

1 **8.552 IN-HOME SUPPORT SERVICES**

2 **8.552.1 DEFINITIONS**

- 3 A. Attendant means a person who is directly employed by an In-Home Support Services
4 (IHSS) Agency to provide IHSS to a client and meets the qualifications as defined at 10
5 C.C.R 2505-10, § 8.552.6.K.
- 6 B. Authorized Representative (AR) means an individual designated by the client, or by the
7 parent or guardian of the client receiving services, if appropriate, who has the judgment
8 and ability to assist the client in acquiring and receiving services as defined in C.R.S.
9 Section 25.5-6-1202.
- 10 C. Care Plan means a written plan of care developed between the client or the client's
11 Authorized Representative, IHSS Agency and Case Management Agency that is
12 authorized by the Case Manager.
- 13 D. Case Manager means an individual employed by a Case Management Agency who is
14 qualified to perform the following case management activities: determination of an
15 individual client's functional eligibility for the Home and Community Based Services
16 (HCBS) waivers, development and implementation of an individualized and person-
17 centered care plan for the client, coordination and monitoring of HCBS waiver services
18 delivery, evaluation of service effectiveness, and the periodic reassessment of such
19 client's needs.
- 20 E. Extraordinary Care means a service which exceeds the range of care a Family Member
21 would ordinarily perform in a household on behalf of a person without a disability or
22 chronic illness of the same age, and which is necessary to assure the health and welfare
23 of the client and avoid institutionalization.
- 24 F. Family Member means any person related to the client by virtue of blood, marriage,
25 adoption, or common law.
- 26 G. Health Maintenance Activities means those routine and repetitive skilled health related
27 tasks, which are necessary for health and normal bodily functioning, that an individual
28 with a disability would carry out if they were physically able, or that would be carried out
29 by Family Members or friends if they were available. These activities include skilled tasks
30 typically performed by a Certified Nursing Assistant (CNA) or licensed nurse that do not
31 require the clinical assessment and judgement of a licensed nurse.
- 32 H. Homemaker Services means general household activities provided in the home of an
33 eligible client to maintain a healthy and safe home environment for a client, when the
34 person ordinarily responsible for these activities is absent or unable to manage these
35 tasks.
- 36 I. Inappropriate Behavior means documented verbal, sexual or physical threats or abuse
37 committed by the client or Authorized Representative toward Attendants, Case
38 Managers, or the IHSS Agency.
- 39 J. Independent Living Core Services means services that advance and support the
40 independence of individuals with disabilities and to assist those individuals to live outside
41 of institutions. These services include but are not limited to: information and referral
42 services, independent living skills training, peer and cross-disability peer counseling,
43 individual and systems advocacy, transition services or diversion from nursing homes

- 1 and institutions to home and community-based living, or upon leaving secondary
2 education.
- 3 K. In-Home Support Services (IHSS) means services that are provided in the home and in
4 the community by an Attendant under the direction of the client or client's Authorized
5 Representative, including Health Maintenance Activities and support for activities of daily
6 living or instrumental activities of daily living, Personal Care services and Homemaker
7 services.
- 8 L. In-Home Support Services (IHSS) Agency means an agency that is certified by the
9 Colorado Department of Public Health and Environment, enrolled in the Medicaid
10 program and provides Independent Living Core Services.
- 11 M. Licensed Health Care Professional means a state-licensed health care professional, who
12 is at the minimum a Registered Nurse (RN), who contracts with or is employed by the
13 IHSS Agency.
- 14 N. Licensed Medical Professional means the primary care provider of the client who
15 possess one of the following medical licenses: Physician (MD/DO), Physician Assistant
16 (PA) and Advanced Practicing Nurse (APN) as governed by the Colorado Medical
17 Practice Act and the Colorado Nurse Practice Act.
- 18 O. Personal Care means services which are furnished to an eligible client in the client's
19 home to meet the client's physical, maintenance and supportive needs, when those
20 services are not skilled Personal Care, do not require the supervision of a nurse, and do
21 not require physician's orders.

