

# APPENDIX C.4.

## APS REPORT OF NEED INTAKE, REFERRAL AND PAYMENT PROCESS

### Receiving Reports and Agency Intake Process

In accordance with OAPSA and the Memorandum of Understanding between Pennsylvania Departments of Aging (PDA) and Human Services (DHS), formerly Department of Public Welfare, each AAA will receive RONs and document reports into SAMS and follow standard intake procedure as referenced in 6 Pa. Code §§15.24—15.27.

### Referrals

The following procedures are to be followed for referrals.

- 1) Notify the investigative agency, Liberty Healthcare Corporation, immediately after the RON is received and entered into SAMS, and the service delivery is completed. This notification should be completed by e-mail. The consumer's SAMS ID#, initials, DOB, and county must be included in the e-mail.

#### **E-mail for ALL RONs: [aps\\_ron@libertyhealth.com](mailto:aps_ron@libertyhealth.com)**

- a) The AAA is still responsible for informing providers, such as nursing facilities, personal care homes, or home care agencies, of additional reporting requirements. Providers may fax or e-mail written reports within 48 hours directly to Liberty Healthcare Corporation.
    - i. The AAA should provide the following information to providers to send written reports to APS:
      1. Fax: (484) 434-1590
      2. E-mail written reports: [mandatoryron@libertyhealth.com](mailto:mandatoryron@libertyhealth.com)
  - b) If an allegation of suspected abuse comes from a facility mandated under OAPSA and is one of the four serious abuse types (serious injury, serious bodily injury, sexual abuse, or suspicious death), the facility must also follow OAPSA reporting requirements.
    - i. The AAA should instruct the facility to make an oral report (717-265-7887 Option 2) to PDA and submit the mandatory abuse written report to the AAA. The AAA is responsible for providing the mandatory abuse written report to PDA (see §15.153).
    - ii. The AAA should instruct the facility to make an oral report (717-265-7887 Option 3) in addition to the written report (see under a) above)
- 2) AAA must notify Ombudsman for any voluntary or mandatory Under 60 reports received for an adult residing in a licensed *facility* (as defined by OAPSA)

- 3) Do **not** terminate the APS-Act 70 Care Enrollment.
- 4) Do **not** delete information in the RON.
- 5) Do **not** deactivate the APS-Act 70 Care Plan (if created).

\*\*The Liberty Healthcare Corporation is responsible for the maintenance and record retention of the case record once the report is received.

### **Reporter/Alleged Perpetrator Information and Record Retention:**

Do not delete reporter or alleged perpetrator information from APS RONs before referring for investigation. The investigative/referral agency will redact the information once final categorization or determination is made. In addition, RONs are to be retained in accordance with the general one year provision provided by the Adult Protective Services Act §303(c), until regulations are promulgated by DHS. The AAA will not delete any APS records for individuals 18-59 years of age from SAMS.

### **Confidentiality:**

Both OAPSA and APS laws contain confidentiality provisions that indicate that the information contained in reports, records of investigation, assessment and service plans shall be considered confidential. Information shall not be disclosed to anyone outside the agency other than to a court of competent jurisdiction or pursuant to a court order. Once the AAA has completed the RON, created the APS Care Enrollment, recorded the RON service delivery, and has sent the completed RON to the investigative agency, the AAA may no longer access the case.

### **Immunity and Liability:**

Under OAPSA §305, protective services workers or employees of the department shall not be civilly or criminally liable for decisions or actions or resulting consequences of decisions or actions when acting under and according to the provisions under the law.

**NOTE: In the absence of willful misconduct or gross negligence, the agency, the director, employees of the agency, protective services workers or employees of the Department shall not be civilly or criminally liable for any decision, action or resulting consequence of decisions or action when acting under and according to the provisions of the OAPSA or APS laws.**

### **Record Protection and Retention**

In accordance with 6 Pa. Code §15.101—105, all records are considered confidential and shall follow record retention procedures. Any and all RONs may not be disclosed except under OAPSA (§15.105 regarding limited access to records and disclosure of information). Records may be ordered to be produced by court at any time; therefore, all records should contain factual, concise information describing all investigative activities and findings.

## Invoice and Payment Information:

Utilizing funding provided through the Department of Human Services, PDA will provide AAAs payment for each RON and related service deliveries as outlined.

- i. For a RON and related service delivery **completed during the Commonwealth's normal business hours** (8:00 a.m. to 5:00 p.m.), Monday through Friday, the reimbursement rate is \$25.00.
- ii. For a RON and related service delivery **completed outside of the Commonwealth's normal business hours** of 8:00 a.m. to 5:00 p.m., weekends, or on a federal holiday, the reimbursement rate is \$35.00. Federal Holidays are listed below:
  - New Year's Day
  - Martin Luther King Day
  - President's Day
  - Memorial Day
  - Independence Day
  - Labor Day
  - Columbus Day
  - Veterans Day
  - Thanksgiving Day
  - Christmas Day

On occasion, two or more RONs may be received for the same consumer within the same day. If one RON is received during business hours (\$25.00) and one is received after business hours (\$35.00), the current service delivery cost function will only allow one price to be added. To resolve this issue, a separate service, Report of Need (Non-working hours) exists in SAMS for any RON entered after normal business hours (8:00 am-5:00 pm Monday-Friday) and holidays. This allows the agency to create a separate RON service delivery within the same month when the RONs received have different allowable costs. The costs populates based on the service selected.

In order for the report to capture all service deliveries completed by each AAA, it is essential that the daily unit calendar be utilized in every APS service delivery. If any invoices have been created in SAMS by an AAA for APS RON payment, the AAA must remove/delete these invoices. PDA is responsible for creating the invoices as part of the payment assurance process.

