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PI-14-01

PROGRAM INSTRUCTION

TO: ASAP Executive Directors
FROM: Ann L. Hartstein 
DATE: January 29, 2014
RE: New Home Care Services and Purchased Services Updates

This Program Instruction (PI) identifies new services and updated purchased service definitions for the Home Care Program. In addition, this Program Instruction identifies services that will be available to 1915(c) Home and Community Based Services Waiver enrolled consumers as of January 1, 2014. This PI supersedes any previously issued service descriptions.

The following are new Purchased Services:

- Home Delivery of Pre-packaged Medication
- Enhanced Technology/Cellular PERS
- Emergency Response Products with Fall Detection Feature
Note: This feature would be utilized for those consumers who could not press a PERS button ie. Stroke, Seizure Disorder, Dementia.
- Home Based Wandering Response Systems
Note : Home Based Wandering was removed from purchased services in 2009 and has been reissued with updated language to reflect newer technology.

The following are Purchased Services new to the Waiver list of services:

- Home Delivery of Pre-packaged Medication
- Medication Dispensing System
- Occupational Therapy
- Alzheimer's/Dementia Coaching

Required Action:

ASAPs must use the attached service definitions as "Attachment A" for EOE standard Provider Agreements.

Effective Date:

The effective date of this Program Instruction is January 1, 2014.

Contact:

If you have questions regarding this Program Instruction (PI), please contact Mary DeRoo, Director of Home and Community Programs at Mary.DeRoo@massmail.state.ma.us.

Attachments: Attachment A Service Definitions.

Attachment A

Home Delivery of Pre-packaged Medication

Home Delivery of Pre-packaged Medication services provide delivery of medications by a pharmacy to a consumer's residence. Medication can include, but is not limited to, pre-filled blister packs, and pre-filled syringes. The cost of the medication is not included in the service.

In addition to providing delivery of medications, the role of the provider includes:

- Reporting to the ASAP any consumer concerns, including medication non-compliance.
- Reporting to the ASAP within the same business day, when the consumer does not answer the door.
- Notifying the ASAP the same business day, when the Physician has contacted the pharmacy regarding a change in prescription in order to convey the change in medication and if applicable, request a change in delivery schedule.

Attachment A

Enhanced Technology/ Cellular PERS

Enhanced Technology/Cellular PERS provides personal emergency response service for consumers who do not have a traditional landline telephone. The consumer does not need a landline or a cell phone.

Cellular PERS functionality includes:

- ❑ Cellular capability that is built into the PERS unit, allowing emergency calls to go to the monitoring center by converting the signal to cellular.
- ❑ The consumer presses the help button and there is immediate response 24/7 via 2-way voice connection.

Attachment A

Emergency Response Products with Fall Detection Feature

Emergency Response Products with a fall detection feature on an electronic device can be activated by an event such as a fall and notifies the system (provider) of such an event. The enhanced fall detection capacity combines the basic elements of PERS and is designed to:

- Detect a fall and automatically place a call for help when the consumer is unable to press the help button. It immediately contacts Emergence Medical Services followed by emergency contacts when no response is made by the consumer.

Attachment A

Home Based Wandering Response Systems

Home Based Wandering Response Systems are communication alert systems for consumers who are at risk for wandering. Consumers are outfitted with a device that transmits signals using technology such as GPS or radio frequency. The service includes 24/7 emergency response and location assistance in the event the participant wanders.

Attachment A

On Call*

On Call is the capacity to respond to a consumer need either during or after regular business hours.

*There is no change to this service.

The following services are new to the Frail Elder Waiver January 1, 2014.

Home Delivery of Pre-packaged Medication

Home Delivery of Pre-packaged Medication services provide delivery of medications by a pharmacy to a consumer's residence. Medication can include, but is not limited to, pre-filled, blister packs, and pre-filled syringes. The cost of the medication is not included in the service.

In addition to providing delivery of medications, the role of the provider includes:

- ❑ Reporting to the ASAP any consumer concerns, including medication non-compliance.
- ❑ Reporting to the ASAP within the same business day, when the consumer does not answer the door.
- ❑ Notifying the ASAP the same business day, when the Physician has contacted the pharmacy regarding a change in prescription in order to convey the change in medication and if applicable, request a change in delivery schedule.

Medication Dispensing System

Medication Dispensing System is an automated medication dispenser that allows a consumer with medication compliance problems to receive pill form medications at appropriate intervals through audible/visual cueing. This system organizes a pre-filled supply of pills and is programmed to deliver the correct dosage of medications when appropriate. The product is lockable and tamper-proof and has a provision for power failure.

The Medication Dispensing System shall be authorized only when a responsible formal/informal caregiver can demonstrate the ability to pre-fill medications and monitor the system. The provider must furnish detailed instructions to the caregiver regarding the operation of the system, as well as a signed, written agreement between the provider and the caregiver clearly delineating the responsibilities of each party.

Occupational Therapy

Occupational Therapy is allowable as a maintenance program beyond the scope of coverage in the State plan. Occupational therapy programs are designed to improve the quality of life by recovering competence, preventing further injury or disability, and to improve the individual's ability to perform tasks required for independent functioning so that the individual can engage in activities of daily living.

Services must be considered by the therapist to be necessary for the participant to improve, develop, correct, rehabilitate, or prevent the worsening of physical, cognitive or sensory functions that have been lost, impaired or reduced as a result of acute or chronic medical conditions, congenital anomalies or injuries; or required to maintain or prevent the worsening of function. Services may also include the training and oversight necessary for the participant, family member or other person, to carry out the maintenance program. Occupational Therapy services must be authorized by the Case Manager in the service plan.

This service cannot be provided in Adult Day Health or when the participant is receiving other services that include occupational therapy as part of the program.

Alzheimer's/Dementia Coaching

Alzheimer's/Dementia Coaching (Habilitation Therapy) is a service designed to assist participants in acquiring, retaining, and improving the self-help, socialization, and adaptive skills necessary to reside successfully in home and community-based settings. Alzheimer's/Dementia Coaching creates and maintains a positive experience for a person experiencing the effects of a dementia related illness.

The objective is to provide education and support to the consumer and caregiver and to provide suggestions to modify elements of the environment that may exacerbate the symptoms of the disease. Habilitation Coaches provide knowledge and expertise to caregivers (and the person with the disease when appropriate) in understanding the disease process and pitfalls to avoid, as well as techniques of communication, behavior management, structuring the environment, creating therapeutic activities and planning for future care needs.