22 **8.552.2 ELIGIBILITY**

- 23 8.552.2.A. To be eligible for IHSS a client shall meet the following criteria:
- 24 1. Be enrolled in a Medicaid program approved to offer IHSS.
- 25 2. Provide a signed Physician Attestation of Consumer Capacity form at enrollment
26 and following any change in condition stating that the client has sound judgment
27 and the ability to self-direct care. If the client is in unstable health with an
28 unpredictable progression or variation of disability or illness, the Physician
29 Attestation of Consumer Capacity form shall also include a recommendation
30 regarding whether additional supervision is necessary and if so, the amount and
31 scope of supervision requested.
- 32 3. If a client is required by the Physicians Attestation to have an Authorized
33 Representative or elects to have an Authorized Representative, the client must
34 delegate an Authorized Representative who has the judgment and ability to
35 assist the client in acquiring and using services, or
- 36 a. Obtain assistance from an IHSS Agency that is able and willing to support the
37 client as necessary to participate in IHSS.
- 38 8.552.2.B. IHSS eligibility for a client will end if:
- 39 1. The client is no longer enrolled in a Medicaid program approved to offer IHSS.

- 1 2. The client's medical condition deteriorates causing an unsafe situation for the
2 client or the Attendant as determined by the client's Licensed Medical
3 Professional.
- 4 3. The client refuses to designate an Authorized Representative or receive
5 assistance from an IHSS Agency when the client is unable to direct their own
6 care as documented by the client's Licensed Medical Professional on the
7 Physician Attestation of Consumer Capacity form.
- 8 4. The client provides false information or false records.
- 9 **8.552.3 ALLOWABLE SERVICES**
- 10 8.552.3.A. Services are for the benefit of the client. Services for the benefit of other persons
11 are not reimbursable.
- 12 8.552.3.B. Services available for eligible adults:
- 13 1. Homemaker
- 14 2. Personal Care
- 15 3. Health Maintenance Activities
- 16
- 17 8.552.3.C. Services available for eligible children:
- 18 1. Health Maintenance Activities
- 19
- 20 8.552.3.D.. Service Definitions:
- 21 1. Homemaker
- 22 a. Routine light housekeeping such as: dusting, vacuuming, mopping, and
23 cleaning bathroom and kitchen areas
- 24 b. Meal preparation
- 25 c. Dishwashing
- 26 d. Bed making
- 27 e. Laundry
- 28 f. Shopping for necessary items to meet basic household needs
- 29 2. Personal Care:
- 30 a. Eating/feeding which includes assistance with eating by mouth using
31 common eating utensils such as forks, knives, and straws
- 32 b. Respiratory assistance with cleaning or changing oxygen equipment
33 tubes, filling the distilled water reservoir, and moving the cannula or
34 mask from the client's face

- 1 c. Skin care preventative in nature when skin is unbroken; including the
2 application of non-medicated/non-prescription lotions and/or sprays and
3 solutions, and monitoring of skin changes.
- 4 d. Bladder/Bowel Care:
- 5 i) Assisting client to and from the bathroom
- 6 ii) Assistance with bed pans, urinals, and commodes
- 7 iii) Changing of incontinence clothing or pads
- 8 iv) Emptying Foley or suprapubic catheter bags only if there is no
9 disruption of the closed system
- 10 v) Emptying ostomy bags
- 11 vi) Pericare
- 12 e. Personal hygiene:
- 13 i) Bathing including washing, shampooing
- 14 ii) Grooming
- 15 iii) Shaving with an electric or safety razor
- 16 iv) Combing and styling of hair
- 17 v) Filing and soaking of nails
- 18 vi) Basic oral hygiene and denture care
- 19 f. Dressing assistance with ordinary clothing and the application of non-
20 prescription support stockings, braces and splints; or the application of
21 artificial limbs when the client is able to assist or direct.
- 22 g. Transferring a client when the client has sufficient balance and strength
23 to reliably stand and pivot and assist with the transfer. Adaptive and
24 safety equipment may be used in transfers, provided that the client and
25 attendant are fully trained in the use of the equipment and the client can
26 direct and assist with the transfer.
- 27 h. Mobility when the client has the ability to reliably balance and bear
28 weight or when the client is independent with an assistive device.
- 29 i. Positioning when the client is able to verbally or non-verbally identify
30 when the position needs to be changed including simple alignment in a
31 bed, wheelchair or other furniture
- 32 j. Medication Reminders when medications have been preselected by the
33 client, a family member, a nurse or a pharmacist and may be stored in
34 containers other than the prescription bottles, such as medication
35 minders, and;

