

GENERAL DESCRIPTION:

Home and Community-Based Service (HCBS) Waiver programs are the federally approved Medicaid programs authorized by Title XIX of the Social Security Act, Section 1915(c) to provide services in the home and community for Persons who would otherwise require institutional care in a hospital, nursing facility, or intermediate care facility.

The purpose of Support Coordination-External (SCE) services is to assist Waiver eligible Persons in selecting and obtaining HCBS Waiver and other non-Medicaid based services and supports. SCE services include monitoring the health and safety of Persons, performing monitoring visits in various locations where the Person is active in community, reviewing and approving Department of Human Services, Division of Services for People with Disabilities (DHS/DSPD) service provider activities with/for the Person and billings relating to each Person's services and supports, and maintaining all documentation required in the Person's Person Centered Support Plan (PCSP) and recorded in Utah System for Tracking Eligibility, Planning, and Services (USTEPS) including the USTEPS Provider Interface (UPI); hereafter referred to as USTEPS/UPI.

The following 11 SCE functional activities in the General Description are the summary of Support Coordination-External activities described and expanded on in the remainder of the Scope of Work. Contractor shall ensure that all its SCE staff providing SCE services pursuant to this contract:

1. Monitor the health and safety of Persons in the HCBS Waivers in accordance with this Contract, Waiver program requirements and the Person's assessed service needs;
2. Inform Persons of available services and how to select from the DHS/DSPD service providers that offer those services;
3. Assist Persons in obtaining the DHS/DSPD contracted services the Person selected;
4. Coordinate with DHS/DSPD service providers the actual delivery of quality Waiver services and assess the impact on the Person;
5. Ensure, through effective monitoring, the quality and quantity of the DHS/DSPD contracted services delivered to each Person, and take the necessary steps, including notification of authorities with appropriate jurisdiction, to ensure such quality and quantity;
6. Validate various and required comprehensive assessments of Persons to recertify/maintain eligibility of the Person in the HCBS Waivers and/or modify the Person's existing comprehensive assessments and the Person's PCSP based on these assessments; and consult with DHS/DSPD as well as the State of Utah State Medicaid Agency and the Utah State Department of Workforce Services (DWS) as needed related to assessments completed and their effect on on-going HCBS Waiver eligibility.
7. Help Persons assert their appellate rights to a fair hearing if the choices the Person makes for services or service providers are reduced or denied by DHS/DSPD or the State of Utah State Medicaid Agency;
8. Based on the Contractor's interactions with Persons and of SCE reviews of existing documentation, provide on-going assessments of each Person's status and needs, including their health and safety needs, and recommend modifications to the Person's PCSP based on

these assessments;

9. Assist Persons with gaining access to non-Waiver services provided under the State of Utah Medicaid State Plan as well as gaining access to other non-Medicaid based resources that are assessed as being of benefit to them;

10. Provide discharge-planning services for Persons dis-enrolling from the HCBS Waivers to ensure safe and orderly dis-enrollment and transition to other available resources; and

11. Consistently, competently, and timely complete SCE functional activities, maintain SCE documentation in USTEPS/UPI and process DHS/DSPD service provider support activity and billing documentation.

POPULATION SERVED:

The Contractor shall serve Persons currently receiving services from DHS/DSPD under one of the HCBS Waivers who:

1. Have intellectual disabilities and related conditions (ID.RC) as defined in Utah Administrative Code, R539-1, and are receiving services pursuant to the DHS/DSPD Medicaid Utah Community Supports Waiver (UCSW); or,
2. Are adults, age 18 and older, with acquired brain injury (ABI) as defined in Utah Administrative Code, R539-1-8, and receiving services pursuant to the DHS/DSPD Medicaid Acquired Brain Injury Waiver (ABI).

QUALIFICATIONS:

CONTRACTOR QUALIFICATIONS:

The Contractor shall:

- a. Have a license to conduct business in the State of Utah.
- b. Maintain current registration with the Utah State Department of Commerce, authorizing the Contractor to conduct business in the State of Utah. This is not required for a Contractor that is a sole proprietor conducting business in his/her given name under his/her personal social security number.
- c. Be enrolled as an approved Medicaid Provider with the Utah Department of Health (DOH);
- d. If the Contractor is providing SCE services itself, the Contractor shall have the following qualifications:
 - (1) At least a Bachelor Degree in a field of study related to the human condition granted by an accredited American or Canadian institute of higher learning, OR a registered nurse;
 - (2) One year experience working with people with acquired brain injury (ABI) and/or one year experience working with people with intellectual disabilities and related

conditions (ID.RC); and

(3) If providing services to Persons with ABI, the DHS/DSPD issued credential of Acquired Brain Injury Support Coordinator (ABISC).

e. Have a completed and approved USTEPS/UPI access form.

f. In accordance with Utah Code §§ 62A-2-120 through 122 or Utah Administrative Code, Rule R501-14, pass an initial screening and annual background screenings completed by and consistent with current DHS Office of Licensing (DHS/OL) requirements. The Contractor and its entire SCE staff shall be considered as direct-care staff and shall comply to initial and annual background screenings consistent with current DHS/OL requirements;

SCE STAFF QUALIFICATION:

The Contractor shall ensure that all SCE staff:

a. Demonstrate competency in the services covered by this Contract prior to serving Persons pursuant to this Contract, as determined by the Contractor. The Contractor and its SCE staff shall maintain competency in the skills necessary to perform effective, ethical and safe support coordination for the Persons they serve;

b. For all new SCE staff, submit the following staff qualifications to DHS/DSPD for written approval of the SCE staff qualifications documentation evidencing the following requirements are met before the SCE staff may begin to provide unsupervised SCE services:

- (1) At least a Bachelor Degree in a field of study related to the human condition granted by an accredited American or Canadian institute of higher learning, OR a registered nurse.
- (2) One year working experience with people with ABI and/or one year experience working with people with ID.RC; and
- (3) If providing services to Persons with Acquired Brain Injuries (ABI), possess the DHS/DSPD issued credential of Acquired Brain Injury Support Coordinator (ABISC).

c. In accordance with Utah Code §§ 62A-2-120 through 122 or Utah Administrative Code, Rule R501-14, pass an initial screening and annual background screenings completed by and consistent with current DHS Office of Licensing (DHS/OL) requirements. The Contractor and its entire SCE staff shall be considered as direct-care staff and shall comply to initial and annual background screenings consistent with current DHS/OL requirements;

d. Have a completed and approved USTEPS/UPI access form.