

Action Request Transmittal Aging and People with Disabilities



Mike McCormick

Authorized signature

Number: APD-AR-18-066

Issue date: 12/20/2018

Topic: Long Term Care

Due date:

Subject: Homecare Worker Driver's License and Insurance Requirement

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

The current [Collective Bargaining Agreement](#) requires homecare workers (HCWs) to have a current, valid driver's license and motor vehicle insurance if they are using their own vehicle and are claiming one or both of the following:

- Authorized non-medical mileage reimbursement; or
- Travel time hours.

For those HCWs, Central Office is requiring HCWs to provide:

- Effective immediately, proof of a valid driver's license (DL) and current, valid motor vehicle insurance to any APD or AAA office every six months. This is not required if the HCW is not providing the services indicated above.
 - HCWs will be receiving the "Driver's License and Insurance" letter (see attachment A) to let them know of this new requirement. Staff should also post this letter in areas where the HCW drops off their vouchers. Other forms of communications are also being developed to ensure HCWs are aware of this change. All communications to HCWs regarding driver's license and auto insurance requirements will be accompanied by a 1-844-369-4164 telephone number for HCWs that have questions. Local offices may refer HCWs to that number.
- APD and AAA staff must accept the documentation that is being provided by HCWs (process listed below).

- Local Offices must post a copy of the HCW Driver's License and Auto Insurance letter in a location within their office visible to HCWs turning in vouchers.
- The letter has been translated into the top 8 languages. Every HCW will receive all languages. All versions will be posted on CM Staff tools at:
<http://www.dhs.state.or.us/spd/tools/cm/homecare/index.htm>

For HCWs that are enrolling in the Consumer-Employed Provider Program for the first time or during re-enrollment, HCW Coordinators/Staff will:

1. Provide the HCW with a copy of the HCWs Driver's License and Auto Insurance letter (see attachment A).
2. Make and retain copies of the DL and insurance documents for HCWs that choose to submit them at enrollment.

Staff conducting HCW orientations will, during Orientation:

1. Discuss the requirement for HCWs to provide proof of valid DL and auto insurance to be eligible for reimbursement of authorized mileage and/or travel time hours.
2. Collect copies of current, valid motor vehicle insurance documents at orientation for HCWs that intend to claim mileage reimbursement and/or travel time hours. This is not required for HCWs that will not be providing services for the consumer-employer using their own vehicle and they are not intending to claim travel time hours.
3. Provide copies of the attached HCW Driver's License and Auto Insurance letter at HCW orientation.

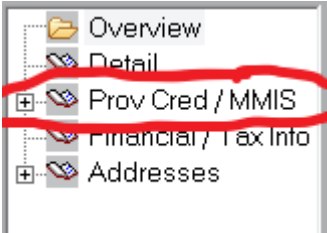
Once proof of valid DL and current, valid auto insurance is provided by the HCW, the HCW Coordinator/Staff will:

1. Make photocopies of the valid driver's license (DL) and proof of insurance and retain the copies in the HCW file. Photocopies of the driver's license is not required if the previous one on file has not expired.
2. Add a note in the comment section of the HCW's provider credential in Oregon Access (OA) with the date that the DL and auto insurance was verified and the initials of the person that verified the documentation. To add this note, follow the below instructions:

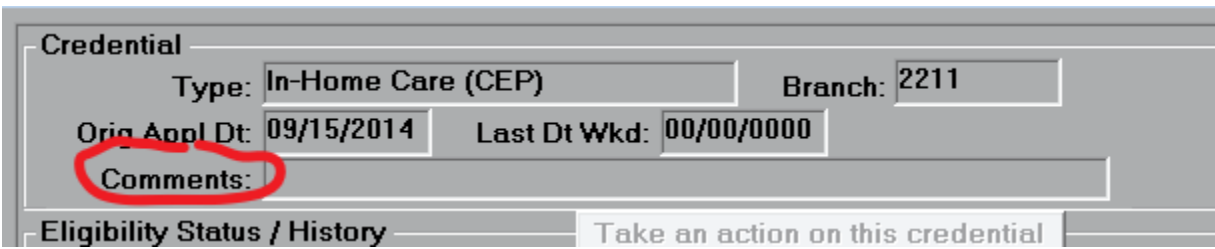
In OA, locate the HCW and access the record by clicking on the view/maintain provider tab:



Once the HCW's record is pulled up, access the provider cred/MMIS tab:



Then locate the comment data-field located at the top of the page in the section labeled credential.



