

<b>Topic:</b>	Enhanced/Exceptional Supports Status and Rates
<b>Date Issued/Updated:</b>	November 22, 2023

## Overview

**Description:** When an individual is assessed to have certain extraordinary support needs, and a Personal Support Worker (PSW) is selected to deliver supports, the PSW may be eligible for a higher pay rate. This guide describes the procedures for determining and authorizing Enhanced/Exceptional rates for PSWs.

**Purpose/Rationale:** To assist Service Coordinators (SC) and Personal Agents (PA) in determining when PSWs can be paid an Enhanced or Exceptional rate.

**Applicability:** Service Coordinators and Personal Agents.

## Procedures that apply:

### **Assessment of Enhanced or Exceptional Needs**

Enhanced needs are determined by the Oregon Needs Assessment (ONA) completed by an assessor. People meet "Enhanced" criteria when they are assigned to service group 5 - Very High and meet the medical and/or behavior support score indicated in the ONA Comprehensive Review page.

An individual's current Oregon Needs Assessment (ONA) determines whether an individual meets Enhanced criteria.

Exceptional needs are determined by meeting the Enhanced criteria **and** meeting service hour requirements, as well as additional medical and/or behavioral criteria. An individual meets Exceptional status if they meet Enhanced criteria **and** are require more than 20 hours of awake attendant care in a 24-hour period due to medical and/or behavioral needs.

Individuals may request reassessment at any time. When an individual's needs have changed the request for reassessment **must** come from the individual served or their representative, not from a Personal Support Worker (PSW).

### **CME Activities for Determining Enhanced/Exceptional Criteria**

For a PSW to be authorized as an Enhanced or Exceptional worker, the PSW must complete specific training **and** the individual they work with must also meet

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Enhanced or Exceptional criteria.

The individual's status of Enhanced will be shown in eXPRS on the ONA Comprehensive Review page:

Screen shot from the ONA Comprehensive Review page

### Oregon Needs Assessment



### Comprehensive Review

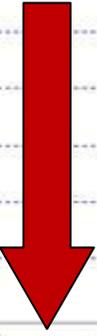
Legal Name: [Redacted]      Date of Birth: [Redacted]      Age at time of Assessment: 45  
Client Prime: [Redacted]      Gender: [Redacted]

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Assessment ID: [Redacted]      Assessment Status: Approved  
Date of Face-to-Face Observation: 12/15/2020      Assessment Type: Annual (Certified Assessor ONA)  
Last Updated By: [Redacted]      Assessor's Name: [Redacted]

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- ▶ I - Assessment and Demographic Information
- ▶ II - Communication
- ▶ III - ADLs and IADLs
- ▶ IV - Behaviors
- ▶ V - Safety
- ▶ VI - Medical



General Support Needs Score	Medical Support Score	Behavior Support Score	Age Cohort	Service Group	Enhanced
77	No	Yes	Adult	5 - Very High	Yes

### Exceptional Criteria

An individual will only be able to hire a PSW at the Exceptional wage if the individual is identified as Enhanced **and** they need more than 20 awake attendant care hours in a 24-hour period due to medical and/or behavioral needs. This means, at a minimum:

1. More than 20 attendant care hours in a 24-hour of period requiring a

provider within hearing or visual distance; AND,

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2. The individual exhibits behaviors causing imminent risk of harm to self or others during both daytime and nighttime; OR
3. The individual has complex medical needs requiring immediate intervention that cannot be met with intermittent monitoring.

The CME must review existing documentation to ensure that the minimum criteria outlined in the above are met. If the criteria are met, the CME must manually adjust the PSW's rate and add a note in the individual's plan line that states "individual meets the exceptional criteria". This note will need to be added to the plan line for all individuals who meet the Exceptional criteria even if the individual has an existing Exceptional status.

