


2011 Annual POS Provider Meeting

The Senior Alliance – Area Agency on Aging 1C

August 23, 2011

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- Please turn off or set to “vibrate” all cell phones.
 - Please be courteous to those around you and refrain from side conversations.
 - Please hold all questions until the end of the presentation.

TSA Contact Information

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Fiscal & Billing

- REMINDER - Billing is due the 8th of each month.
- Growing trend of late billing coming in. Ensure that bills are received on time or you **risk delayed payment**.
- Still issues with errors on billing including:
 1. Summary sheet totals not correct;
 2. Incorrect unit rates;
 3. Billing more than what is authorized in the care plan.Errors on monthly invoices **risk delayed payment**.

Vendor View

- Staff access – Be sure to review the handout in your packet and update while you are at the meeting today & turn in.
- Passwords – Never share passwords or login information with anyone! Information on Vendor View is confidential, legally privileged, or governed by the rules of the Health Insurance Portability and Accountability Act (HIPAA) and various State privacy regulations.
- Each user must be authorized

Vendor View Continued

- Vendor View messages and notices must be archived timely. **Messages** are notes sent between agencies. **Notices** include authorizations, new assessments, etc.
- Assessments and authorizations are to be printed and included in participant file. If not followed, it is an assessment finding.
- All vendors are required to have written authorization **before** providing services. Verbal authorization is not a confirmation. If you do not receive a notice in Vendor View, immediately call the supports coordinator.
- Vendors have as much responsibility at TSA. Notify CCD manager if you cannot get a hold of supports coordinator.

Vendor Staff Training

- Contract requirement right now is at least twice per year.
- Assessment process demonstrated that some vendors are not providing quality training to aides.
- Training must *increase staff knowledge and understanding of the program and its participants and improves staff skills at tasks performed in the provision of service.*
- Documentation of training must be maintained in employee files (assessment finding if not).

Training Requirements

PERSONAL CARE

- MDCH strongly recommends that aides complete certified nursing assistance training course.
- In-service training should include but not limited to: safety, body mechanics and food preparation including safe and sanitary food handling procedures.

HOMEMAKER

- Should include but not limited to: household management, sanitation, nutrition and meal preparation.

Hard to Reach Vendors

- Ongoing issues with not being able to reach some vendors. Calls are frequently answered by voicemail. If TSA staff cannot reach your agency on the first call, you will lose the potential referral.
- Ongoing issue with slow response when referrals are offered. If a referral cannot be accepted in a timely manner, another vendor will be contacted.
- Please note that some services are time sensitive and prompt responses are **required**.



Assessment Findings 2011

Required Documentation

- Employee and participant records not being kept up to date.
- Progress notes not regularly maintained.
- Very disorganized employee and participants records.

Supervisory Visits

- Personal Care – aides that provide either PC or respite care with a PC component are required to receive supervision by a **registered nurse licensed by the State of Michigan twice per year**. Supervision is to be done in a participant's home. Documentation of visit must be maintained in employee and participant file.
- Homemaking – aides that provide HMK are required to receive supervision by a **qualified individual twice per year**. Supervision is to be done in a participant's home. Documentation of visit must be maintained in employee and participant file.

Client Service Log Issues

- More than one client sharing a timesheet.
- Pre-filled out timesheets.
- Participant not signing after each day of service.
- Units not broken out by service when participant signs timesheet.
- Billing by care plan.

Client Service Log Issues Continued

- Failure to meet TSA guidelines for use of timesheet or participant service log can result in:
 1. Probation status and no new referrals
 2. Reassessment by TSA again within fiscal year
 3. Submission of timesheets with billing
 4. Loss of business from TSA

Beginning October 1, 2011 all providers are required to collect signed original timesheets from staff.

Assessment Preparation

- Vendors not prepared at scheduled appointment.
- TSA provides guides to all vendors when an assessment is scheduled outlining what documentation must be available and how it should be arranged.
- Timesheets, employee/participant records must be ready at the assessment.
- TSA is able to answer questions and provide technical assistance before your scheduled appointment.

