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Authorized Signature

Number: APD-PT-13-020
Issue Date: 11/12/2013

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
 County DD Program Managers
 Area Agencies on Aging
 County Mental Health Directors
 Aging and People with Disabilities
 Health Services
 Children, Adults and Families
 Other (please specify):

Policy/rule title:	Consideration of natural supports for K-option and State Plan Personal Care (SPPC) in-home service plans		
Policy/rule number(s):	Chapter 411, Division 015; Chapter 411, Division 030 Chapter 411, Division 034	Release no:	
Effective date:	Immediately	Expiration:	
References:			
Web Address:	http://www.dhs.state.or.us/policy/spd/rules/411_015.pdf http://www.dhs.state.or.us/policy/spd/rules/411_030.pdf http://www.dhs.state.or.us/policy/spd/rules/411_034.pdf		

Discussion/interpretation: In order to be in compliance with the Center for Medicare and Medicaid Services (CMS), some revisions have been made to the natural support portion of the Oregon Administrative Rules (OAR) in Chapter 411, Division 015. Chapter 411, Division 030 and Chapter 411, Division 034.

Natural Support Considerations:

Do not factor in natural supports when determining service eligibility. Assess for natural supports related to the service plan only, not service eligibility. This means that once the individual is determined service priority level (SPL) 1-13 eligible, then the natural supports may be used to reduce the hours in the plan as long as the consumer is willing to continue to receive the services from their natural supports and the natural supports are willing to provide the services and have the skills and abilities to provide the services.

Does APD have tools available for determining natural supports?

Yes. To assist in the process of assessing for natural supports, please review the **revised** "[Natural Supports, Putting the Puzzle Together](#)" added to the [APD Case Management Tools](#). The direct web link this document is:

http://www.dhs.state.or.us/spd/tools/cm/capstools/natural_supports.pdf.

This document is also located at the end of this transmittal.

OARs associated with the revised natural supports are:

411-015-0015(5) Current Limitations states:

Home and community-based waived or state plan services are not intended to replace the resources available to an individual from their natural support system. Natural supports are voluntary in nature and must not be assumed. Natural supports must have the skills and abilities to perform the services needed by an individual. Individuals whose service needs are met by their alternative service resources are not eligible for home and community-based waived or state plan services. Services may be authorized only when the alternative service resources are unavailable, insufficient or inadequate to meet the needs of the individual.

411-015-0005(19) Definitions states:

"Natural Supports" or "Natural Support System" means the resources available to an individual from their relatives, friends, significant others, neighbors, roommates and the community. Services provided by natural supports are resources not paid for by the Department. Exceptions are permitted in the Independent Choices Program defined in OAR chapter 411, division 036, at service re-assessments only.

411-030-0020(38) Definitions states:

"Natural Supports" or "Natural Support System" means resources and supports (e.g. relatives, friends, neighbors, significant others, roommates, or the community) who are willing to voluntarily provide services to an individual without the expectation of compensation. Natural supports are identified in collaboration with the individual and the potential "natural support". The natural support is required to have the skills, knowledge, and ability to provide the needed services and supports.

411-034-0010(25) Definitions states:

"Natural Supports" or "Natural Support System" means the resources available to an individual from the individual's community and the individual's relatives, friends, significant others, neighbors, and roommates that possess the skills and abilities to provide services. Services provided by natural supports are voluntary and not paid for by the Department.

Note: 411-015-0005(9) and 411-034-0010(10) will match the definition wording in 411-030-0020(38) once these two rules are filed permanently.

Implementation/transition instructions: Continue to apply natural supports based on the revised rules outlined in this transmittal. To assist in this process, use the revised natural supports document located in the [APD Case Management Tools](#) website. You do not need to take any action on the current cases until a reassessment is completed.

Training/communication plan: Provide technical support as needed.

Local/branch action required: Continue to apply natural supports based on the revised rules outlined in this transmittal. To assist in this process, use the revised natural supports document located in the [APD Case Management Tools](#) website. You do not need to take any action on the current cases until a reassessment is completed.

Central office action required: Provide technical support as needed.

Field/stakeholder review: Yes No

If yes, reviewed by: Operations Committee and APD Workgroup

Filing Instructions:

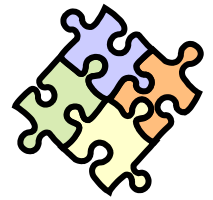
If you have any questions about this policy, contact:

Contact(s):	Suzy Quinlan, Operation and Policy Analyst		
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E-mail:	Suzy.Quinlan@state.or.us		



Natural Supports

Putting the Puzzle Together



- Family
- Neighbors
- Significant Others
- Friends
- Roommates
- Community (church groups, religious groups, service organizations, charitable groups, etc.)