- 1 i) Medication minders must be clearly marked as to the day and
2 time of dosage and must be kept in a way as to prevent
3 tampering
- 4 ii) Medication reminding includes only inquiries as to whether
5 medications were taken, verbal prompting to take medications,
6 handing the appropriately marked medication minder container
7 to the client and opening the appropriately marked medication
8 minder if the client is unable
- 9 k. Cleaning and basic maintenance of durable medical equipment
- 10 l. Protective oversight when the client requires supervision to prevent or
11 mitigate disability related behaviors that may result in imminent harm to
12 people or property
- 13 m. Accompanying includes going with the client, as necessary on the care
14 plan, to medical appointments, and errands such as banking and
15 household shopping. Accompanying the client to provide one or more
16 personal care services as needed during the trip. Attendant may assist
17 with communication, documentation, verbal prompting and/or hands on
18 assistance when the task cannot be completed without the support of the
19 attendant. Companionship is not a benefit of IHSS.
- 20 3. Health Maintenance Activities:
- 21 a. Skin care performed when the skin is broken or a chronic skin condition
22 is active and could potentially cause infection, and the client is unable to
23 apply product independently due to illness, injury or disability. May
24 include wound care, dressing changes, application of prescription
25 medicine, and foot care for people with diabetes when directed by a
26 licensed medical professional
- 27 b. Hair care including shampooing, conditioning, drying, and combing when
28 performed in conjunction with health maintenance level bathing,
29 dressing, or skin care. May be performed when:
- 30 i) Client is unable to complete task independently;
- 31 ii) Application of a prescribed shampoo/conditioner which has been
32 dispensed by a pharmacy; or
- 33 iii) Client has open wound(s) or neck stoma(s).
- 34 c. Nail care in the presence of medical conditions that may involve
35 peripheral circulatory problems or loss of sensation; includes soaking,
36 filing and trimming
- 37 d. Mouth care performed when health maintenance level skin care is
38 required in conjunction with the task, or:
- 39 i) There is injury or disease of the face, mouth, head or neck;
- 40 ii) In the presence of communicable disease;

- 1 iii) When the client is unable to participate in the task;
- 2 iv) Oral suctioning is required.
- 3 e. Shaving performed when health maintenance level skin care is required
4 in conjunction with the shaving, or:
- 5 i) The client has a medical condition involving peripheral circulatory
6 problems;
- 7 ii) The client has a medical condition involving loss of sensation;
- 8 iii) The client has an illness or takes medications that are
9 associated with a high risk for bleeding;
- 10 iv) The client has broken skin at/near shaving site or a chronic
11 active skin condition.
- 12 f. Dressing performed when health maintenance level skin care or
13 transfers are required in conjunction with the dressing, or;
- 14 i) The client is unable to assist or direct care;
- 15 ii) Assistance with the application of prescribed anti-embolic or
16 pressure stockings is required;
- 17 ii) Assistance with the application of prescribed orthopedic devices
18 such as splints, braces, or artificial limbs is required.
- 19 g. Feeding is considered a health maintenance task when the client
20 requires health maintenance level skin care or dressing in conjunction
21 with the task, or:
- 22 i) Oral suctioning is needed on a stand-by or intermittent basis;
- 23 ii) The client is on a prescribed modified texture diet;
- 24 iii) The client has a physiological or neurogenic chewing or
25 swallowing problem;
- 26 iv) Syringe feeding or feeding using adaptive utensils is required;
- 27 v) Oral feeding when the client is unable to communicate
28 verbally, non-verbally or through other means
- 29 h. Exercise including passive range of motion. Exercises must be specific
30 to the client's documented medical condition and require hands on
31 assistance to complete.
- 32 i. Transferring a client when they are not able to perform transfers
33 independently due to fragility of illness, injury or disability, or:
- 34 i) the client lacks the strength and stability to stand, maintain
35 balance or bear weight reliably;

- 1 ii) the client has not been deemed independent with adaptive
2 equipment or assistive devices by a licensed medical
3 professional;
- 4 iii) the use of a mechanical lift is needed.
- 5 j. Bowel care performed when health maintenance level skin care or
6 transfers are required in conjunction with the bowel care, or:
 - 7 i) The client is unable to assist or direct care;
 - 8 ii) Administration of a bowel program including but not limited to
9 digital stimulation, enemas, or suppositories;
 - 10 iii) Care of a colostomy or ileostomy that includes emptying and
11 changing the ostomy bag and application of prescribed skin care
12 products at the site of the ostomy
- 13 k. Bladder care performed when health maintenance level skin care or
14 transfers are required in conjunction with the bladder care, or;
 - 15 i) The client is unable to assist or direct care;
 - 16 ii) Care of external, indwelling and suprapubic catheters;
 - 17 iii) Changing from a leg to a bed bag and cleaning of tubing and
18 bags as well as perineal care;
- 19 l. Medical management to routinely monitor a documented health
20 condition, including but not limited to: blood pressures, pulses,
21 respiratory rate, blood sugars, oxygen saturations, intravenous, or
22 intramuscular injections
- 23 m. Respiratory care:
 - 24 i) Postural drainage
 - 25 ii) Cupping
 - 26 iii) Adjusting oxygen flow within established parameters
 - 27 iv) Suctioning of mouth and nose
 - 28 v) Nebulizers
 - 29 vi) Ventilator and tracheostomy care
 - 30 vii) Respiratory equipment
- 31 n. Bathing is a considered a health maintenance task when the client is
32 unable to assist or direct care; or health maintenance level skin care,
33 transfers or dressing are required in conjunction with bathing.
- 34 o. Medication Assistance may include setup, handling and administering
35 medications

