine rates and hours. The ONA is used to determine several yearly requirements, such as Level of Care, Risk Identification, Enhanced Status and Service Groups. Federal regulations require that everyone who receives Medicaid funded home and community-based services receives an annual Oregon Needs Assessment.</p>
<p>How is this different from the assessments I have gone through in the past?</p>	<p>In the past, there were a number of different assessments used to understand people's needs. The assessments informed the number of service hours each person received, as well as what rates were paid to providers. These forms took a lot of your time, they could be confusing, and they created inconsistencies. Now, all of those assessments have been combined into one efficient process in the Oregon Needs Assessment.</p>
<p>Will the Oregon Needs Assessment change my Provider rate?</p>	<p>Starting July 1, 2022, the ONA will help determine the appropriate rate for some providers, including Adult Group Homes, Day Support Activities and Employment providers. More information about how rates are determined can be found at https://go.usa.gov/xtfnT.</p>
<p>Who will give me the Oregon Needs Assessment?</p>	<p>For many people, their case manager conducted past assessments. Now, a new specially trained person, called an assessor, will take you through this process. If you would like, your case manager and others can be with you during the assessment to help answer questions. Sometimes a case manager may need to complete your ONA instead of an assessor.</p>



Oregon Needs Assessment (ONA)	
Question	Answer
Why does the Oregon Needs Assessment ask personal questions?	The Oregon Needs Assessment (ONA) helps us get to know every person we work with and better understand what they need in their life to reach their goals. To do this, we need to ask personal questions to determine which specific supports you need so that we can provide you with what is best for you and your family.
Is the Oregon Needs Assessment confidential?	Yes, the ONA is confidential. The person going through the assessment, or their caregiver/guardian, will be offered a copy of the completed ONA. Your provider can also request a copy. Unless you specifically ask that your ONA not be shared with your providers, your case manager may share the results of your ONA with your provider.
What if I don't agree with how my Oregon Needs Assessment is scored?	<p>If you don't agree with the results of your ONA, let your case manager know and they will follow up with the assessor.</p> <p>The assessor will evaluate the concern, and either change the ONA or report why the scoring was chosen. They may request additional information or documentation. If you still disagree, you can file a complaint with ODDS. ODDS may review your ONA or complete a new ONA for you.</p>

Exceptions	
Question	Answer
What is an exception?	In 24-hour residential services, an exception is for your provider's services rate. An exception may be needed if your provider needs more funding to pay for more staffing to support you. 24-hour residential



Exceptions	
Question	Answer
	services provide you with around the clock support, and an exception does not change this. Your case manager will work with your provider and submit an exception if one is needed.
Will the Compass project change my approved exception?	For 24-hour setting exceptions, the exception is about your provider rate. Based on the new rate model that begins July 1, 2022, the rates for your services might change. Your services will stay the same. If the rates do change, providers will determine whether they need to submit an exception request. Your services coordinator will work with you and your provider to determine if an exception request is needed.
I have a really good provider I want to keep. Can I ask for an exception for them to get paid more or for them to be able to pay my staff more?	Payment rates are set as a standard and are not adjusted to pay staff more. Exceptions are only for when you need more support.
How will I know if I need an exception?	Your case manager will work with you and your team to identify how supports can be used to meet your needs. If you need more support than what is available through your assessment or Compass rates, and there is no other way to meet your needs, your case manager will request an exception.
Can providers submit exception requests directly to ODDS?	Providers who are needing an exceptional service rate to support an individual must work with the case manager. The case manager will work with the provider, the individual and the ISP team to determine if the ONA is accurate and if there are any alternate resources. If, after this, it is determined that an exception is needed, the case manager is responsible for completing the exception request and submitting it to ODDS. The case manager should work closely with the provider on obtaining the needed information, but completing and submitting the form is the responsibility of the



Exceptions

Question	Answer
	case manager. The case manager will include the provider on the exception request email submission when the exception is for a provider rate.

