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| <b>Topic:</b>               | Assessing Enhanced or Exceptional Medical or Behavior Needs |
| <b>Date Issued/Updated:</b> | 12/15/2017 (Version 3)                                      |

## Overview

**Description:** When an individual is assessed to have certain extraordinary support needs, if a Personal Support Worker (PSW) is selected to deliver supports and the PSW is qualified, the PSW may be paid at a rate above the typical PSW wage. This guide describes the procedures for determining and authorizing Enhanced or Exceptional Rates for Personal Support Workers using the Adult Needs Assessment (ANA) or Children's Needs Assessment (CNA) or ANA/CNA Enhanced-Exceptional Addendum.

**Purpose/Rationale:** To assist Service Coordinators (SC) and Personal Agents (PA) in utilizing the ANA/CNA (or Enhanced-Exceptional addendum) for determining when a Personal Support Workers (PSW) can be paid an enhanced or exceptional rate.

**Applicability:** CDDP Service Coordinators and Brokerage Personal Agents and for individuals receiving Community Living Supports delivered by a PSW.

## Procedures that apply:

### **Assessment of Enhanced or Exceptional Needs**

Assessment of Enhanced or Exceptional Needs for Medical or Behavior uses the ANA or CNA Version C or later or the Enhanced-Exceptional Addendum to the ANA/CNA.

| Assessment Type                 | Situation   |
|---------------------------------|---|
| Full ANA/CNA Version C or later | <ul style="list-style-type: none"> <li>• A plan is renewing or an individual is new to services.</li> <li>• The needs of the individual have significantly changed and a new ANA/CNA is required.</li> <li>• The individual requests a new ANA/CNA.</li> </ul>  |
| Enhanced-Exceptional Addendum   | <ul style="list-style-type: none"> <li>• The individual requests a new assessment specific to Enhanced-Exceptional services but their other needs (for example ADL/IADL) have not significantly changed.</li> <li>• An ANA/CNA v.C or later has been completed and there is no change in need but there is a change in how medical or behavioral support is delivered that may result in a change to the individual's enhanced or exceptional status; or a redetermination is requested by the individual or their representative.</li> </ul> |

The request for reassessment **must** come from the individual served or their representative, not from a Personal Support Worker (PSW).

### **Payment Rates and Rate Setting Criteria for Authorization in Plan of Care (POC)**

In order for a PSW to be authorized as an Enhanced or Exceptional worker the following must be true:

- The individual meets the criteria for
  - Enhanced as determined by the ANA/CNA C or Addendum; or
  - Exceptional as determined by the ANA/CNA C or Addendum and ODDS Funding Review approval
- The PSW has completed the required training for the corresponding certification

Rates for Enhanced-Exceptional services rendered by PSW's can be found in the most recent Collective Bargaining Agreement.

Enhanced rates are added to a plan line for a qualified PSW when the individual meets the Enhanced assessment criteria. Enhanced rates do not require approval through the ODDS Funding Review process.

Exceptional eligibility requires review and verification through the ODDS Funding Review process outlined in [AR-14-019](#).

**PSWs must be notified if the individual they are working for meets enhanced or exceptional criteria within 28 days of completing the assessment (Enhanced) or receiving the Funding Memo from ODDS (Exceptional) using page 4 of the [ODDS Service Agreement](#) form (se4606).**

If an individual is identified as meeting the Exceptional assessment criteria on the ANA or CNA, the assessment must be submitted to the ODDS Funding Review by the SC/PA within 14 days from the date of the assessment. ODDS will respond with a Funding Review Memo verifying the individual as meeting the exceptional criteria.

After the SC/PA receives the memo, the exceptional rate may be entered in the plan line for PSWs who have Exceptional Certification starting the first of the month after both the PSW and the individual meet the criteria for the Exceptional rate.

**NOTE: You must send in the Funding Review Request for individuals who are identified as meeting the Exceptional assessment criteria even if their PSWs have not yet completed certification to qualify for the Exceptional rate.**

If a PSW is already being paid at a higher rate than the Enhanced or Exceptional rate, the PSW will be paid at the higher rate but will not receive additional funds (see Wage Maintenance section of CBA).

Enhanced/Exceptional training is offered through the Oregon Home Care Commission (OHCC). Information regarding this training can be found on their [website](#). Proof of certification must

be kept on file at the authorizing agency. Certifications can be confirmed using the [OHCC Registry](#) or by making a copy of the certification given to the PSW upon completion of the training program. It is the PSW's responsibility to inform the CDDP/Brokerage that they have completed the required training.

Once the criteria above have been met, the PSW's rate should be adjusted effective the start of the month immediately following the PSW and individual meeting the criteria to qualify for the increased rates.

**Example:** Tina has been assessed as meeting the criteria for an enhanced rate and her PSW, Frank, has completed the training to receive the enhanced rate as her PSW. Frank informs the local office on 12/5/2017 that he has been certified, and the CDDP/Brokerage acquires the certificate dated 12/1/2017. If the individual is assessed as having met the enhanced criteria the authorizing agency would set his POC authorization for the enhanced rate as 1/1/2018.