- 1 p. Accompanying includes going with the client, as necessary on the care
2 plan, to medical appointments, and errands such as banking and
3 household shopping. Accompanying the client to provide one or more
4 health maintenance tasks as needed during the trip. Attendant may
5 assist with communication, documentation, verbal prompting and/or
6 hands on assistance when the task cannot be completed without the
7 support of the attendant. Does not include companionship.
- 8 q. Mobility is considered a health maintenance task when health
9 maintenance level skin care or transfers are required in conjunction with
10 the mobility, or:
- 11 i) the client is unable to assist or direct care;
- 12 ii) when hands on assistance is required for safe ambulation and
13 the client is unable to maintain balance or to bear weight reliably
14 due to illness, injury, or disability, or
- 15 iii) the client has not been deemed independent with adaptive
16 equipment or assistive devices ordered by a qualified licensed
17 medical professional
- 18 r. Positioning performed when health maintenance level skin care is
19 required in conjunction with positioning and when the client is not able to
20 assist or direct care.

21 **8.552.4 CLIENT AND AUTHORIZED REPRESENTATIVE PARTICIPATION AND SELF-**
22 **DIRECTION**

- 23 8.552.4.A. A client or their Authorized Representative may self-direct the following aspects
24 of service delivery:
- 25 1. Present a person(s) of their own choosing to the IHSS Agency as a potential
26 Attendant. The client must have adequate Attendants to assure compliance with
27 all tasks in the Care Plan.
- 28 2. Train Attendant(s) to meet their needs.
- 29 3. Dismiss Attendants who are not meeting their needs.
- 30 4. Schedule, manage, and supervise Attendants with the support of the IHSS
31 Agency.
- 32 5. Determine, in conjunction with the IHSS Agency, the level of in-home supervision
33 as recommended by the client's Licensed Medical Professional.
- 34 6. Transition to alternative service delivery options at any time. The Case Manager
35 shall coordinate the transition and referral process.
- 36 7. Communicate with the IHSS Agency and Case Manager to ensure safe, accurate
37 and effective delivery of services.
- 38 8. Request a reassessment, as described at 10 C.C.R. 2505-10, § 8.393.2.D, if
39 level of care or service needs have changed.

- 1 8.552.4.B. An Authorized Representative is not allowed to be reimbursed for IHSS
2 Attendant services for the client they represent.
- 3 8.552.4.C. If the client is required to or elects to have an Authorized Representative, the
4 Authorized Representative shall meet the requirements:
- 5 1. Must be at least 18 years of age.
- 6 2. Must have known the client for at least two years. For children under the age of
7 two, the Authorized Representative must have known the child for the duration of
8 their life.
- 9 3. Has not been convicted of any crime involving exploitation, abuse, neglect, or
10 assault on another person.
- 11 8.552.4.D. The Authorized Representative must attest to the above requirement on the
12 Authorized Representative Designation for In-Home Support Services (IHSS)
13 form.
- 14 8.552.4.E. IHSS clients who personally require an Authorized Representative may not serve
15 as an Authorized Representative for another IHSS client.
- 16 8.552.4.F. The client and their Authorized Representative must adhere to IHSS Agency
17 policies and procedures.
- 18 **8.552.5 IHSS AGENCY ELIGIBILITY**
- 19 8.552.5.A. The IHSS Agency must be a licensed home care agency and shall conform to all
20 requirements set forth per their licensure, in addition to requirements outlined at
21 10 C.C.R. 2505-10, § 8.487
- 22 8.552.5.B. The provider agreement for an IHSS Agency may be terminated, denied, or non-
23 renewed pursuant to 10 C.C.R. 2505-10, § 8.076.5.
- 24 8.552.5.C. Administrators or managers as defined at 6 CCR 1011-1 Chapter 26 shall
25 satisfactorily complete the Department authorized training on IHSS rules and
26 regulations prior to Medicaid certification and annually thereafter.
- 27 **8.552.6 IHSS AGENCY RESPONSIBILITIES**
- 28 8.552.6.A. The IHSS Agency shall assure and document that all clients are provided the
29 following:
- 30 1. Independent Living Core Services
- 31 a. An IHSS Agency must provide a list of the full scope of Independent
32 Living Core Services provided by the agency to each client on an annual
33 basis. The IHSS Agency must keep a record of each client's choice to
34 utilize or refuse these services, and document services provided
- 35 2. Attendant training, oversight and supervision by a licensed health care
36 professional employed by the IHSS who is at minimum a Registered Nurse (RN).
- 37 3. The IHSS agency shall provide 24-hour back-up service for scheduled visits to
38 clients at any time an Attendant is not available. At the time the Care Plan is

