

**Revision History**

Date	Version	Description	Author
September 2023	1.0	Initial publication	EOEA Home Care Team

## Coordination of ASAP Home Care Consumer Transfers

The concept of ASAP (Aging Services Access Point) Transfers is the smooth and seamless transition of Home Care consumers when relocating to another area of the Commonwealth and another ASAP catchment area. The transfer identifies the continued need of maintaining Home Care Program enrollments and continuing to receive Home Care program services. The goal of an ASAP Transfer being smooth and seamless is to meet the purpose of the Home Care Program as defined in 651 CMR 3.00 which is to assist older adults in the Commonwealth of Massachusetts to secure and maintain maximum independence in their home environment.

Definitions:

**Transferring ASAP:** The original ASAP in which a consumer is currently enrolled and receiving Home Care and Case Management Services.

**Receiving ASAP:** The new ASAP in which a consumer is anticipated to receive Home Care and Case Management Services in their new location.

Home Care Eligibility as defined in 651 CMR 3.04 Eligibility and Enrollment remains consistent throughout the Commonwealth of Massachusetts. A consumer moving catchment areas **does not** impact the consumer's eligibility for Home Care Services.

When an ASAP consumer is enrolled within a Home Care Program and is anticipated to relocate from one ASAP catchment area to another ASAP catchment area the following policies apply:

- the consumer does **not terminate from the Home Care Program**
- the consumer is **not a new Home Care Intake** for the receiving ASAP

Consumers have one comprehensive electronic record within the EOEA designated cloud-based enterprise system: Aging & Disability (A&D). ASAPs have access to all the consumer's information contained within their A&D record. ASAPs are expected to review the ASAP Contract Section 4.7.22 prior to engaging in a consumer ASAP transfer which outlines sharing of required information.

## Interdisciplinary Case Conference Between ASAPs

When an ASAP learns of an enrolled Home Care consumer who is planning to relocate to another geographical area of the state and will be moving to another ASAP catchment area, it is the responsibility of the transferring ASAP to contact and engage with the receiving ASAP to initiate the warm transfer. A voicemail message or email to the receiving ASAP is not considered a warm transfer. ASAPs must develop a clear procedure inclusive of all appropriate departments which dictates how to process ASAP transfers and promote a warm transfer for the consumer.

**Warm Transfer:** Verbal two-way communication via telephone or virtual engagement initiated by the transferring ASAP to the receiving ASAP to provide background information on the Home Care consumer's needs, services, and supports. This includes introducing the Home Care consumer to the receiving ASAP prior to transfer completion. A voicemail message or email to the receiving ASAP is not considered a warm transfer.

In addition to participating in any and all Interdisciplinary Case Conferences, the Home Care Program Care Manager assigned to the consumer also has the responsibility to inform the consumer and/or representative of the expectations of the ASAP transfer as well as the continuation of the consumer's Home Care program enrollment and service plan.

The transferring ASAP:

- should initiate the warm transfer to the receiving ASAP **directly on behalf of the consumer**
- **not direct** the consumer and/or representative to contact the receiving ASAP to make a referral for Home Care once they learn of the consumer's intention to relocate.

The receiving ASAP:

- is responsible to contact the consumer and/or their representative to introduce themselves, their agency, and explain support that will be provided both during, as well as after, the transition process
- will not take a new referral for Home Care for the consumer and/or family as the consumer already is enrolled in Home Care.

ASAPs are expected to engage in an interdisciplinary case conference between the two ASAPs to discuss the consumer's case. Interdisciplinary case conferences are a standard case management and nursing practice that support the person-centered care planning process which includes transferring the consumer to a new ASAP while ensuring service provision is seamless and the consumer's care is securely implemented. Any interdisciplinary case conference should include the consumer and/or representative when conducted. These case conferences are expected to be completed to initiate the warm transfer, and periodically throughout the transfer process leading to the consumer's relocation. The purpose of these discussions is to outline:

- Current needs of the consumer
- Interventions currently in place and service plan that will follow the consumer to their new location

- Anticipated consumer needs after relocation
- Environmental and/or service barriers
- Informal and/or formal support changes
- Any other important topics that will impact the consumer's smooth transition from one ASAP to another

## ASAP Responsibilities

Once the consumer/representative has confirmed the consumer's relocation, the transferring ASAP and the receiving ASAP must complete several A&D related data entry tasks specific to the consumer transfer, such as data entry of

- Activity & Referrals
- Care Enrollments
- Assessments and environmental assessments

## Data Entry Activities & Referrals

### The transferring ASAP:

Enters a specific Activity & Referral into the consumer's record utilizing the Action type of **HC ASAP Transfer**. The transferring ASAP should enter and complete this Activity & Referral listing the receiving ASAP as the provider within the Activity & Referral. The purpose of this Activity & Referral is to track the receiving ASAP and to document the date the warm transfer was completed (**Competition Date** of Activity & Referral).

