

**State Plan Personal Care (SPPC) Exceptions Process
for CDDP/Brokerage Local Office
OAR(s) 411-034-0020 & 411-034-0090**

- 1. Program Eligibility:** First ensure the individual is eligible for or is receiving a comprehensive Medicaid medical benefit as described in 411-034-0030(1)(b). Then discuss potential SPPC, K-plan and waiver service options with the individual.

- 2. Assessment:** If the individual prefers K-plan, rather than SPPC services, complete the Adult or Children In-Home Needs assessment (ANA/CNA).
 - **If ICF/ID LOC eligible,** explain that s/he may be eligible for SPPC (if found eligible after completion of the SPPC assessment, SDS 531C or SDS 531A), but the K-option program offers more extensive services than the SPPC program. If the individual prefers K-option and does not want SPPC services, do not complete an SPPC assessment.

 - **If not ICF/ID LOC eligible or prefers SPPC** services rather than K-option, assess for SPPC eligibility. If this individual is SPPC eligible after completion of the SPPC assessment, offer SPPC as the only service option available. However, at the next assessment, discuss service options again.

- 3. SPPC Exception Considerations:** Determine if and why the individual's assessed needs require an SPPC exception above the limits established in the [411-034](#) rule. When making this decision, the individual must meet **one or more** of the following criteria:
 - a. Personal care services:** Needs **hands-on** assistance from another person with one or more of the *personal care* task(s) based on the SPPC assessment results.
****Note:** "Hands-on" means a provider physically performs all or parts of an activity because the individual is unable to do so.

 - b. Cognitive assistance:** Needs **on-going supervision** for cognitive assistance.
****Note:** No other SPPC *supportive service* needs, per [411-034](#) rule or as listed on the *546PC State Plan Personal Care Service Plan and Task List [form](#)*, can qualify for exception hours.

 - c. Exceptional housecleaning:** Needs **exceptional housecleaning** of the individual's home to ensure the health and safety of the individual.

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****Note:** This service cannot be provided by Personal Support Workers (PSWs) or in-home agencies. It must be above and beyond the typical housekeeping provided by PSWs or in-home agencies necessary to maintain a person's home.

Goal: To provide *intensive cleaning* for individuals to get their home in reasonable condition in order for the individual, a PSW or in-home agency to take over and provide on-going housekeeping without the need for a housecleaning exception, as per the individual's assessed need.

4. CDDP/Brokerage Authorization: If the request meets the criteria described in number 3 above, process this the exception request as follows:

a. Complete, review & submit 514PC Request for SPPC Exception [form](#):

- **Complete the SDS 514PC** with a clear explanation of what the needs are, why each need is an extraordinary need which requires more than the 20 hour limit/month and/or how exceptional housecleaning is needed based on the criteria described in number 3 above.
- **Review and approval:** The CDDP/Brokerage supervisor must review and approve for necessity as described in number 3 above.
- **Email:** Have the local office manager forward this request, the bids and any supporting documentation through the [ODDS Funding Review](#) email box. The direct email link is: ODDS.FundingReview@state.or.us .
 - ▶ **Requests must be submitted through the DHS secure email system:** Send a blank email to the ODDS.FundingReview@state.or.us email box with no personal information to receive an automatic secure email reply. Submit the request and the supporting documentation through DHS secure servers. Please follow the **Use of ODDS Secure Email Boxes** instructions (<http://www.dhs.state.or.us/spd/tools/dd/use-of-ODDS-secure%20-Email.pdf>) posted on the [Staff Tools](#) webpage.

▶ **Please write "SPPC Exception" in the subject line of the email.**

b. Additional steps specifically for *exception housecleaning* requests:

- **Review and sign:** Review the **Consumer Consent – In-Home Chore and SPPC Exceptional Housecleaning Service** form ([SDS 0343](#)) with the consumer. Consumers must give permission to have a vendor clean their home and haul off agreed upon items that may pose a health and safety risk to the consumer or others. Do not authorize the service unless the

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consumer signs the **Consumer Consent – In-Home Chore and SPPC Exceptional Housecleaning Service** form.

► Keep a copy of the signed form in the individual's service record.