- 1 developed the IHSS Agency shall ensure that adequate staffing is available.
 2 Staffing must include backup Attendants to ensure necessary services will be
 3 provided in accordance with the Care Plan.
- 4 8.552.6.B. The IHSS Agency shall adhere to the following:
- 5 1. If the IHSS Agency admits clients with needs that require care or services to be
 6 delivered at specific times or parts of day, the IHSS Agency shall ensure qualified
 7 staff in sufficient quantity are employed by the agency or have other effective
 8 back-up plans to ensure the needs of the client are met.
 - 9 2. The IHSS Agency shall only accept clients for care or services based on a
 10 reasonable assurance that the needs of the client can be met adequately by the
 11 IHSS Agency in the individual's temporary or permanent home or place of
 12 residence.
 - 13 a. There shall be documentation in the Care Plan or client record of the
 14 agreed upon days and times of services to be provided based upon the
 15 client's needs that is updated at least annually.
 - 16 3. If an IHSS Agency receives a referral of a client who requires care or services
 17 that are not available at the time of referral, the IHSS Agency shall advise the
 18 client or their Authorized Representative and the Case Manager of that fact.
 - 19 a. The IHSS Agency shall only admit the client if the client or their
 20 Authorized Representative and Case Manager agree the recommended
 21 services can be delayed or discontinued.
 - 22 4. The IHSS Agency shall ensure orientation is provided to clients or Authorized
 23 Representatives who are new to IHSS or request re-orientation through The
 24 Department's prescribed process. Orientation shall include instruction in the
 25 philosophy, policies and procedures of IHSS and information concerning client
 26 rights and responsibilities.
 - 27 5. The IHSS Agency will keep written service notes documenting the services
 28 provided at each visit.
- 29 8.552.6.C. The IHSS Agency is the legal employer of a client's Attendants and must adhere
 30 to all requirements of federal and state law, and to the rules, regulations, and
 31 practices as prescribed by The Department.
- 32 8.552.6.D. The IHSS Agency shall assist all clients in interviewing and selecting an
 33 Attendant when requested, and maintain documentation of the IHSS Agency's
 34 assistance and/or the client's refusal of such assistance.
- 35 8.552.6.E. The IHSS Agency will complete an intake assessment following referral from the
 36 Case Manager. The IHSS Agency will develop a Care Plan in coordination with
 37 the Case Manager and client. Any proposed services outlined in the Care Plan
 38 that may result in an increase in authorized services and units must be submitted
 39 to the Case Manager for review. The Care Plan must be approved prior to start of
 40 services.
- 41 8.552.6.F. The IHSS Agency shall ensure that a current Care Plan is in the client's record,
 42 and that Care Plans are updated with the client at least annually or more