**Activity/Referral - HC ASAP Transfer, HC ASAP Transfer M**  
 Save | Save and Close | Close | Add Next | Make a Copy | Print | Op

Subject: HC ASAP Transfer MSS to MVES

Action: HC ASAP Transfer

Agency: Minuteman Senior Services

Provider: Mystic Valley Elder Services, Inc.

Care Program: [Dropdown]

Site: [Dropdown]

Status: Not Started

Reason: [Dropdown]

Status Date: 2/6/2023

Due Date: 2/12/2023

Start Date: Enter date

Element	Values	Notes
Activity & Referral	HC ASAP Transfer	Required

Element	Values	Notes
		<b>*only this action should be used, do not use other actions for this purpose</b>
<b>Subject</b>	<b>Optional</b>	Completed according to agency business practice. Cannot be left blank.
<b>Agency</b>	<b>Transferring ASAP Name</b>	This is required to track the transferring ASAP name
<b>Provider</b>	<b>Receiving ASAP Name</b>	This is required to track the receiving ASAP name
<b>Program</b>	<b>Optional</b>	Not recommended by ELD due to added complexities when using the Status Wizard to close/transfer enrollments
<b>Status</b>	<ul style="list-style-type: none"> <li>• <b>Not Started</b></li> <li>• <b>Completed</b></li> <li>• <b>In Progress</b></li> <li>• <b>Withdrawn</b></li> </ul>	<p>Default is <b>Not Started</b>. ELD requires change of status when A&amp;R is <b>Completed</b></p> <p><b>In Progress</b> is optional. Enter according to agency business practice.</p> <p><b>Withdrawn</b> is for use when a consumer initially plans to relocate, however the consumer does not relocate and the warm transfer between ASAPs does not occur.</p> <p>Do Not use the status of <b>Client Closed</b> when a consumer transfers from one geographic area to another. When a consumer terminates prior to the transfer, and the warm transfer does not occur, the status of Withdrawn is used</p> <p><b>Do not use other Statuses</b></p>

Element	Values	Notes
<b>Status Date</b>	Date A/R is created = Date ASAP Transfer is realized	<b>Status date is always the date ELD is basing the report time frame on.</b>
<b>Due Date</b>	14 calendar days from status date	14 calendar days is equal to 10 business days
<b>Start Date</b>	Optional	<b>Not required by ELD</b>
<b>Date Completed</b>	Date of Warm Transfer from Transferring ASAP to Receiving ASAP	<b>Completion date</b> will default to the date of data entry when the <b>Status</b> is changed to Complete.

## Data Entry Care Enrollments

**Transferring ASAP:** Data Entry on existing Home Care Program care enrollment will include:

- Use of the Care Enrollment status of transfer
- Use of the Care Enrollment status reason of Transfer to Another ASAP

Status

Reason

When transferring the consumer, the best practice for ensuring accuracy of the consumer record would be that the transferring ASAP **does not use the Status Wizard within A&D.**

**Receiving ASAP:** Data Entry on their Home Care Program Care Enrollment will include:

- Use of the Care Enrollment status of active in the identified Care Program
- Use of the Care Enrollment status reason of Transfer from Another ASAP

Status

Reason

## Home Care Program Assessments and related Data Entry for Activities & Referral

The receiving ASAP may conduct an environmental assessment of the consumer’s new location prior to the relocation with the consumer or an authorized representative present to identify any needs, risks and/or modifications that are needed to ensure the successful transfer process. For example, during the environmental assessment it is identified the consumer will need a transfer bench and grab bars in order to safely transfer into and out of the bathtub for bathing. The Home Care Program should provide and have this in place for when the consumer relocates to their new environment.

