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B.6. Participant Supports

a. Educational materials

Attachment 4 (Participant Packet) contains a copy of the HOME Choice Participant Packet which contains educational materials related to procedures for participants to access needed assistance and supports. All potential participants will receive a copy of this packet. Portions of it will also be used for training.

b. Twenty-four hour emergency back-up

Waiver emergency backup

Case managers in each service delivery system will work with participants enrolled on Home and Community-Based Services (HCBS) waivers to devise emergency back-up plans as part of the development of the waiver service plan. The backup plan also will encompass HOME Choice Supplemental and Demonstration Services. The plans will address coverage of other critical services, such as transportation, direct service workers, and repair and replacement of needed equipment, and will include participant instruction on the use of 911 for emergency situations as well as determination of the need for an emergency response system.

Ohio statute requires agency-based providers to have monitoring systems in place that assure the delivery of authorized services which requires them to provide coverage for no-shows and other unexpected changes in planned service delivery. Because the PASSPORT waiver is served by agency-based providers only, HOME Choice participants enrolled on PASSPORT will rely on this statutory requirement to ensure 24-hour backup. These participants also will have access to their waiver case managers during regular business hours.

Participants receiving waiver services from ODMR/DD and ODJFS-managed waivers will have access to their waiver case managers during regular business hours and to an on-call waiver case management staff member after normal working hours to ensure 24-hour emergency back-up.

State plan, health and community/mental health emergency back-up

ODJFS HOME Choice care coordination staff will also work with participants receiving services through the state plan-only to devise back-up plans as part of the development of a HOME Choice service plan. These back-up plans will be coordinated with managed care plan managers as necessary and will address coverage of other critical services. The plan will always include authorization for the demonstration service, Community Support

Coaching, which has a 24-hour availability requirement to the participant. State plan-only HOME Choice consumers who receive services through a mental health community treatment team will have access to 24-hour backup support through their treatment team. Additionally, state plan demonstration participants will have access to an ODJFS 1-800 phone line during business hours, will be trained about use of 911 for emergencies, and will be assessed for the need for emergency response systems.

Effectiveness of emergency plans, whether the participant is receiving qualified HCBS services through a waiver or from the state plan, will be monitored and tracked as part of the quality management system that is established for HOME Choice. Presently each delivery system varies in the reporting requirements and processes for 24 hour back up. In order to assure continuity and evaluate effectiveness of current systems, ODJFS is establishing a process and reporting requirements for ODA and its PAAs and for ODMR/DD and the county boards to use to report use and reliability of 24-hour back-up systems for review, analysis, and needed project modifications. The timeline for implementation of the new reporting requirements for MFP will be in place by the start date of the HOME Choice Transition Program. The process includes expansion of a current incident tracking system which will capture all reporting categories for MFP participants regardless of delivery system. ODA and ODMR/DD will report incidents within pre-determined categories to the ODJFS intake and care coordination unit. Incidents will be tracked within the new database, monitored and investigated, as necessary by ODJFS protection from harm staff. ODJFS will monitor incidents using established protocols as outlined in the Quality section B8 of the operational protocol and further summarized within attachment 31.

c. Complaints about failures of back-up systems

The HOME Choice Participant Packet in Attachment 4 (Participant Packet) contains instruction on how to file a complaint about failures of back-up systems. The instruction directs HOME Choice participants who have been enrolled on HCBS waivers to the case management agency serving the HCBS waiver on which each participant is enrolled. HOME Choice participants enrolled in a HBCS waiver can also file complaints directly by calling the ODJFS HOME Choice 1-800 number or anonymously through the Medicaid Consumer Hotline Number. The Aging, MR/DD and ODJFS-administered waiver systems will integrate the reporting of failure of backup systems for HOME Choice participants into the existing incident reporting systems.

For HOME Choice participants not enrolled on an HCBS waiver, but who are receiving state plan services, complaints about failures of backup systems will be directed to ODJFS via the 1-800 number or anonymously through the Medicaid Consumer Hotline Number. All HOME Choice participants will also be given a web address to use for complaints.