- 1 frequently in the event of a client's change in condition. The IHSS Agency will
2 send the Care Plan to the Case Manager for review and approval.
- 3 1. The Care Plan will include a statement of allowable Attendant hours and a
4 detailed listing of frequency, scope and duration of each service to be provided to
5 the client for each day and visit. The Care Plan shall be signed by the client or
6 the client's Authorized Representative and the IHSS Agency.
- 7 a. Secondary or contiguous tasks must be outlined on the care plan.
- 8 2. In the event of the observation of new symptoms or worsening condition that may
9 impair the client's ability to direct their care, the IHSS Agency, in consultation
10 with the client or their Authorized Representative and Case Manager, shall
11 contact the client's Licensed Medical Professional to receive direction as to the
12 appropriateness of continued care. The outcome of that consultation shall be
13 documented in the client's revised Care Plan, with the client and/or Authorized
14 Representative's input and approval. The IHSS Agency will submit the revised
15 Care Plan to the Case Manager for review and approval.
- 16 8.552.6.G. The IHSS Agency shall either contract with or employ a state-licensed health
17 care professional, who is at the minimum a Registered Nurse (RN). The IHSS
18 Agency's licensed health care professional is responsible for the following
19 activities:
- 20 1. Administer a skills validation test for Attendants. Skills validation must be
21 completed prior to service delivery unless postponed by the client or Authorized
22 Representative to prevent interruption in services. The reason for postponement
23 shall be documented by the IHSS in the client's file. In no event shall the skills
24 validation be postponed for more than 30 days after services begin to prevent
25 interruption in services.
- 26 2. Verify and document Attendant skills and competency to perform IHSS and basic
27 client safety procedures.
- 28 3. Counsel Attendants and staff on difficult cases and potentially dangerous
29 situations.
- 30 4. Consult with the client, Authorized Representative or Attendant in the event a
31 medical issue arises.
- 32 5. Investigate complaints and critical incidents within ten (10) calendar days as
33 defined in 10 C.C.R 2505-10 § 8.487.15.
- 34 6. Verify the Attendant follows all tasks set forth in the Care Plan.
- 35 7. Review the Care Plan and Physician Attestation for Consumer Capacity form
36 upon initial enrollment, following any change of condition, and upon the request
37 of the client, their Authorized Representative, or the Case Manager.
- 38 8. Provide in-home supervision for the client as recommended by their Licensed
39 Medical Professional. as agreed upon by the client or their Authorized
40 Representative
- 41 8.552.6.H. At the time of enrollment and following any change of condition, the IHSS Agency
42 will review recommendations for supervision listed on the Physician Attestation of

- 1 Consumer Capacity form. This review of recommendations shall be documented
2 by the IHSS Agency in the client record.
- 3 1. The IHSS Agency shall collaborate with the client or client's Authorized
4 Representative to determine the level of supervision provided by the IHSS
5 Agency's licensed health care professional beyond the requirements set forth at
6 C.R.S. Section 25.5-6-1203.
- 7 2. The client may decline recommendations for in-home supervision. The IHSS
8 Agency must document this choice in the client record and notify the Case
9 Manager. The IHSS Agency and their licensed health care professional, Case
10 Manager, and client or their Authorized Representative shall discuss alternative
11 service delivery options and the appropriateness of continued participation in
12 IHSS.
- 13 8.552.6.I. The IHSS Agency shall assure and document that all Attendants have received
14 basic training in the delivery of IHSS prior to the start of services. Attendant
15 training shall include:
- 16 1. Development of interpersonal skills focused on addressing the needs of persons
17 with disabilities.
- 18 2. Overview of IHSS as a service-delivery option of consumer direction.
- 19 3. Instruction on basic first aid administration.
- 20 4. Instruction on safety and emergency procedures.
- 21 5. Instruction on infection control techniques, including universal precautions.
- 22 6. Mandatory reporting procedures.
- 23 8.552.6.J. The IHSS Agency shall allow the client or Authorized Representative to provide
24 individualized Attendant training that is specific to their own needs and preferences.
- 25 8.552.6.K. With the support of the IHSS Agency, Attendants must adhere to the following:
- 26 1. Must be at least 18 years of age and demonstrate competency in caring for the
27 client to the satisfaction of the client or Authorized Representative.
- 28 2. May be a Family Member subject to the reimbursement and service limitations in
29 10 C.C.R. 2505-10, Section 8.552.8.
- 30 3. Must be able to perform the assigned tasks on the Care Plan.
- 31 4. Shall not, in exercising their duties as an IHSS Attendant, represent themselves
32 to the public as a licensed nurse, a certified nurse's aide, a licensed practical or
33 professional nurse, a registered nurse or a registered professional nurse as
34 defined in C.R.S. Section 25.5-6-1203.
- 35 5. Shall not have had their license as a nurse or certified nurse aide suspended or
36 revoked or their application for such license or certification denied.
- 37 **8.552.6.L. The IHSS Agency shall provide functional skills training to assist clients**
38 **and their Authorized Representatives in developing skills and resources to**

1 **maximize their independent living and personal management of health care.**8.552.7
 2 **CASE MANAGEMENT AGENCY RESPONSIBILITIES**

3 8.552.7.A. The Case Manager shall provide information and resources about IHSS to
 4 eligible clients, including a list of IHSS Agencies in their service area and an introduction
 5 to the benefits and characteristics of participant-directed programs.

6 8.552.7.B. The Case Manager will initiate a referral to the IHSS Agency of the client or
 7 Authorized Representative's choice, including an outline of approved services as
 8 determined by the Case Manager's most recent assessment. The referral must include
 9 the Physician Attestation, assessment information, and other pertinent documentation to
 10 support the development of the Care Plan.

