

Colorado Medicaid Home Modification Program

Processes and Procedures



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Rule Change Highlights

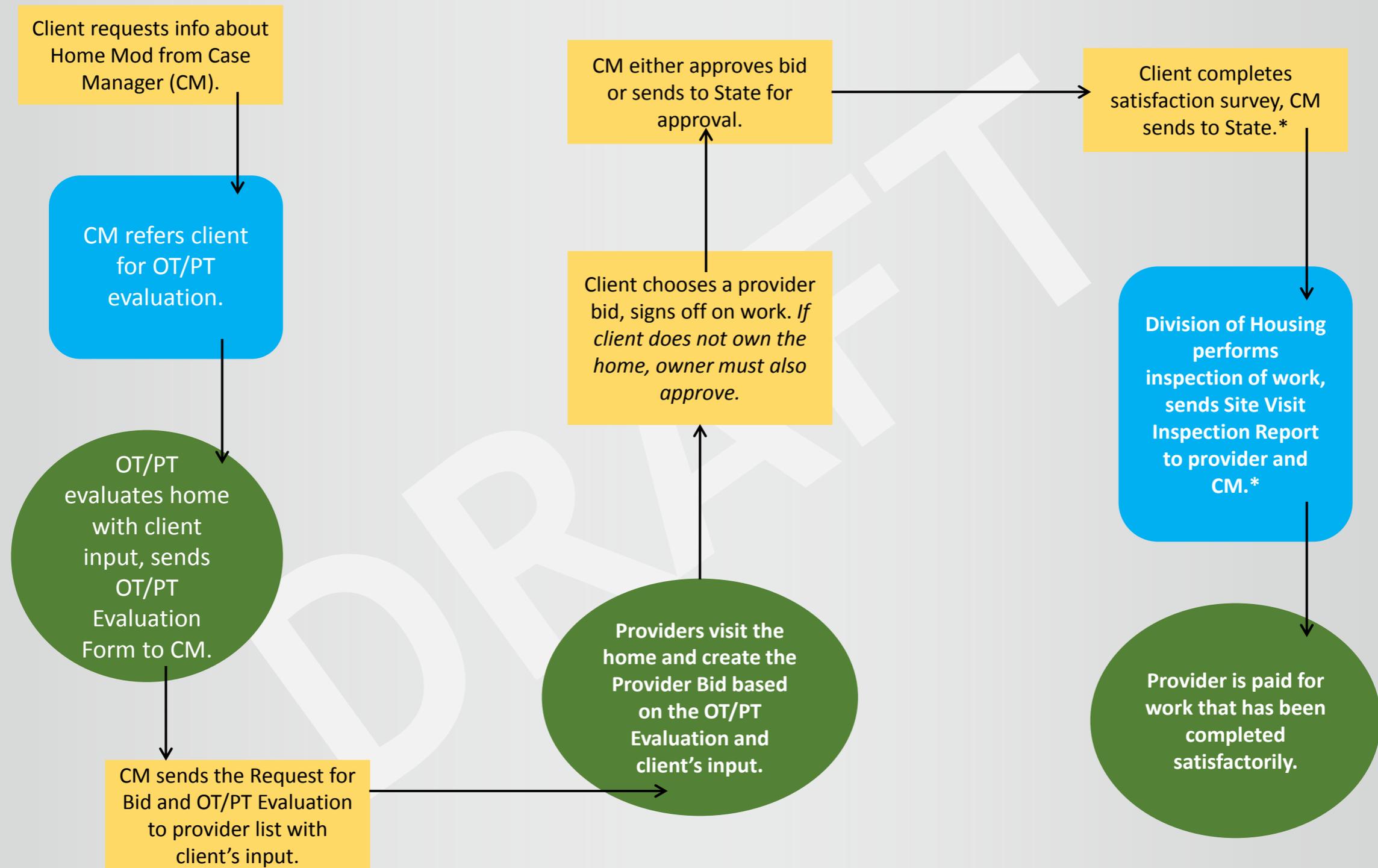
An approved draft of the rule change can be found [here](#).
It will be effective on August 1, 2016.

