OPTIONS Program Service Standards

A. Care Management

- For Service Standards, reference the Aging Service Policy and Procedure Manual, Chapter V: Care Management.

B. Emergent Services

- The AAA is responsible for developing consistent standards, policies and procedures to review, authorize, and reimburse for Emergent Services.

    1) Personal Care Service
        - Reference Standards under Personal Care Services

    2) Care Management Service
        - Reference Standards under Care Management

    3) In-Home Meals Service
        - Reference Standards under In-Home Meals Service

    4) Overnight Shelter Service
        - This service is intended to serve as a temporary measure to improve the consumer's situation until a more permanent solution can be determined.

        - If a Nursing Home, Personal Care Home, or Assisted Living Residence is used for Overnight Shelter/Supervision, the home/residence will have a current valid license.

    5) Emergency Life Sustaining Supplies Service
        - The AAA is responsible for ensuring that these specific items are acceptable, practical, safe, and in good working order/condition. The provision of these items is based on the individual consumer's needs and all specific standards will be applied consistently in all cases.

6) Emergency Home Heating Assistance Service
   - This service is intended as a temporary measure to address emergency situations in which the individual is in immediate danger of being without heat and no alternative resources are available. This service is not intended to be used routinely and will only be approved for the timespan necessary to resolve the emergency.

7) Other Emergent Service
   - Other service intended to serve as a temporary measure to address an immediate need for assistance and intervention where an individual's health and safety is at risk and the situation cannot be addressed by other existing community resources.

C. Home Health Services

- As Medicare certified providers, agencies providing Home Health services will meet the requirements for training and supervision as established in regulation by the Centers for Medicare and Medicaid Services (CMS), Code of Federal Regulations "42CFR484" Subpart C - Furnishing of Services, and "42CFR484.4" Personnel qualifications, "42CFR484.3" Conditions of Participation. Agencies providing Home Health services will also meet the requirements for training and supervision as established by the PA Dept. of Health in 28 PA Code Chapter 601 Home Health Care Agencies.

- All Home Health services provided will be consistent with the care plan authorized by the AAA.

- The provider will have supporting documentation of services provided including the date and time of each service, and what actual services were delivered.

D. Home Modifications

- Home Modifications will be completed by a PA licensed contractor who is in compliance with 34 PA Code Labor and Industry Part XIV Chapter 401 Uniform Construction Code Training and Certification of Code Administrators and 34 PA Code Part XIV Chapter 403 Administration.

- The contractor will carry all the necessary insurances as outlined in 34 PA Code 401.12 Liability Insurance. The contractor is responsible for obtaining all necessary

building permits, following all local codes and scheduling the inspections of the work in progress and upon completion if applicable.

- The Home Modification cannot be for cosmetic or decorative purposes.

- The owner of the property, if not the consumer, will approve the work in writing prior to its start. The agreement will list the responsibilities of the consumer/owner, will indicate that the rent will not increase as a result of the modification and will indicate the responsibilities and expectations of the contractor. The AAA will keep a copy of this agreement as a file attachment in the consumer's record in SAMS.

- The Care Manager or AAA designated staff will make contact with the consumer to verify the work has been completed in a satisfactory manner before final payment is made.

  NOTE: A stair glide is considered a home modification.

E. Home Support

- The provider will ensure that Home Support workers:

  - Are 18 years of age or older

  - Have the required skills and abilities to perform Home Support services as specified in the consumer's care plan authorized by the AAA

  - Will not be the spouse of the consumer or have a legal relationship with the consumer including but not limited to, Power of Attorney, Representative Payee, or Guardian

- All Home Support services provided will be consistent with the care plan authorized by the AAA.

- The provider will have a system in place to verify dates, times and tasks performed by the Home Support worker and that the information is consistent with the consumer's care plan.

  When Home Support is provided through Consumer Reimbursement the following additional standards will apply:

- A consumer may choose to enter into an agreement/arrangement with a Home Support worker who is an individual chosen by the consumer or the consumer's representative to meet their individualized service needs. The Home Support worker will be:

    a. A self-employed/independent contractor who attests to understanding all applicable local, state and federal requirements, including but not limited to tax implications, employment requirements, workers' compensation and unemployment compensation; or

    b. Employed through an agency of the consumer's choice.

- It is the consumer's or their representative's responsibility to educate and train the Home Support worker on the consumer's specific needs and to ensure that he/she is able to provide the services required.

For Minor Home Repairs and Maintenance service, the following additional standards will apply:

- Minor Home Repair or Maintenance service will be absolutely necessary to allow a consumer to continue to live in their home.

- Documentation should be evident in the Needs Assessment Tool and/or in a journal entry in the consumer's record in SAMS.

- The Care Manager or AAA designated staff will make contact with the consumer to verify the work has been completed in a satisfactory manner before final payment is made.

F. In-Home Meal Service

- Meals will meet nutritional standards as set forth by the Department's most current Nutrition Services APD.