#### Plan of Care

<b>Plan Id:</b>	<b>Plan Dates:</b> 7/1/2021 - 6/30/2022
<b>Client Name:</b>	<b>Client Prime:</b>
<b>Plan Status:</b> Draft	

[Print Summary](#)

- Service Eligibility
- Plan Overview**
- In Home Services
- Residential
- Supported Living
- Community
- Transportation
- Ancillary
- Legacy

#### Monthly Assessed Attendant Care/Skills Training Hours

Dates	Hour Limit
7/1/2021 - 6/30/2022	560.00

#### Weekly Employment Hours Approved per ISP

Dates	Hour Limit	Supported Employment Only
7/1/2021 - 6/30/2022	25.00	NO

#### Add Ons

#### Plan of Care Notes

12/14/2021 - Amber Padilla: Individual meets the exceptional criteria.

### Notification

#### **Initial notification:**

**After the completion of an Oregon Needs Assessment (ONA) by an assessor, the Case Management Entity (CME) must determine if there has been a change in the individual's Enhanced or Exceptional status.**

**For individuals who newly meet the Enhanced or Exceptional criteria, a letter must be sent to the PSW and Employer within 28 days of the**

## completion of the ONA.

For individuals who no longer meet the Enhanced or Exceptional criteria, a letter must be sent to the PSW and Employer as soon as practical after the ONA. The PSW will continue to receive the differential for 14 days after the individual no longer meets the criteria.

Letters are included at the bottom of this Worker Guide in multiple languages.

### Ongoing notification:

At least annually, and upon authorization of a PSW, the PSW and Employer will be notified of the individuals Enhanced or Exceptional status using the Provider Service Agreement.

#### To be completed by the service coordinator or personal agent:

Enhanced/exceptional support workers are eligible for an increased rate of pay if they receive certification from the OHCC. The PSW may only be paid this increased rate of pay if the individual served meets the criteria in the Adult Needs Assessment or Children's Needs Assessment Version C or Addendum, AND the PSW has completed the training requirements in the current collective bargaining agreement. The authorizing agency of services (*CDDP/brokerage*) must keep a copy of your up-to-date credentials on file.

If checked, this individual is eligible for an  enhanced rate or  exceptional rate.

**\*note, the Provider Service Agreement references the ANA and CNA, however eligibility is now determined by the ONA.**

### Training and Certification

A PSW must complete the required Enhanced or Exceptional training available through the Oregon Home Care Commission (OHCC) [website](#), if they have not already done so, in order to be eligible to receive the higher rate while working with an individual who meets Enhanced or Exceptional criteria. Proof of certification must be kept on file at the authorizing CME. Certifications can be confirmed using the [OHCC Registry](#) or by making a copy of the certification given to the PSW upon completion of the training program. It is the PSW's responsibility to inform the CDDP/Brokerage that they have completed the required training. PSW training completion can also be viewed in eXPRS. PSW's who have completed the Enhanced training will have an approved provider type/specialty of 89-806 and PSW's who have completed the Exceptional training will have an approved provider type/specialty of 89-807.

▶ Personal Support Worker, DD	Approved To Work	4/1/2020	6/30/2020
▶ Personal Support Worker, DD	Approved To Work	6/8/2018	3/31/2020
Add Personal Support Worker, DD			

**806 - DD PSW Enhanced Skills**

Type	Status	Start	End
▶ DD PSW Enhanced Skills used for higher rate in eXPRS	Approved To Work	3/1/2022	2/28/2023
▶ DD PSW Enhanced Skills used for higher rate in eXPRS	Approved To Work	3/1/2021	2/28/2022
Add DD PSW Enhanced Skills used for higher rate in eXPRS			

▶ **Client Limits**

**Authorizing the Correct Rate in The Plan of Care (POC)**

If a PSW has completed the required Enhanced/Exceptional training and the individual meets Enhanced or Exceptional criteria, the PSW can be paid at the Enhanced/Exceptional rate. Rates for Enhanced/Exceptional services rendered by a PSW can be found in the [Expenditure Guidelines](#).

