DHS Oregon Department of Human Services

Seniors and People with Disabilities

Policy Transmittal

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Authorized Signature

Number: SPD-PT-11-012
Issue Date: 7/22/2011

Topic: Long Term Care

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):

☐ All DHS employees
☒ Area Agencies on Aging
☐ Children, Adults and Families
☐ County DD Program Managers

☐ County Mental Health Directors
☐ Health Services
☒ Seniors and People with Disabilities
☐ Other (please specify):

Policy/Rule Title:	Task List upgrade in the OACCESS CAPS Service Plan, plus information on the CAPS Task List and Needs Association

Policy/Rule Number(s):	411-030-0001 through 411-030-0100	Release No:	
Effective Date:	Immediately	Expiration:	
References:			
Web Address:	http://www.dhs.state.or.us/policy/spd/rules/411_030.pdf		

This transmittal will provide information on the following:

1. Task List upgrade in the CAPS Service Plan.

2. CAPS Needs Association and Task List functions for in-home service plans.

1. Task List upgrade in the CAPS Service Plan

Explanation of upgrade to the Task List:

Prior to the July 25th, 2011 OACCESS release, all tasks on the CAPS Task List were automatically checked based on the needs in the Needs Association area of the CAPS service plan. This required the case manager to tediously uncheck any tasks not authorized for the client. This has proven to be very time consuming, inefficient and results in inaccurate Task Lists. It has had a significant negative financial impact on Workers' Compensation claims.

To resolve this issue, the auto-check feature has been removed from the Task List. The upgrade will now allow the case manager to manually check the tasks the HCW or in-home agency is authorized to provide for the client.

Another feature added is a validation check box, which indicates the case manager has reviewed and authorized the tasks on the Task List. Marking the validation check box will ensure that client-employers receive accurate Task Lists. Task Lists must be provided to the client-employer prior to the HCW's employment begin date and it is recommended to provide the in-home agencies a Task List, as well.

CAPS changes and system edits added to the Task List functions:

► When the case manager enters the Task List area of pending CAPS in-home service plans, the validation check box will be disabled until tasks are checked. To enable the validation check box, it will be necessary to review and enter a check mark to authorize tasks on the Task List. These checked tasks will ultimately display on the CAPS 598N Task List form.

► If the case manager leaves the Task List after checking tasks, but does not check the validation check box, the following warning message will appear: "The Task List has been edited. Please check the authorization box once you have reviewed the Task List." This message will not prevent the case manager from leaving the Task List area.

► If the case manager attempts to approve the service plan without checking the Task List validation box, an error message will appear and not allow the service plan to be approved. The message is as follows: "You must validate the tasks for the following provider(s) before you can approve the Service Plan (the provider name and the date of service affected will be listed)."

► If the validation check box has been marked and the case manager adds or deletes a task, it will be necessary to re-check the validation check box to ensure the tasks have been reviewed and authorized.

► This CAPS upgrade will not impact existing approved CAPS in-home service plans unless the case manager enters the Task List area. Once the [Reset] button and another change is made (such as checking tasks), the edits

referenced above will be in effect. In this circumstance, the case manager will receive an error message that requires them to check the validation check box before the system will allow them to exit the Task List area. The message is as follows: "Approved Service Plan must have the Task List validated. Please validate the Task List items."

2. CAPS Needs Association and Task List functions for in-home service plans

Needs Association - must be completed prior to completing the Task List.
- ► All ADLs, IADLs and 24-hour Availability (sleep question) with an Assist or Full Assist need level based on the CAPS assessment directly link and pull to the Needs Association area for each provider listed on the CAPS service plan.
- ► Every provider listed on the CAPS in-home service plan must have the Needs Association completed. This includes providers such as Adult Day Services, home delivered meals, in-home care (HCW) hourly/live-in, in-home care HK/PC (agency), natural support-hourly/live-in, non-medical transportation and specialized living services.
- ► Unlike the newly upgraded Task List, the CAPS system automatically selects all the needs in the Needs Association area for each provider. This means that the needs a provider is not providing for the client must be moved from the 'selected' to the 'unselected' column. This is very important because all remaining needs in the 'selected' column directly link and pull to the Task List.
- ► The Needs Association and Task List are a very important electronic record, as these two areas are the only place in CAPS that display the specific services each provider is completing for the client. In addition, because the Needs Association items pull to the Task List, this will minimize the amount of tasks that need to be reviewed and authorized on the Task List.

Task List–remember to complete the Needs Association prior to the Task List.
- ► As stated above, now that the needs in Needs Association have pulled over to the Task List, it is necessary to select the appropriate tasks for each need on the CAPS Task List.
- ► After the tasks have been reviewed and authorized for each provider (with the check boxes marked), it is very important to check the validation check box to confirm that this has been done. Without this check, the CAPS system will not allow the service plan to be approved.

Remember to mail two Task Lists to the client-employer prior to the HCW or in-home agency employment begin date.

Training/Communication Plan: None scheduled

Local/Branch Action Required: For pending or future CAPS service planning needs, complete the items in the CAPS Needs Association and Task List as described in this transmittal.

Central Office Action Required: Provide technical assistance as needed.

Field/Stakeholder review: ☐ Yes ☐ No

If yes, reviewed by:

If you have any questions about this policy, contact:

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