

# Policy Transmittal Aging and People with Disabilities



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**Authorized signature**

**Number: APD-PT-20-017**

**Issue date: 3/4/2020**

**Topic: Long Term Care**

**Due date:**

**Transmitting (check the box that best applies):**

- New policy   
  Policy change   
  Policy clarification   
  Executive letter  
 Administrative Rule   
  Manual update   
  Other:

**Applies to (check all that apply):**

- |   |   |
|---|---|
| <input type="checkbox"/> All DHS employees                                | <input type="checkbox"/> County Mental Health Directors                       |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input type="checkbox"/> Health Services                                      |
| <input checked="" type="checkbox"/> Aging and People with Disabilities    | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs                        | <input type="checkbox"/> ODDS Children's Intensive In Home Services           |
| <input type="checkbox"/> County DD program managers                       | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                 |
| <input type="checkbox"/> Support Service Brokerage Directors              | <input checked="" type="checkbox"/> Other (please specify): OHCC              |
| <input type="checkbox"/> ODDS Children's Residential Services             |   |
| <input type="checkbox"/> Child Welfare Programs                           |   |

<b>Policy/rule title:</b>	Homecare Worker's Payment Process Changes per 2019-2021 CBA		
<b>Policy/rule number(s):</b>		<b>Release number:</b>	
<b>Effective date:</b>	Immediately	<b>Expiration date:</b>	
<b>References:</b>			
<b>Web address:</b>			

**Discussion/interpretation:**

The 2019-2021 Collective Bargaining Agreement (CBA) between the Department of Administrative Services (DAS) and the Service Employees for International Union (SEIU) for Homecare Workers (HCWs) has been ratified.

This transmittal provides additional details and outlines changes regarding the HCW payment processing changes as referenced in [APD-IM-20-007](#). In addition, webinars are being developed to help case managers, staff that process vouchers, and appropriate managers to better understand the changes that are occurring. The

webinars will be announced in a separate transmittal.

### **HCWs may submit vouchers for processing via secure email or fax**

APD is actively exploring options to determine the best option for HCWs to send vouchers securely to APD and AAA offices. A separate transmittal will be sent out to describe the process for receiving secure emails when it becomes available. Local offices may continue their current business practice until the transmittal is released.

In the interim, offices should not accept pictures of vouchers or scanned vouchers from apps on smart phones as these are not considered secure.

HCWs may fax in their voucher. However, HCWs must not hand the voucher to another person to fax, as this is not considered secure.

### **Date stamped copies of vouchers:**

Local offices must offer a HCW a copy of the date stamped voucher when submitted directly to office staff. Copies of the voucher should include each page that has written information.

A receipt of the voucher may be acceptable if the HCW agrees to it. A receipt may include information such as the voucher number, date received, name of the HCW, etc.

### **HCWs may receive additional compensation of \$20 per day their pay is late when caused by an administrative error**

An administrative error may occur when a voucher is not processed before the payment processing date. Situations may include a correctly completed voucher that was not inputted on time or a voucher was inputted late due to not issuing it timely when the HCW was clearly authorized to work.

A HCW may now receive compensation for every day their check is late when an administrative error occurs. They can only seek remedy by going through their Union. Local office staff are not responsible for determining whether the HCW is eligible for the late payment or for determining the amount. Local office staff should refer the HCW to the Member Resource Center at 1-844-503-7348.

Important tips:

- Remember to narrate when a HCW inquires on a late voucher or payment.
- Issue form 4105 whenever there is a change to a HCW's authorization to provide services.
- Under the [Homecare Worker](#) section of CM Tools, review the "Voucher

Troubleshooting Guide” for common reasons why a voucher may not issue.

- Review the SVCH screen in the mainframe before the beginning of each pay period. This screen will let staff know which vouchers have “suspended”.
- Complete assessments timely, with new benefits authorized (if the consumer is still eligible) before the month ends. If this is not possible, an admin extension is needed (along with an exception extension, if appropriate).

**Training/communication plan:**

As indicated above, additional training will be made available through an upcoming webinar.

**Local/branch action required:** Create/designate an email address for HCWs to send secure vouchers to. An "Out of Office" reply is encouraged to automatically notify HCWs that pictures of vouchers or those determined to be submitted from a smart phone will not be accepted.

Other actions are indicated in this transmittal.

**Central office action required:** Assist Local Offices in any action needed.

**Field/stakeholder review:**  Yes  No

**If yes, reviewed by:** Policy/Operations/Home Care Commission

**Filing instructions:**

*If you have any questions about this policy, contact:*

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