Once the individual has been determined eligible and the PSW has completed the required training, the PSW's rate should be adjusted to the appropriate rate.

The effective date is the start of the month after both criteria have been met. If it is determined that an individual is no longer eligible, the PSW's rate will be adjusted to the appropriate rate 14 days after the assessment.

**Example:** Maria has been assessed as meeting the criteria for an Enhanced rate and her PSW, Sonya, has completed the training to receive the Enhanced rate as her PSW. Sonya informs the local office on 12/5/2020 that he has been certified, and the CDDP/Brokerage acquires the certificate dated 12/1/2020. Since Maria has been assessed as having met the Enhanced criteria the CME would edit the plan line to increase to the Enhanced rate as 1/1/2021.

POC authorizations for the higher Enhanced or Exceptional rate should **only** cover the period in which an individual has a valid assessment indicating a need for Enhanced services, and if applicable the criteria for exceptional services **and** falls within the credential period of the worker's certification as an Enhanced/Exceptional worker. Credentials are good for two years.

**Example:** PSW Tim has an Exceptional certification that ends on 9/30/2020 but the plan for Larry runs from 12/1/2019 – 11/30/2020. PSW Tim's POC authorization for the Exceptional rate **must** end on 9/30/2020. It may be reauthorized once proof of renewed certification is obtained by the CME.

**Example:** Alonzo is assessed as having Exceptional needs on 4/1/2020. A new assessment is completed on 10/31/2020 and he no longer meets the criteria for Exceptional needs. The POC Exceptional rate authorization for his PSW cannot begin earlier than 4/1 and must end 14 days after the assessment was completed, on 11/14/20.

### Forms Required

ODDS Provider Service Agreement 4606  
([English](#), [Russian](#), [Spanish](#), [Vietnamese](#))

### FAQs:

**Q. How will we view individual's Enhanced eligibility from the ONA in eXPRS?**

A. There are two ways to view the Enhanced eligibility from the ONA search page: The first is filtering on the ONA search page by Enhanced:

## Find Oregon Needs Assessment

At least one search criteria must be entered.

Assessment ID:	<input type="text"/>
Client Prime:	<input type="text"/>
Status:	<input type="text" value="v"/>
County:	<input type="text" value="v"/>
Service Setting:	<input type="text" value="v"/>
ONa Submit Date From:	<input type="text"/>
ONa Submit Date To:	<input type="text"/>
ONa Expiration Date From:	<input type="text"/>
ONa Expiration Date To:	<input type="text"/>
Service Group:	<input type="text" value="v"/>
Enhanced:	<input type="text" value="v"/>
LOC Status:	<input type="text" value="v"/>
Current Individuals Only:	<input checked="" type="checkbox"/>
Display format:	<input type="text" value="Y"/> <input type="text" value="N"/> <input type="text" value="ult columns"/> <input type="text" value="v"/>
Max Displayed:	<input type="text" value="25"/> <input type="text" value="v"/>

The second is on the results of the ONa search page:

Oregon Needs Assessment search results list.

ID	Status	Prime	Client Name	County	Service Setting	ONa Submit Date	Expiration Date	Assessor	Service Group	Enhanced	LOC	Risk Report
	Approved			Yamhill	Comp In-Home (SE49)	12/31/2020	12/31/2021		3 - Moderate	No	Approved	
	Approved			Linn	24hr Residential (SE50)	12/29/2020	12/31/2021		5 - Very High	No	Approved	
	Approved			Linn	Comp In-Home (SE49)	12/11/2020	12/31/2021		4 - High	No	Approved	
	Approved			Linn	Children's In-Home Services (SE151)	12/18/2020	12/31/2021		4 - Moderate	No	Approved	
	Approved			Columbia	24hr Residential (SE50)	12/21/2020	12/31/2021		5 - Very High	Yes	Approved	
	Approved			Linn	Children's In-Home Services	12/10/2020	12/31/2021		5 - Very	No	Approved	