**Example:** Juan has been assessed as potentially meeting the criteria for an exceptional and has an approval from ODDS confirming Juan meets exceptional criteria. His PSW, Kali, has completed the training to receive the exceptional rate rate as his PSW. Kali informs the local office on 12/5/2017 that he has been certified, and the CDDP/Brokerage acquires the certificate dated 12/1/2017. The authorizing agency would set his POC authorization for the exceptional rate as 1/1/2018.

POC authorizations should **only** cover the time period in which an individual has a valid assessment indicating a need for Enhanced or Exceptional services AND falls within the credential period of the worker's certification as an Enhanced or Exceptional worker. Credentials are good for two years.

**Example:** PSW Tim has an Exceptional certification that ends on 9/30/2016 but the plan for Larry runs from 12/1/2015 – 11/30/2016. PSW Tim's POC authorization for the Exceptional rate **must** end on 9/30/2016. It may be reauthorized once proof of renewed certification is obtained by the authorizing agency.

**Example:** Larry is assessed as having Exceptional needs on 4/1/2016. A new assessment is completed on 10/31/2016 and Larry no longer meets the criteria for Exceptional needs. The POC Exceptional rate authorization for Larry cannot begin earlier than 4/1 and must end 14 days after the assessment was completed, on 11/14/16.

### **Forms that apply:**

ANA/CNA Enhanced-Exceptional Manual Insert  
Enhanced-Exceptional Addendum to the ANA/CNA  
ANA/CNA Version C or later

### **FAQs:**

**Q. What are the notification requirements for PSWs if the individual they are working with is assessed as Enhanced or Exceptional?**

A. PSWs must be notified if the the individual meets the eligibility criteria for an enhanced or exceptional rate within 28 days of completing the assessment. The notification should be done by completing the top section of page 4 of the [ODDS Provider Service Agreement 4606](#). Page 4 may need to be sent separately from the PSWs

**Q. What if an individual is assessed as Exceptional but the PSW is only authorized as Enhanced? Would the PSW still receive the Enhanced rate? What if the individual is assessed as Enhanced but the PSW has an Exceptional certification?**

A. Please refer to the table below:

|                        | <b>Regular PSW</b> | <b>Enhanced PSW</b> | <b>Exceptional PSW</b> |
|------------------------|--------------------|---------------------|------------------------|
| Regular Individual     | Regular Rate       | Regular Rate        | Regular Rate           |
| Enhanced Individual    | Regular Rate       | Enhanced Rate       | Enhanced Rate          |
| Exceptional Individual | Regular Rate       | Enhanced Rate       | Exceptional Rate       |

**Q. What happens if a person is reassessed as no longer needing Enhanced or Exceptional Needs?**

A. If a person is assessed as no longer meeting the criteria for Enhanced or Exceptional Needs the rate must continue for at least 14 days after the assessment is completed. After 14 days the rate is adjusted to match the new assessment. Refer to the table above to set the new rate.

**Q. Is information regarding a PSWs status as a Enhanced/Exceptional worker in eXPRS?**

A. Yes, this information is available on the View Provider screen.

**Q. How do I access the OHCC Provider Registry?**

A. You must request permissions from OHCC at 1-877-867-0077, option 1

**Q. How are Enhanced or Exceptional Needs assessed for individuals in the Children’s Intensive In-Home Services (CIIS) program?**

A. Personal Support Workers for individuals in the CIIS program are paid using a higher rate which assumes a higher level of need. The Enhanced/Exceptional tab of the CNA C should be completed but cannot be used to set a rate. To assist in transition to adult services, CIIS case managers will share the results of the Enhanced/Exceptional tab with Personal Support Workers who serve children who will be transitioning to adult services within the next year. This will assist them in meeting any requirements to qualify as an Enhanced or Exceptional provider.

**Q. Do the Enhanced and Exceptional Rates apply to PSWs serving children/ youth in CIIS?**

A. No, the Enhanced and Exceptional Rates do not apply to PSWs serving children/ youth in the CIIS program. When children/ youth age out of CIIS there is a transition process for their rate.

### **Definition(s):**

"Enhanced Personal Support Worker" means a personal support worker who is certified by the Home Care Commission to provide services for individuals who require advanced medical or behavioral driven services and supports as defined and assessed through a functional needs assessment tool.

"Exceptional Personal Support Worker" means a personal support worker who is certified by the Home Care Commission to provide services for individuals who require extensive medical or behavioral driven services and supports, beyond the enhanced services provided by an enhanced personal support worker, as assessed by a functional needs assessment tool and whose service needs also require staff to be awake more than 20 hours in a 24-hour period.

### **Reference(s):**

[OAR 411-375](#)

Homecare Worker Collective Bargaining Agreement 2015-2017

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