PDA will only approve payment for APS RONs received that meet the minimum basic intake requirements. Below is a checklist that each agency should utilize in order to meet all requirements for payment. In addition, the PDA Learning Management System has a webinar available that provides direction regarding APS documentation

requirements. The webinar is located under the Protective Services folder within the course catalog. The SAMS report titled, "APS RON Missing Responses", should be utilized to identify data missing from each RON. The report is to be run on a weekly basis and updates made to the RON(s).

Every AAA will receive two (2) monthly reports for the previous month's RONs: APS RON Error Report and APS RON Approved to Invoice Report. Reports will be posted in each AAA's folder (AAAFTPXX) on the secure FTP site on the 15<sup>th</sup> of each month or the next business day if the 15<sup>th</sup> falls on a weekend or holiday. Notification will be provided each month when the reports are available. The APS RON Approved to Invoice Report provides a listing of all APS RONs for which the AAA will receive payment with no further action needed. If an AAA receives the APS RON Error Report, errors noted on the report must be corrected within thirty (30) days so that payment can be processed during the next month. If no corrections are made to the errors within that time frame, payment will not be processed. If an AAA does not receive an APS RON Approved to Invoice Report, there were no RONs approved for payment for that time period. If an AAA does not receive the APS RON Error Report, there were no errors found, and no action is needed. Payment will occur on a quarterly basis.

**See next page for APS Payment Checklist**

# APS RON PAYMENT CHECKLIST

## 1. Open SAMS database

## 2. Register Adult

a. Default agency is where alleged victim resides.	
b. AAA is provider.	

## 3. Create Care Enrollments

a. Create APS Care Enrollment.	
b. Confirm Non-Caremanaged Care Enrollment is active.	
b. Leave care enrollments active.	

## 4. Create RON

a. Agency is AAA receiving RON (intake AAA).	
b. Provider is AAA receiving RON (intake AAA).	
c. Categorize as "No need for PS"	
d. <u>Essential Information to obtain before referring to Liberty:</u>	
i. RON Date and Time (1.A.1 & 1.A.2)	
ii. Name of consumer (1.A.4&1.A.5)	
iii. Consumers' address (1.C.2 & 1.C.4)	
iv. DOB or indicated age range (1.B.3 or 1.B.4)	
v. Current location of consumer (2.A.14)	
vi. Detailed description of allegations (2.A.1)	
vii. Mandated Reporter information (3.A.3)	
viii. Agencies notified (4.B.5)	

## 5. Create Service Delivery

a. Link to APS Care Enrollment	
b. Agency is AAA receiving RON (intake AAA).	
c. Provider is AAA receiving RON (intake AAA).	
Service	
i. <b>Report of Need</b> - for RONs taken between 8:00 AM-5:00 PM Monday through Friday.	

ii. <b>Report of Need (Non-working hours)</b> - for RONs taken after 5:00 PM and before 8:00 AM Monday through Friday, weekends, and Federal holidays	
d. Service Month/Year is month and year that the RON was received.	
e. Topics: i. Mandatory or Voluntary ii. Topic Date: Date RON was received iii. Topic Time: Time needed to complete RON iv. Outcome: "Referred to Non-Aging Agency for Service"	
f. Unit Price i. Populates as \$25.00 for Report of Need service ii. Populates as \$35.00 for Report of Need (Non-working hours) service.	
g. Daily Unit Calendar: (required) i. Enter number of reports received per day on calendar (Must match the RON date - 1.A.1).	

**NOTE:**      \*\*The following dates must match the date the RON was received:

- RON Received date (1.A.1)
- Daily Unit Calendar
- Topic Date

\*\*\*The RON Agency, Service Delivery Agency, and Service Delivery Provider must be the same AAA.

## 6. Referring RON

a. Notify Liberty IMMEDIATELY once the RON is received, entered into SAMS and service delivery is completed. Immediate notification is required on weekends, holidays, and after regular business hours.
b. Notification by email (aps_ron@libertyhealth.com) should contain: a. SAMS ID# b. Consumer's Initials c. DOB d. County

c. The person, at the AAA, receiving the report is still responsible for informing providers, such as nursing facilities, personal care homes, or home care agencies, of general and additional reporting requirements (see §§15.151-15.152). (Liberty is responsible for notifying licensing.)

Act 70 (APS) Reporting Requirements:

The AAA must remind providers of their mandatory reporting requirements. Oral reports should be made by calling 717-265-7887, Option 3.

Providers may fax or e-mail mandatory abuse written reports within 48 hours directly to Liberty. The AAA should give the following information to providers:

1. Fax: (484) 434-1590
2. E-mail: mandatoryron@libertyhealth.com

OAPSA Reporting Requirements:

If an allegation of suspected abuse comes from a facility mandated under OAPSA and is one of the four serious abuse types (serious injury, serious bodily injury, sexual abuse, or suspicious death), the facility must also follow OAPSA reporting requirements. The AAA should instruct the facility to make an oral report (717-265-7887 Option 2) to PDA and submit the mandatory abuse written report to the AAA. The AAA is responsible for providing the mandatory abuse written report to PDA (see §15.153).

d. AAA must notify Ombudsman for any voluntary or mandatory Under 60 reports received for an adult residing in a licensed *facility* (as defined by OAPSA)

e. If an immediate threat or emergent life-threatening situation is reported, the AAA must contact 911. A referral to Liberty will occur after the AAA calls 911. The AAA must call 888-243-6561 for RONS that require immediate assistance from Liberty.

f. Do NOT redact any information in RON.

g. Do NOT terminate care enrollments.

h. There is no reason to access the APS case once referred to Liberty. If correspondence or a request for information is received, refer to Liberty. General correspondence about APS should be referred to 717-736-7116. Inquiries regarding specific cases should be directed to the appropriate Regional Manager or Supervisor.