

# Policy Transmittal Aging and People with Disabilities



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**Authorized signature**

**Number: APD-PT-21-015**

**Issue date: 3/29/2021**

**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: Type 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 type="checkbox"/> Other (please specify):                              |
| <input type="checkbox"/> ODDS Children's Residential Services          |   |
| <input type="checkbox"/> Child Welfare Programs                        |   |

<b>Policy/rule title:</b>	Pilot for the In-Home Exceptions Process		
<b>Policy/rule number(s):</b>		<b>Release number:</b>	
<b>Effective date:</b>	April 1, 2021	<b>Expiration date:</b>	TBD
<b>References:</b>			
<b>Web address:</b>			

**Discussion/interpretation:** Central Office (CO) is implementing a statewide pilot for the In-Home Exceptions process (including HCW CAP, Shift Service requests and State Plan Personal Care). This **will not** include CBC/AFH Exceptions. This pilot will run for 3 months, starting April 1, 2021, and will be re-evaluated at the end of the 3 months after the issue date of this transmittal.

## Summary of In-Home Exception Process Pilot

Local Office (LO) management may choose to allow their Lead CMs and/or Quality

Assurance team (Lead/QA) to start reviewing and submitting requests for In-Home Exceptions. This includes all new and renewal requests. Management who wish to continue reviewing and submitting these requests may continue to do so.

## Expectations

Lead/QA staff will need to follow the same guidelines for reviewing In-Home Exceptions requests as a Supervisor would. This includes using the [Supervisor's In-Home Hourly Exceptions Review Checklist](#), found on the CM Tools- Exceptions page. The top portion of this document is **required** for all new and renewal requests ([APD-IM-20-013](#)).

## Additional Expectations

- Lead/QA staff must make sure their email clearly includes their title in their signature. Requests that do not include this information will be sent back.
- During the pilot, Lead/QA staff must CC their Supervisor when submitting requests. Supervisors can choose to use this as an opportunity to review these requests and provide any feedback/training to their Lead/QA.
- If a Lead/QA staff member carries a case load and is submitting an Exception request for an individual they are the case manager for, these should be reviewed and submitted by another Lead, QA or their Supervisor. This can be bypassed should the request be an emergent situation.

## Tier 2 Rights

Any Lead/QA staff with Tier 2 rights may approve LO requests that are within their rights. The same process and documentation are required and **must** be sent to EDMS. Approvals within Tier 2 rights do not need to be sent to CO. These approvals must be clearly narrated in Oregon Access (OA) and include the start and end dates. If the LO is considering denying or partially denying a request and needs support, they can reach out to the In-Home Exceptions Coordinator for rule citation guidance. If the LO does not feel comfortable denying or partially denying a request, these can be sent to CO for review.

Tier 2 rights allow for the following approvals: Up to 73 ADL hours and up to 35 IADL hours, not to exceed a total of 108 hours. For example, a consumer has 50 allowed ADL hours and 20 allowed IADL hours as a result of their assessment. There is clear documentation that supports the consumer needs and additional 10 ADL hours and 5 IADL hours. This would total 60 ADL (50 +10) and 25 IADL (20 + 5) for a combined total of 85 hours. This is within Tier 2 rights to approve.

Any request that exceeds Tier 2 rights criteria must be reviewed and approved by CO. If the request is a renewal of the same or less hours and was previously approved by CO, OA will allow a Tier 2 user to approve the new service plan. If the total hours exceed 108, the request must be sent to CO to have the hours coded in the mainframe. If this coding does not occur, even with an approved service plan in OA, you will have voucher issues.

## Support

We recognize this change may be a big shift in LO process and we are here to provide support. Should your office need support, please reach out to the In-Home Exceptions Coordinator JD Tilford, [jonathan.d.tilford@dhsoha.state.or.us](mailto:jonathan.d.tilford@dhsoha.state.or.us). JD will answer your questions and provide support as needed. If your Lead/QA staff would like additional training, JD will work with your team to schedule a virtual session geared towards your specific needs.

**Implementation/transition instructions:** Please distribute to all appropriate staff for immediate implementation.

**Training/communication plan:** Central Office policy analysts are available to answer questions. Send questions to [SPD.Exceptions@dhsoha.state.or.us](mailto:SPD.Exceptions@dhsoha.state.or.us).

**Local/branch action required:** Complete all exception reviews as normal. Management will need to identify the Lead/QA team member who will complete the exception reviews during the pilot.

**Central office action required:** Provide technical assistance as needed. Track and evaluate the success of the pilot and identify training needs.

**Field/stakeholder review:**  Yes  No

**If yes, reviewed by:** APD Policy & Ops Review

## **Filing instructions:**

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

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