- Person-centeredness and a client-driven process:
 - Ensuring that clients are in the driver's seat when it comes to work done in their homes.
 - Clients and family should be involved in all stages of decision-making.
- Incorporating the Division of Housing's role:
 - Expertise in approving work.
 - Increased inspections to increase quality.
- Increased clarity in communication:
 - Forms, standards, trainings, and guidance
- Internal threshold to \$2500
 - Faster timelines for smaller projects
- DME clarifications
- Emergency exits
- Timelines for projects and inspections
- Reduced reimbursement for unreasonable delays
- Case Management Agency accountability



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Home Modification Process Flowchart



Client requests information about home mods from Case Manager

Briefly explain the process

Home mods must be recommended by the OT/PT

Explain the purpose - not a home repair program

Provide information about the current life time cap of \$14,000

Explain that previous home mods will be applied to the cap



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If the client is renting, ask if they are living in subsidized housing.

WHY? In some situations, the property owner would be required to not only allow a reasonable modification, they would also have to pay for the modification. Since Medicaid is the payer of last resort, this would be very important to know as early in the process as possible.

Not sure? Contact the Division of Housing and we can assist you.

If the client is not living in subsidized housing,

then continue
with the next step

Case Manager refers client for OT/PT evaluation



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FORGOT TO MENTION.....

Considerations for Renters

Instead of installing a permanent ramp, it might be best to consider installing a modular or portable ramp. A ramp that can move with the client, if necessary

Instead of an accessible shower, consider a Tub Cut (refer to Look Book)

Instead of a walk in tub, consider a hydraulic bath seat



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OT/PT evaluates the accessibility needs of the client with client input

PERSON CENTERED CONCEPT

Refer to OT/PT Home Modification Training

Refer to “Look Book” and discuss potential home mods with client

Use OT/PT Home Modification Evaluation form

Prioritize and review potential home mods with client



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NEXT STEPS

OT/PT sends completed evaluation form to Case Manager

Case Manager sends the Request for Bid along with the OT/PT evaluation form to home mod providers

Contact at least 2 providers

Clients may choose which providers to contact for a bid



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Home Mod Provider visits the home and creates the Provider Bid based on the OT/PT evaluation and client preferences

FRIENDLY REMINDER: Provider bids must match the accessibility modifications recommended by the OT/PT evaluation.

Changes will require another OT/PT evaluation and can hold up the process

Note why there are deviations from the OT/PT. For example, addressing code items or situations when the OT/PT recommendations are not feasible



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Client chooses a provider bid with Case Manager input, “signs off on bid”

The client may choose the provider, even if that provider’s bid is not the lowest.

In this situation, the Case Manager should attach a brief statement to the PAR packet explaining the client’s choice.

If the client does not have a preference then the lowest bid is chosen.

In either situation, the Case Manager should document in the log notes or on the bid that the Case Manager reviewed the bids with the client.



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If at least 2 bids are not received after 30 days, then the PAR submission can proceed with one bid. The bid will still need to be reviewed. Case Manager will need to provide documentation to explain why only one bid is being submitted.

It would be beneficial to remind the client that any changes to the scope of work (bid) will need another OT/PT evaluation.

If necessary, get approval from the property owner or landlord

On To The Next Step



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Case Manager approves bid or sends PAR for approval

Home Mods under \$1500 can be approved by the Case Manager without obtaining an OT/PT evaluation

PLEASE NOTE: After August 1, 2016 this amount will go up to \$2500.

Home Mods between \$1500 and \$8000 are approved by fiscal agent. When the higher bid has been chosen, it will be more efficient to send PAR directly to the State. BUT if other services on the PAR need approval, then the PAR must be sent to the fiscal agent.