Background/Reference Checks

- All aides must be background and reference checked BEFORE they enter a participant's home.
- Background checks must be done through the Michigan State Police (ICHAT). Checks through local police departments is not acceptable. **Vendors are responsible for completing checks, not employees.**
- Employee records must have notations of both checks.
- Checks must be performed on staff who leave an agency and return at a later date.
- All staff must have documentation of both checks no matter how long they have worked for an agency.

HIPAA Compliance

- As required by federal Health Insurance Portability & Accountability Act (HIPAA) and POS provider contract all vendors must keep participant information confidential.
- Emailing participant information is not acceptable.
- All correspondence must be done through fax or Vendor View.
- Vendor staff should not be sharing user names/passwords for Vendor View.
- Notify TSA immediately if someone with access leaves your company.

Participant Choice (PCP)

- If a participant's service authorization allows for days/times may vary it allows scheduling flexibility.
- Vendors should work with the participant to determine the day/time that works best for the participant.
- Scheduling should not be done around the aide's schedule.
- If your agency cannot accommodate a participant, please notify the supports coordinator immediately.

Back-Up Plans

- All agencies should have a back-up plan for all participants should services be disrupted including inclement weather.
- Participants with a “Risk Status 1” must have priority. This is on service authorization & assessment under RN Summary Page.
- All agencies should have a back-up plan should an unexpected incident or emergency occur – for example, loss of power for extended period of time. TSA must be notified.
- **TSA will ask to review these plans during 2012 assessments.**

Transportation Services

- In order to transport a participant you must have a contract with insurance and receive authorization through Vendor View. TSA will authorize # miles.
- In order to run errands for a participant you must have authorization in the homemaking service order.
- There are three different programs that offer in-home services and each have different guidelines for transportation. Failure to abide by the authorization may result in probation status and corrective action.
- Questions about what services specific participants receive must be directed to the supports coordinator.

In-Home Journals

- TSA staff is randomly checking for in-home journals. All participants must have a journal with the following components:
 1. Date of Service
 2. Start & Stop Times
 3. Written Summary - including: services performed, pertinent information regarding the participant's routine, health status, nutritional status, and changes or problems encountered.
 4. Signature of Aide Providing Service
 5. Signature of Participant

Missed Visit Log

- Vendors will continue to notify missed visits to TSA via Vendor View daily.
- In addition to Vendor View, vendors must **submit a missed visit log for the entire month with billing.**
- Missed visit log updated to electronic fillable PDF document.

This policy goes into effect October 1, 2011.

- http://www.aaa1c.org/pos_provider.htm

Missed Visit - Hospitalization

- Provider agreement states that TSA must be notified if services cannot be provided for any reason. Additionally it states that TSA must be notified if the condition of a participant changes.
- TSA must be notified when a participant is in the hospital immediately. If you are aware of which hospital they were taken to, please include info in Vendor View message.
- Vendors must train aides on what your organization's procedure is for notification.
- Failure to report participant hospitalization will result in probation status.

MDCH Waiver Policy Change

USE OF RESTRAINTS

Providers are prohibited from using restraints.

- Examples
- TSA is to be notified in writing if a participant is being restrained by an aide or a formal/informal support.

RN Medication Set-Up

New TSA Policy in Development

- All RNs must be using a current medication list when performing this service.
- TSA expects provider agencies to be in contact with participant's doctor to confirm any changes.
- Call participant two days before scheduled appointment to ensure that meds have been refilled.
- Doctor's appointments and changing meds.

Administering Medication

New TSA Policy in Development

- Aides are **not permitted** to administer or set-up medication for any participant under any circumstance.
- If there are medication management issues with any participant, TSA must be notified.
- TSA strongly recommends that all provider agencies train staff on this policy.
- If aides admin medications – vendor will be placed on probation with corrective action.



Questions?

Please provide your name and agency
before asking your question.

Elder Abuse Training & Presentation

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