11 8.552.7.C. The Case Manager must ensure that the following forms are completed prior to
 12 the approval of the Care Plan or start of services:

- 13 1. The Physician Attestation of Consumer Capacity form shall be completed upon
 14 enrollment and following any change in condition.
- 15 2. If the client requires an Authorized Representative, the Authorized
 16 Representative Designation for In-Home Support Services (IHSS) form or In-
 17 Home Support Services (IHSS) Client and Provider Agency Responsibilities form
 18 must be completed.

19 8.552.7.D. Upon the receipt of the Care Plan, the Case Manager shall:

- 20 1. Review the Care Plan in a timely manner to ensure there is no disruption or delay
 21 in the start of services.
- 22 2. Ensure all required information is in the client's Care Plan and that services are
 23 appropriate given the client's medical or functional condition. If needed, request
 24 additional information from the client, their Authorized Representative, the IHSS
 25 Agency, or Licensed Medical Professional regarding services requested.
- 26 3. Review the Care Plan to ensure there is delineation for all services to be
 27 provided; including frequency, scope, and duration.
- 28 4. Review the Licensed Medical Professional's recommendation for in-home
 29 supervision as requested on the Physician Attestation of Consumer Capacity
 30 form. The Case Manager will document the status of recommendations and
 31 provide resources for services outside the scope of the client's eligible benefits.
- 32 5. Collaborate with the client or their Authorized Representative and the IHSS
 33 Agency to establish a start date for services. The Case Manager shall
 34 discontinue any services that are duplicative with IHSS.
- 35 6. Authorize cost-effective and non-duplicative services via the prior authorization
 36 request (PAR). Provide a copy of the PAR to the IHSS Agency in accordance
 37 with procedures established by The Department prior to the start of IHSS
 38 services.
- 39 7. Work collaboratively with the IHSS Agency, client, and their Authorized
 40 Representative to mediate Care Plan disputes following The Department's
 41 prescribed process.

1 a. Case Manager will complete the Notice Services Status (LTC-803)
2 and provide the client or the Authorized Representative with the reasons
3 for denial of requested service frequency or duration, information about
4 the client's rights to fair hearing, and appeal procedures.

5 8.552.7.E. The Case Manager shall ensure cost-effectiveness and non-duplication of
6 services by:

7 1. Documenting the discontinuation of previously authorized agency-based care,
8 including Homemaker, Personal Care, and long-term home health services that
9 are being replaced by IHSS.

10 2. Documenting and justifying any need for additional in-home services including
11 but not limited to acute or long-term home health services, hospice, traditional
12 HCBS services, and private duty nursing.

13 a. A client may receive services from multiple Attendants or agencies if
14 appropriate for the client's level of care and documented service needs.

15 3. Ensuring the client's record includes documentation to substantiate all Health
16 Maintenance Activities on the Care Plan, and requesting additional information
17 as needed.

18 4. Coordinating transitions from a hospital, nursing facility, or other agency to IHSS.
19 Assisting client with transitions from IHSS to alternate services if appropriate.

20 5. Collaborating with the client or their Authorized Representative and the IHSS
21 Agency in the event of any change in condition. The Case Manager shall request
22 an updated Physician Attestation of Consumer Capacity form. The Case
23 Manager may revise the Care Plan as appropriate given the client's condition
24 and functioning.

25 6. Completing a reassessment if requested by the client as described at 10 C.C.R.
26 2505-10, § 8.393.2.D., if level of care or service needs have changed.

27 8.552.7.F. The Case Manager shall not authorize more than one consumer-directed
28 program on the client's prior authorization request (PAR).

29 8.552.7.G. The Case Manager shall participate in training and consultative opportunities with
30 The Department's Consumer-Directed Training & Operations contractor.

31 8.552.7.H. Additional requirements for Case Managers:

32 1. Contact the client or Authorized Representative once a month during the first
33 three months of receiving IHSS to assess their IHSS management, their
34 satisfaction with Attendants, and the quality of services received.

35 2. Contact the client or Authorized Representative quarterly, after the first three
36 months of receiving IHSS, to assess their implementation of Care Plans, IHSS
37 management, quality of care, IHSS expenditures and general satisfaction.

38 3. Contact the client or Authorized Representative when a change in Authorized
39 Representative occurs, and continue contact once a month for three months after
40 the change takes place.