The consumer’s relocation to another environment is considered a status change. The receiving ASAP is expected to conduct an assessment of the consumer in their new environment **within 5 business days** of their relocation to determine if any additional Home Care services or interventions are needed. As with any other status change of the consumer, it is expected that the assessment is thorough and includes completion of a CDS.

## Data Entry for Activities & Referral for Assessment

EOEA has added a specific Action type in Activities & Referrals to memorialize and track the completion of this assessment. **The Receiving ASAP** must enter this Activity & Referral into the consumer’s record once the consumer has relocated to ensure the assessment is completed within 5 business days.

Element	Values	Notes
Activity & Referral	HC ASAP Transfer Assessment	<b>Required</b> <b>*only this action should be used, do not use other actions for this purpose</b>

Element	Values	Notes
<b>Subject</b>	<b>Optional</b>	Completed according to agency business practice. Cannot be left blank.
<b>Agency</b>	<b>Receiving ASAP Name</b>	Required
<b>Provider</b>	<b>Optional</b>	Completed according to ASAP Business Practice
<b>Program</b>	<b>Optional</b>	Not recommended by ELD due to added complexities when using the Status Wizard to close/transfer enrollments
<b>Status</b>	<ul style="list-style-type: none"> <li>• <b>Not Started</b></li> <li>• <b>Completed</b></li> <li>• <b>In Progress</b></li> <li>• <b>Withdrawn</b></li> </ul>	<p>Default is <b>Not Started</b>. ELD requires change of status when A&amp;R is <b>Completed</b></p> <p><b>In Progress</b> is optional. Enter according to agency business practice.</p> <p>Do Not use the status of <b>Client Closed</b>, the status of <b>Withdrawn</b> is to be used when a consumer has transferred but terminates before the Transfer Assessment in the new environment can be completed</p> <p><b>Do not use other Statuses</b></p>
<b>Status Date</b>	Date A/R is created = Date relocates to their new residence	<b>Status date is always the date ELD is basing the report time frame on.</b>
<b>Due Date</b>	5 business days from the status date	14 calendar days is equal to 10 business days
<b>Start Date</b>	Optional	<b>Not required by ELD</b>
<b>Date Completed</b>	Date of the Assessment completed by the receiving ASAP	<b>Completion date</b> will default to the date of data entry when the <b>Status</b> is changed to Complete.

Element	Values	Notes
		<p>Change the Completion Date from the default date to the date of the assessment of the consumer in their new environment.</p> <p>The Completion Date should coincide with the Assessment dates in the CDS Sec. A.1. Assessment Reference Date a. Date of Assessment (#1144)</p>

## Home Care Program Expectations

The Consumer's Home Care Program care plan will remain the same during the transition process from one ASAP to another to maintain quality and stability for the consumer. Due to the change in ASAP, a change in service provider may be required. This change should be identified, discussed, planned for, and scheduled, prior to the consumer's transfer.

Sharing of the consumer's record shall be coordinated by the transferring and the receiving ASAPs that include the sharing of Home Care required forms such as the Applicant Consent & Disclosure form and any Frail Elder Waiver documents. Section 4.7.22 of the ASAP contract outlines transfer expectations.

The receiving ASAP shall not make changes to the consumer demographic information in A&D prior to the consumer's relocation to their new environment, and the record's default agency has been updated.

Throughout the transfer process, the Receiving ASAP shall document in the journal of the consumer's record.

All actions throughout the transfer process must be documented in the consumer's journal, including but not limited to:

- Interdisciplinary Case Conference
- Engagement with consumer and/or representative
- Assessment
- Environmental assessment



## Termination/Decrease of Services

Following the assessment of the consumer in their new environment by the receiving ASAP, if it is determined that the consumer's care plan will be changed to decrease or end any of the previously established and agreed upon services that transferred with the consumer, the ASAP must follow normal protocol as outlined in Home Care Program Regulations found at 651 CMR 3.07 and the ASAP Contract section 3.19 including issuance of a Voluntary Assent Form and/or Notice of Action. Service decreases and/or terminations are appealable by the consumer.

## Reporting

### Report Monitoring:

- ASAP – Monthly
- EOEA – Quarterly and ad hoc

If you have questions regarding this procedure, please contact: Devon Garon  
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