Natural Support Considerations

1. Natural supports (NS) must have adequate skills and abilities to meet the consumer's specific service needs.
2. If a NS is available, the consumer has the choice to accept services by the natural support or by a Medicaid paid provider.
3. Natural supports are voluntary, meaning we cannot require or assume a person will provide unpaid services to a Medicaid consumer. The conversation should start at the point that the natural support will continue to provide the same level of service.

Example of conversation with NS: "You said you assist your mother (consumer) with one of her two showers each week. Can you continue to provide those showers? The HCW has been authorized 13 hours per month to bathe your mother the 2nd time each week." Note: Without the NS, the consumer would be eligible for up to 25 full assist hours. Because the consumer has a NS providing for ½ the bathing hours each week, the conversation would start at the point of what hours the individual is "authorized", not that rule permits up to 25 hours if a NS wasn't part of the service plan.

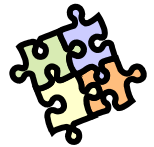
4. Payment and services are based on the consumer's assessed, unmet needs, not the unmet needs of the provider. Do not allow the focus of payment to be based on the financial needs of the HCW or other providers.



5. When a NS indicates they cannot continue to provide services without compensation by Medicaid:

- If the consumer and NS want the NS to be paid, remember to explain the HCW enrollment process and the employee/employer relationship to the NS and consumer. Let the NS know it is necessary to go to the local APD/AAA office to apply as a HCW.
- If the NS acquires a HCW provider number, the case manager may authorize paid hours to the former NS.
- If a NS wishes to continue to provide services while waiting for approval for a HCW provider number, they must do so as an unpaid natural support.

6. You can't put all the pieces together if you don't ask enough questions.



- **Assess** to determine if there are existing natural supports.
- **Explore** for potentially new supports.
- **Identify** community resources to decrease the need for Medicaid paid in-home services. Ask clarifying questions of both the natural support and the consumer.

7. **The following are 3 types of sample questions** to ask the consumer and their potential natural supports (NS) when assessing, identifying and exploring natural supports.

A. New to in-home services:

- Consumer: What does the NS do for you? How long has the NS been helping you? Do you want the NS to continue to do those things for you?
- NS: What do you currently help with? How long have you been helping?
- NS: Would you be able to continue assisting with bathing?
- NS: What services would you continue to provide if another provider assisted you with tasks?
- NS: Can you pick up some things from the grocery store and pharmacy when you pick up things for yourself?
- NS: Can you continue to help with housekeeping and preparing meals since you live together?

B. On-going in-home services with existing natural supports that wants to continue to be a natural support:

- Consumer: What does the NS do for you? How long has the NS been helping you? Are you willing for NS to continue helping you?
- NS: Would you be able to continue assisting with shopping?

- NS: Can you pick up some things from the grocery store and pharmacy when you pick up things for yourself?
- NS: What services would you continue to provide if another provider assisted you with tasks?
- NS: Can you continue to help with housekeeping and preparing meals since you live together?

C. New or on-going in-home services with natural support wanting to be paid:

- Consumer: Why do you think NS should be paid to help you now?
- NS: Why are you no longer interested in providing these services as a natural support?
- NS: Would you explain why you now want to be paid? What has changed?
- NS: Perhaps if you were paid for some tasks, you would still be interested in picking up some items from the grocery store and pharmacy when you pick up things for yourself (as a natural support)?
- NS: What services would you continue to provide as a natural support if another provider assisted you with some of the other tasks?
- NS: Can you continue to help with housekeeping and preparing meals since you live together? If not, what has changed?

8. Pitfalls – Do NOT ask leading payment questions!

For example, **do not ask:** “You are now providing care without paid. Did you know you could be paid to do these tasks?”



being

9. Document your natural support results in the OACCESS narration. Your documentation needs to include:

- Whether natural supports exist
- What tasks they assist with that are unpaid
- Whether they will be able to continue providing those tasks
- Whether there are still unmet needs
- What has changed in their situation? For example: the natural support is no longer able to help due to their own health issues, going back to work, going to school, need money or will have to get a job or an additional natural support is now available, etc.)
- Why you made the decision to pay someone who would otherwise be considered a natural support. For example, the natural support can no longer afford to voluntarily assist the consumer with bathing, toileting, etc..... unpaid. However, has agreed to continue to do the shopping, medication management and some of the housekeeping unpaid, as he/she is living with the consumer and continues to be willing to provide for this need.