- 1 b. Contiguous means before, during or after the main task(s). Contiguous tasks
2 must be completed before, during, or after the Health Maintenance Activity.
3 There must be documented evidence that the contiguous task is necessary for
4 the health and safety of the client. Contiguous tasks do not add units to the care
5 plan.
- 6 c. The IHSS Agency shall not submit claims for Health Maintenance Activities
7 when only Personal Care and/or Homemaking services are completed.
- 8 8.552.8.G. Restrictions on allowable Personal Care units shall not apply to parents who
9 provide Attendant services to their eligible adult children under In-Home Support Services
10 as set forth at 10 C.C.R. 2505-10 § Section 8.485.204.D.
- 11 8.552.8.H. The IHSS Agency shall not submit claims for services missing documentation of
12 the services rendered, for services which are not on the Care Plan, or for services which
13 are not on an approved PAR. The IHSS Agency shall not submit claims for more time or
14 units than were required to render the service regardless of whether more time or units
15 were prior authorized. Reimbursement for claims for such services is not allowable.
- 16 8.522.8.I. The IHSS Agency shall request a reallocation of previously authorized service
17 units for 24-hour back-up care prior to submission of a claim.
- 18 8.552.8.J. Services by an Authorized Representative to represent the client are not
19 reimbursable. IHSS services performed by an Authorized Representative for the client
20 that they represent are not reimbursable.
- 21 8.552.8.K. An IHSS Agency shall not be reimbursed for more than 24 hours of IHSS service
22 in one day by an Attendant for one or more clients collectively.
- 23 8.552.8.L. A client cannot receive IHSS and Consumer Directed Attendant Support Services
24 (CDASS) at the same time.
- 25 8.552.8.M. Independent Living Core Services, attendant training, and oversight or
26 supervision provided by the IHSS Agency's licensed health care professional are not
27 separately reimbursable. No additional compensation is allowable for IHSS Agencies for
28 providing these services.
- 29 8.552.8.N. Travel time shall not be reimbursed.
- 30 **8.552.9 DISCONTINUATION AND TERMINATION OF IN-HOME SUPPORT SERVICES**
- 31 8.552.9.A. A client may elect to discontinue IHSS or use an alternate service-delivery option
32 at any time.
- 33 8.552.9.B A client may be discontinued from IHSS when equivalent care in the community
34 has been secured.
- 35 8.552.9.C. The Case Manager may terminate a client's participation in IHSS for the following
36 reasons:
- 37 1. The client or their Authorized Representative fails to comply with IHSS program
38 requirements as defined in 10 C.C.R. 2505-10 § 8.552.4, or
- 39 2. A client no longer meets program criteria, or

- 1 3. The client provides false information, false records, or is convicted of fraud, or
- 2 4. The client or their Authorized Representative exhibits Inappropriate Behavior and
- 3 The Department has determined that the IHSS Agency has made adequate
- 4 attempts at dispute resolution and dispute resolution has failed.
- 5 a. The IHSS Agency and Case Manager are required to assist the client
- 6 or their Authorized Representative to resolve the Inappropriate Behavior,
- 7 which may include addition of or change of Authorized Representative.
- 8 All attempts to resolve the Inappropriate Behavior must be documented
- 9 prior to notice of termination

10 8.552.9.D. When an IHSS Agency discontinues services, the agency shall give the client
11 and the client's Authorized Representative written notice of at least 30 days. Notice shall
12 be provided in person, by certified mail or another verifiable-receipt service. Notice shall
13 be considered given when it is documented that the client or Authorized Representative
14 has received the notice. The notice shall provide the reason for discontinuation. A copy of
15 the 30-day notice shall be given to the Case Management Agency.

- 16 1. Exceptions will be made to the requirement for advanced notice when the IHSS
- 17 Agency has documented that there is an immediate threat to the client, IHSS
- 18 Agency, or Attendants.
- 19 2. Upon IHSS Agency discretion, the agency may allow the client or their
- 20 Authorized Representative to use the 30-day notice period to address conflicts
- 21 that have resulted in discontinuation.

22 8.552.9.E. If continued services are needed with another agency, the current IHSS Agency
23 shall collaborate with the Case Manager and client or their Authorized Representative to
24 facilitate a smooth transition between agencies. The IHSS Agency shall document due
25 diligence in ensuring continuity of care upon discharge as necessary to protect the
26 client's safety and welfare.

27 8.552.9.F. In the event of discontinuation or termination from IHSS, the Case Manager shall:

- 28 1. Complete the Notice Services Status (LTC-803) and provide the client or the
- 29 Authorized Representative with the reasons for termination, information about the
- 30 client's rights to fair hearing, and appeal procedures. Once notice has been
- 31 given, the client or Authorized Representative may contact the Case Manager for
- 32 assistance in obtaining other home care services or additional benefits if needed.
- 33