- **PSW & In-home agency providers CANNOT provide this service:** Because this exceptional housecleaning service is not an *hourly* service, it cannot be completed by a Personal Support Worker (PSW) or in-home agency.
- **Provider Qualifications:**
 - Collect 3 bids if possible. If it is not possible to gather 3 bids, explain why when submitting the request to ODDS.
 - All bids must be from local companies / vendors. Comparative pricing from the internet is **not** acceptable.
 - If preferred, case managers may request a preliminary review of the exceptional housecleaning service request from ODDS before collection of bids.

5. ODDS Approval Parameters: An ODDS staff person will evaluate the [SDS 514PC](#) exception request based on the information described in number 3 and 4 above with the following parameters:

- a. **Personal care:** Allow a maximum of up to 2 hours per assessed need per month.
- b. **Cognitive assistance:** Allow a maximum of up to 5 hours per assessed *supportive service* cognition need per month.
- c. **Exceptional housecleaning:** Allow the most appropriate contracted bid for exceptional housecleaning and removal of hazardous debris as described in number 3 and 4 above. PSWs or in-home agencies cannot provide this service.

6. ODDS Decision Process: ODDS will email an approval or denial of the extra hours or exceptional housecleaning to the CDDP/Brokerage case manager and supervisor who requested the exception:

► Do not authorize the extra hours or exceptional housecleaning until an official approval is received through the [ODDS Funding Review](#) email box.

7. Actions By Case Manager After Receiving Approval or Denial from ODDS:

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a. Extra hours approval:

- Set up the approved on-going SPPC hours, including exception hours, in the Individual Support Plan (ISP).
- Enter all the hours, including exception hours on the **546PC State Plan Personal Care Service Plan and Task List form**. Submit a secure copy of the signed 546PC – along with the ODDS Exceptions approval email – to the Provider Relations & Payment Support Unit (PRPSU) email box ([DD PC-20](mailto:DD_PC-20)). The direct email link is: DD.PC-20@state.or.us. PRPSU will generate a voucher for the authorized hours.
- If an additional provider is used, email the **SDS 531P Provider Authorization form** for the additional authorized provider to PRPSU.
- Document in progress notes the total hours approved. For example: If an individual is approved for 6 extra hours, note what service(s) were approved, as well as the total of 26 hours (20 + 6 = 26).
- Document in progress notes the additional provider authorized as appropriate.
- Keep a copy of ODDS email approval notice in the individual's file.

b. Exceptional housecleaning approval

- Reminders:
 - Consumers must give permission to have a vendor clean their home and haul off agreed upon items that may pose a health and safety risk to the consumer or others. Do not authorize the service unless the consumer signs the **Consumer Consent – In-Home Chore and SPPC Exceptional Housecleaning Service** form ([SDS 0343](#)). Keep a copy of the signed form in the individual's file.
 - PSWs and in-home agencies cannot provide this service.
- Do not authorize this service on the SDS 546PC State Plan Personal Care Service Plan and Task List form. Follow the process described in this document.
- Once received ODDS approval, inform the vendor that the **State Plan Personal Care Medicaid Provider Enrollment Agreement (PEA)** must be completed before work can begin. Case managers provide the vendor a copy of the *PEA* form to complete if this vendor has not been enrolled. If this vendor already has already been enrolled, a new PEA is not needed.

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- Email the completed PEA to [ODDS Funding Reviews](#) email box through DHS secure email. Keep a copy of the signed PEA form in the individual's file.
 - Once the PEA is approved, case managers will be notified via the [ODDS Funding Review](#) email box to inform the vendor that work may begin.
 - Once the exceptional housecleaning has been completed, the individual may receive on-going housekeeping hours through her/his PSW or in-home agency – as per the individual's assessed need.
 - Payment to the vendor: Case managers must verify that the exceptional housecleaning tasks have been completed as specified in the bid. Case manager will then notify ODDS via the [ODDS Funding Review](#) email box through DHS secure email. ODDS staff will ensure payment be sent to the vendor.
 - Document in progress notes the exceptional housecleaning service approval and completion date. Keep a copy of the ODDS email approval notice, the bids and the vendor's authorization in the individual's file.
- c. Exceptional hours and housecleaning denial**
- Issue a **SDS 0947 Notification of Plan Action** form to the individual, as the individual has administrative hearing rights whenever the extra hours are denied, terminated or reduced.
 - Issue a **SDS 0947 Notification of Plan Action** form to the individual whenever the exceptional housecleaning is denied by ODDS.
 - Document in progress notes the action and keep a copy of notice in the individual's file.