Home Mods over \$8000 will always need to be reviewed and approved by the State.

After November 1, 2016, ALL home mod PARs over \$2500 will be reviewed and approved by the State



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State reviews bid and:

Approves - PAR is sent to fiscal agent for processing

Requests changes - avoid being harassed by Naomi and be sure OT/PT evaluations and bids match

Denies - Case Manager is notified

Provider receives notice that the approved PAR has been processed and is able to request the first payment (no more than 50% of the project)



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Provider modifies the home as agreed upon with the client

Provider and client review the bid/scope of work - changes will require another OT/PT evaluation

Provider and client agree on the start date and construction schedule

Projects must start 60 days after receiving an approved PAR and be completed 30 day after starting the job, unless an extension has been granted

All Change Order requests must be approved. Unapproved changes will not be paid.

Provider - contact the State for changes due to unforeseen repairs and/or code related items. For example, rotting studs are discovered after shower walls have been removed and need to be replaced in order to continue with the home modification or the local inspector requires compliance with a code. An OT/PT evaluation is not needed.

The client will need to contact the Case Manager for changes pertaining to accessibility issues. For example, the client states that additional doors need to be widened. These requests need an OT/PT evaluation. Providers cannot approve requests for changes to accessibility issues.



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Client completes Satisfaction Survey
Case Manger sends survey to the State

completion of survey is optional

Division of Housing performs inspection of work and sends inspection
report to the Provider and the Case Manager
(the inspection process is outlined in the Home Modification Rule)



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FINAL PAYMENT



Per the Home Modification Rule (effective August 1, 2016), the following documentation will need to be submitted to DOH:

Signed lien waivers

Required permits

One year written warranty on material and labor

AND

Inspection report from local inspector

Or approval by the client, representative or other designees

OR approval by property or home owner

OR on-site inspection

OR before/after photos (accepted by DOH)



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Complaints

Not another
complaint!

All projects receiving a complaint will be inspected. The complaint resolution process is outlined in the Home Modification Rule.

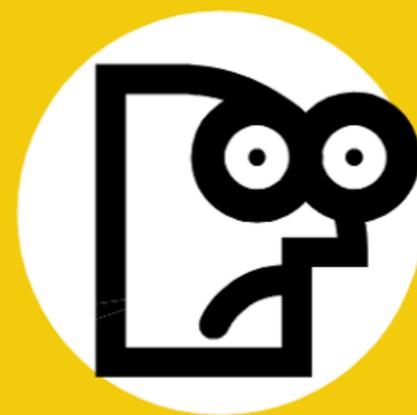
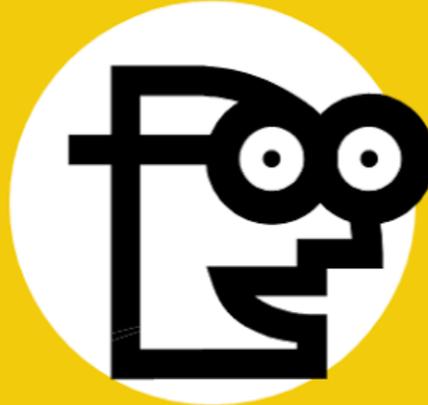
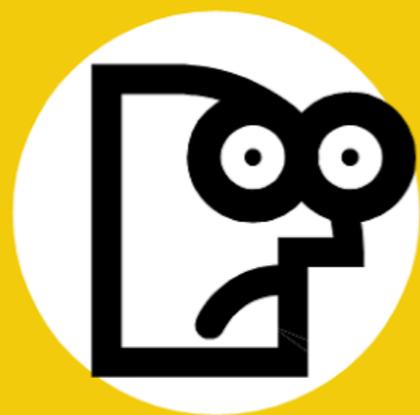


When a client complaint is received during the construction process, department staff will work with the provider and client in order to resolve the complaint.



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It's QUESTION TIME!!



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