G. Medical Equipment, Supplies, Assistive/Adaptive Devices

- When reimbursement for equipment or supplies has been denied by Medicare or other third-parties because it does not meet the coverage conditions of the

insurance, the equipment or supplies can be paid for under the OPTIONS Program if the consumer's physician makes the determination that it is necessary.

- The AAA will identify and develop reasonable, appropriate standards for reimbursement for specific services or items and apply these standards consistently in all cases.

H. Older Adult Daily Living Services

- Any Older Adult Daily Living Service funded by a AAA will take place in an Older Adult Daily Living Center that is licensed by the Department of Aging and governed by 6 PA Code Chapter 11 - Older Adult Daily Living Centers.

- Licensed Older Adult Daily Living Center operators are responsible for reporting unusual incidents to the Department of Aging, Division of Licensing as defined in 6 PA Code Chapter 11, Section 11.3 - Definitions and to submit the reports within the timeframes outlined in 6 PA Code Chapter 11, Section 11.16 - Reporting of Unusual Incidents.

- All Older Adult Daily Living Services provided will be consistent with the care plan authorized by the AAA.

I. Personal Care Services

- Consumers receiving Personal Care services will need some degree or amount of hands on Personal Care to assist with the completion of Activities of Daily Living (ADLs) during each authorized visit. This requirement does not preclude the simultaneous provision of Home Support services; however, it serves to ensure the Personal Care service is the primary service being provided during the authorized visit.

- Consumers receiving Personal Care services will reside in a private home or apartment.

- The AAA will only enter into contracts with Personal Care providers who are in compliance with 28 PA Code Chapter 51 (General Regulatory Requirements) and 28 PA Code Chapter 611 (Home Care Agencies and Home Care Registries).

- All Personal Care services provided will be consistent with the care plan authorized by the AAA.

- The provider will have a system in place to verify dates, times and tasks performed by the Personal Care worker and that the information is consistent with the consumer's care plan.

- The provider will have supporting documentation of services provided including the date and time of each service, and what actual services were delivered.

- The provider is responsible for ensuring that all Personal Care/Home Care workers receive basic training that includes competency requirements as listed in 28 PA Code Chapter 611 Home Care Agencies and Home Care Registries and ensure that the worker receives specific training for tasks identified in the consumer's care plan.

  When Personal Care is provided through Consumer Reimbursement the following additional standards will apply:

  - A consumer may choose to enter into an agreement/arrangement with a Personal Care/Home Care worker who is an individual chosen by the consumer or the consumer's representative to meet their individualized service needs. The Personal Care worker will be:

    a. A self-employed/independent contractor who attests to understanding all applicable local, state and federal requirements, including but not limited to tax implications, employment requirements, workers' compensation and unemployment compensation; or

    b. Employed through a licensed Home Care agency/Home Care registry that is in good standing with the requirements outlined by the PA Department of Health (DOH) under 28 PA Code Chapter 611 (Home Care Agencies and Home Care Registries). The Personal Care worker may be employed through an agency that does not have a contract with the AAA.

  - All Personal Care workers will meet the qualifications outlined below:

    a. Are 18 years of age or older

b. Have the required skills to perform Personal Care services as specified in the consumer's care plan

c. Will not be the spouse of the consumer or have a legal relationship with the consumer including but not limited to, Power of Attorney, Representative Payee, or Guardian

- It is the consumer's or their representative's responsibility to educate and train the Personal Care worker on the consumer's specific needs and to ensure that he/she is able to provide the services required.

- All Personal Care services provided will be consistent with the care plan authorized by the AAA.

J. Personal Emergency Response System (PERS)

- All PERS units will be certified as meeting applicable standards for safety and use.

- When the PERS is leased from an emergency medical response system vendor: As part of the monthly charge, the vendor will provide for the ongoing provision of on-line emergency response center services. This will include:

    - Repair and replacement

    - 24-hour staffing by trained operators of the emergency response center 365 days per year

- Each system will include:

    - Installation in the consumer's home, including any needed phone jack modifications and devices

    - Two-way voice communication

    - An average range, waterproof, portable help button

    - The ability to self-test on-line status of all functions

  All services provided will be consistent with the care plan authorized by the AAA.

K. Pest Control/ Fumigation Service

- The provider chosen by the consumer will be a licensed Pesticide business as outlined in 7 PA Code Chapter 128 - Pesticides.

- The Care Manager, or other designated AAA staff person, will make contact with the consumer to verify the work has been completed in a satisfactory manner.

L. Specialized Medical Transportation

- Specialized Medical Transportation providers will be approved and licensed by either the Department of Health or Public Utility Commission (PUC).

    - For individuals who need assistance with administration of oxygen, assessment, monitoring, treatment, or observation while being transported, the transportation provider will be licensed by the Department of Health, Bureau of Emergency Medical Services.

    - For individuals who do not need assessment, monitoring, treatment, or observation while being transported, the transportation provider will be licensed by the Public Utility Commission (PUC).