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PROGRAM INSTRUCTION

EOEA-PI-09-10
Ref: PI-08-11

TO: Aging Services Access Points
Area Agencies on Aging

FROM: Ann L. Hartstein

DATE: September 3, 2009

RE: Managed Intake/Waiting Lists

Background

The Executive Office of Elder Affairs (Elder Affairs) is issuing this Program Instruction (PI) to provide Aging Services Access Points (ASAPs) with guidance regarding the implementation of managed intake procedures and the establishment of a waiting list for the Home Care Program.

This PI supersedes EOEA-PI-08-11 as well as any other previously issued communications regarding the guidelines addressed herein. These procedures were developed in consideration of past practices and current priorities and after consultation with ASAP Executive Directors, Program Managers, and other interested parties.

Uniform Intake Policy

By this PI, Elder Affairs is revising its Uniform Intake Policy. If an applicant is determined to have functional impairments and critical unmet needs at the level of one of the first three categories of the Service Priority Matrix set forth at 651 CMR 3.03(5)(b) (FIL 1-3 with Critical

Unmet Needs) or meets one of the exception criteria found at 615 CMR 3.03(5)(c), he/she will be eligible for enrollment in the Home Care Program. Categories 4-C, 1-NC, 2-NC, 3-NC, and 4-NC are closed. As such (and subject to the exceptions set forth below), applicants in those categories are not eligible for Home Care Program Services per 651 CMR 3.03(6)(a). Exceptions to the Uniform Intake Policy are:

1. At Risk. Elders who are at risk due to a variety of factors, including, but not limited to substance abuse, mental health problems or cultural and linguistic barriers.
2. Protective Services. Elders who are receiving or are eligible to receive Protective Services as defined in 651 CMR 3.01(2) shall be eligible for Home Care Program Services.
3. Congregate Housing/Supportive Housing. Elders residing in a Congregate Housing Facility or a Supportive Housing Site.
4. Waiver Consumers. Elders who are eligible for the Medicaid Frail Elder Home and Community Based Services Waiver.

Waiting Lists and Exceptions

Effective September 8, 2009, ASAPs are required to establish a Home Care Program waiting list, regardless of an ASAP's specific caseload targets. Thereafter, applicants will be screened at intake to determine whether the applicant meets one of the following exceptions:

- Applicants who are eligible for the Enhanced Community Options Program (ECOP) or the Medicaid Frail Elder Home and Community Based Services Waiver;
- Active or triaged Protective Services consumers in need of Home Care Program Services;
- Elders being discharged from nursing facilities and hospitals, including chronic and rehabilitation hospitals, who need Home Care Program Services in order to return to the community;
- Elders enrolled in hospice care who require Home Care Program Services.

All eligible applicants who meet one of the exception criteria described above shall be enrolled in the Home Care Program. All other applicants must be placed on the Home Care Program waiting list. Referral sources must be informed at the time of referral that the applicant may be enrolled in a program or placed on the waiting list, as appropriate. ASAPs should offer information regarding other community sources of assistance that may be available to the applicant.

ASAPs will be asked to report monthly to Elder Affairs the SIMS ID and exception characteristic of all applicants who are immediately enrolled.

Waiting List Triage

This PI introduces standard criteria for the assignment of a priority level for elders on the waiting list for Home Care Program services. Priority levels are based on the need for services. For each consumer placed on the Home Care Program waiting list, the ASAP must assign a Priority Level and enter it in SIMS. Instructions will be issued separately for documentation in SIMS. Elder Affairs will monitor the number of open slots in the Home Care Program and the numbers of consumers at different Priority Levels. As slots become available, Elder Affairs will issue

instructions about which groups of consumers may be enrolled (e.g., all Level 1, Level 2 enrolled in the Wait List Program in September, etc.)

The Priority Levels are:

Level 1:

The applicant has no informal support or other formal support and has at least one of the following Critical Unmet Needs:

- Personal Care
- Home health services
- Transportation to medical treatments
- Grocery shopping

Level 2:

The applicant has limited formal and/or informal supports (inadequate to meet demonstrated need) or the caregiver requires respite to continue involvement and the applicant has at least one of the following Critical Unmet Needs:

- Personal Care
- Home health services
- Transportation to medical treatments

Level 3:

The applicant has limited formal/informal supports and a Critical Unmet Need of grocery shopping.

Level 4:

The applicant has a Critical Unmet Need of meal preparation.

Elder Affairs will work with the ASAPs to monitor the Home Care Program waiting list, the assignment of Priority Levels, enrollment numbers, and statewide capacity.

Effective Date

September 8, 2009

Contact

Questions regarding this Program Instruction may be directed to Joe Quirk, Director of Home and Community Programs, at Joe.Quirk@state.ma.us