Rate Changes

Question	Answer
My provider may have a rate change. Will this change my service?	No, nothing is changing about your services as a result of changes in how your provider is being paid. You will continue to receive your services as you do today. You do not need to change your provider.
Will the rate change affect my service hours?	If you live in your own or family home and also receive Day Support Activity (DSA) or Employment services, how your DSA or Employment provider is paid may change. But nothing is changing NOW about how many hours of in-home service you receive.
How can I find out what my provider is being paid?	Your case manager can provide this information.
Why are rate changes happening?	The last time a rate study was done was in 2008. Current rate models are out of date. The new rates will pay a competitive wage to providers and allow ODDS to maintain a high-quality provider network and workforce.

Unbundling: Direct Nursing Services (DNS) & Professional Behavior Services

Question	Answer
What is unbundling?	Currently, group home providers are paid a rate that includes funding for both nursing and behavioral supports. Because of this, you may not choose different providers for these services. Unbundling refers to the separation of the rates and providers for these two types of supports. As of July 1, 2022,



Unbundling: Direct Nursing Services (DNS) & Professional Behavior Services

Question	Answer
	<p>you will be able to choose different providers for Direct Nursing Services (DNS) and Professional Behavior Supports (PBS) if you live in a group home.</p>
<p>If I live in a group home, can I choose a different provider if I need Direct Nursing Services (DNS) or Professional Behavior Supports (PBS)?</p>	<p>As of July 1, 2022, you will be able to choose different providers for Direct Nursing Services (DNS) or Professional Behavior Supports (PBS). Your service coordinator can review with you a list of qualified providers (DNS & PBS) to choose from to support you in your group home.</p> <p>You may also choose to have your group home support you with your DNS or PBS services if they are approved by ODDS to deliver those services.</p> <p>You can keep your 24-hour provider for DNS and PBS if that provider is approved by ODDS.</p> <p>Your service coordinator can review with you a list of qualified providers (DNS & PBS) to choose from to support you in your group home.</p> <p>You may also choose to have your group home support you with your DNS or PBS services if they are approved by ODDS to deliver the services.</p>
<p>How do I know if I am eligible for Direct Nursing Services (DNS) or Professional Behavior Supports (PBS)?</p>	<p><u>Direct Nursing Services (DNS):</u> Your service coordinator will contact ODDS to schedule a Direct Nursing Services eligibility criteria, which is an assessment to see if you qualify for this service. A Memo will be sent to the service coordinator to show if you are eligible and for how many nursing hours.</p>



Unbundling: Direct Nursing Services (DNS) & Professional Behavior Services

Question	Answer
	<p><u>Professional Behavior Supports (PBS):</u> Your Individual Support Plan (ISP) team will review with you any request or need for Professional Behavior Supports as part of your overall ISP planning or for your ongoing support needs.</p>
<p>How will my provider know if I am eligible for Direct Nursing Services (DNS) or Professional Behavior Supports (PBS)?</p>	<p><u>Direct Nursing Services (DNS):</u> If your service coordinator receives a DNS Memo confirming eligibility, they will contact your group home provider as part of helping you choose your options.</p> <p><u>Professional Behavior Supports (PBS):</u> Your service coordinator, ISP team and provider will be working with you to determine the need for PBS as part of your ISP or ongoing supports.</p>
<p>If I need Direct Nursing Services (DNS) or Professional Behavior Supports (PBS) services, how can I receive them?</p>	<p><u>Direct Nursing Services (DNS):</u> Once you are determined eligible, and you have decided which DNS provider(s) you would like to support you, the service coordinator will contact, schedule and coordinate the delivery of services. It will also be outlined in your ISP.</p> <p><u>Professional Behavior Supports (PBS):</u> Once you are determined eligible, your case manager will help you decide which PBS provider(s) you would like to support you, and your case manager will contact, schedule and coordinate the delivery of services. It will also be outlined in your ISP.</p>