**Q. What if an individual is assessed as Exceptional but the PSW is only authorized as Enhanced? Would the PSW still receive the Enhanced rate? What if the individual is assessed as Enhanced but the PSW has an Exceptional certification?**

A. Please refer to the table below:

	Regular PSW	Enhanced PSW	Exceptional PSW
Not Enhanced or Exceptional Individual	Regular Rate	Regular Rate	Regular Rate
Enhanced Individual	Regular Rate	Enhanced Rate	Enhanced Rate
Exceptional Individual	Regular Rate	Enhanced Rate	Exceptional Rate

**Q. What happens if a person is reassessed as no longer needing Enhanced or Exceptional Needs?**

A. If a person is assessed as no longer meeting the criteria for Enhanced or Exceptional the rate must continue for 14 days after the assessment is completed. After 14 days the rate is adjusted to match the new assessment. Refer to the table above to set the new rate.

**Q. How do I access the OHCC Provider Registry?**

A. You must request permissions from OHCC at 1-877-867-0077, option 1.

**Q. How are Enhanced or Exceptional Needs assessed for individuals in the Children's Intensive In-Home Services (CIIS) program?**

A. Personal Support Workers for individuals in the CIIS program are paid using a higher rate which assumes a higher level of need. The Meets Enhanced will result from the ONA but cannot be used to set a rate. To assist in transition to adult services, CIIS case managers will share the individual's Enhanced or Exceptional status with Personal Support Workers who serve children who will be transitioning to adult services within the next year. This will assist them in meeting any requirements to qualify as an Enhanced or Exceptional provider.

**Q. Do the Enhanced and Exceptional Rates apply to PSWs serving children/youth in CIIS?**

A. No, the Enhanced and Exceptional Rates do not apply to PSWs serving children/youth in the CIIS program at this time. When children/youth age out of CIIS there is a transition process for their rate. See [CIIS PSW Transition Rates Worker Guide](#) for more information.

**Definition(s):**

"Enhanced Personal Support Worker" means a personal support worker who is certified by the Home Care Commission to provide services for individuals who require advanced medical or behavioral driven services and supports as defined and assessed through a functional needs assessment tool.

"Exceptional Personal Support Worker" means a personal support worker who is certified by the Home Care Commission to provide services for individuals who require extensive medical or behavioral driven services and supports as assessed by a functional needs assessment tool and whose service needs also require staff to be awake more than 20 hours in a 24-hour period.

## Reference(s):

[OAR Chapter 411, Division 375 Independent Providers](#)

SEIU Collective Bargaining Agreements: <https://www.oregon.gov/dhs/SENIORS-DISABILITIES/HCC/PSW-HCW/Pages/Collective-Bargaining.aspx>

### **PSW notification letters:**

- PSW Enhanced new eligibility notification letter ([English](#), [Russian](#), [Simplified Chinese](#), [Somali](#), [Spanish](#), [Vietnamese](#))
- PSW Exceptional new eligibility notification letter ([English](#), [Russian](#), [Simplified Chinese](#), [Somali](#), [Spanish](#), [Vietnamese](#))
- PSW No Longer Enhanced or Exceptional eligible notification letter ([English](#), [Russian](#), [Simplified Chinese](#), [Somali](#), [Spanish](#), [Vietnamese](#))

### **Employer of Record notification letters:**

- EOR Enhanced & Exceptional eligibility notification letter ([English](#), [Russian](#), [Simplified Chinese](#), [Somali](#), [Spanish](#), [Vietnamese](#))
- EOR No Longer Enhanced or Exceptional eligible notification letter ([English](#), [Russian](#), [Simplified Chinese](#), [Somali](#), [Spanish](#), [Vietnamese](#))

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