In the comment data-field the HCW Coordinator will type a note indicating when the DL and auto insurance were verified and add their initials.

For example: "DL/INS verified 9/20/18 by JD" [Staff member's name is Jane Doe]

At this time, the APD/AAA office receiving the information is only recording the date that the information was verified and then creating a note in OA. Staff are not required to track the expiration date of either document or remove mileage from a HCW that has not provided documentation in the last six months.

If a HCW's documents are expired when they present them to the APD/AAA office, staff will NOT enter a comment line in OA and will notify the CM. Only valid, current documents will be entered.

Audit Process:

Authorized Mileage Audit

Central Office will begin auditing HCW vouchers with authorized mileage to review if

the HCWs have submitted documentation to the APD/AAA field office as required.

If a HCW has failed to provide documentation to the local office as reflected in the OA comment section, the following steps will be taken:

1. Central Office staff will notify the HCW, consumer-employer, and case manager of the failure to meet this requirement.
2. The HCW will be given an opportunity to provide this documentation by a certain date.
3. After the above date has passed, Central Office staff will again review the OA comment section. If proof has still not been provided, APD/AAA field office will be notified to remove the authorized mileage from the HCW's voucher.

Travel Time Audit

Central Office will also begin auditing HCWs that claim travel time hours.

If a HCW has failed to provide documentation to the local office as reflected in the OA comment section, the following steps will be taken:

1. Central Office staff will notify the HCW of the failure to meet this requirement.
2. The HCW will be asked to provide this documentation to a local APD/AAA office.
3. The payment will be processed once proof has been provided.

Reason for action:

HCWs who intend to claim mileage reimbursement or claim travel time when using their own vehicle between two consumer-employers are required by Collective Bargaining Agreement to provide these documents to the local office for verification every six months. DHS made this change to protect consumers traveling with HCWs and to limit the State's liability.

HCWs who meet the provisions of OAR 411-031-0040(11)(a) are eligible for reimbursement of mileage.

HCWs who meet the provisions of OAR 411-031-0040(12)(a-i) are eligible for travel time reimbursement.

References:

Information on Travel Time: IM-16-003

OAR http://www.dhs.state.or.us/policy/spd/rules/411_031.pdf

Collective Bargaining Agreement

<http://www.dhs.state.or.us/spd/tools/cm/homecare/2018-2019%20HCW%20CBA%20Final%20V5.pdf>

Field/stakeholder review: Yes No

If yes, reviewed by: Policy, Operations, Program and District Managers

If you have any questions about this action request, contact:

Contact(s): Traci Lerner, Operations and Policy Analyst for the HCW Program	
Phone: 541-705-7324	Fax:
Email: Traci.D.Lerner@dhsoha.state.or.us	

“Driver’s License and Insurance” letter

Dear Homecare Worker,

Per the Collective Bargaining Agreement: If you drive your own vehicle while helping consumer-employers or claim travel time while you drive from one consumer-employer to another, then you must provide proof of your driver’s license and current automobile insurance to your local APD/AAA office. This needs to be provided every six months or as often as you renew the insurance policy.

Please stop by your local office as soon as possible to provide this information. If you do not provide this information, you may lose your ability to claim mileage reimbursement and travel time claims until this information is up to date. If you have questions about this requirement, please contact APD Central Office at our toll-free number:
844-369-4164

Sincerely,
Oregon Department of Human Services
Aging and People with Disabilities