



# Scope of Service

## Consultative Clinical and Therapeutic Services for Caregivers

SPC: 113.10

### Provider Subcontract Agreement Appendix N

**Purpose:** Defines requirements and expectations for the provision of subcontracted, authorized and rendered services. Services shall be in compliance with the Provider Subcontract Agreement and the provisions of this service expectations document.

1.0	Service Definition
	<p>Inclusa follows the definitions and guidelines as defined for Consultative Clinical and Therapeutic Services for Caregivers in the DHS Family Care contract, standard program category (SPC) 113.10. Consultative Clinical and Therapeutic Services for Caregivers are designed to improve the ability of unpaid caregivers and paid direct support staff to carry out therapeutic interventions.</p> <p><b>Consultative Clinical and Therapeutic Services for Caregivers</b> assist unpaid caregivers and/or paid support staff in carrying out the member’s treatment/support plans, are not covered by the Medicaid State Plan, and are necessary to improve the member’s independence and inclusion in their community. The service includes:</p> <ul style="list-style-type: none"> <li>• Assessments/Development of home treatment plans, support plans, and interventions plans,</li> <li>• Training and technical assistance to carry out the plans and monitoring of the member and the caregiver/staff in the implementation of the plans, and</li> <li>• Consultation with service providers and potential providers to identify providers that can meet the unique needs of the member and to identify additional supports necessary to perform therapeutic interventions.</li> </ul>
2.0	Standards of Service
2.1	Provider must follow Inclusa policies and procedures for Consultative Clinical and Therapeutic Services for Caregivers as reflected in this Scope of Service.
2.2	Includes training that is directly related to improving the ability of unpaid caregivers and paid direct support staff to carry out therapeutic interventions.
2.3	Services and supports may not be experimental or aversive in nature nor may they otherwise jeopardize the health and safety of the member.
2.4	Service must be provided in a manner which honors member’s rights such as consideration for member preferences (scheduling, choice of provider, direction of work), and consideration for common courtesies such as timeliness and reliability.
2.5	<p>Inclusa subcontracted providers of long-term care services are prohibited from influencing members’ choice of long-term care program, provider, or Managed Care Organization (MCO) through communications that are misleading, threatening or coercive. Inclusa and/or the WI Department of Health Services may impose sanctions against a provider that does so.</p> <p>Per Wisconsin Department of Health Services (DHS), any incidents of providers influencing member choice in a Family Care program must be reported to DHS immediately.</p>
3.0	Service Description
3.1	<p><b>Consultative Clinical and Therapeutic Services for Caregivers - SPC: 113.10</b></p> <p>This service includes the provision of training for caregivers/staff that are or will be serving members with complex needs (beyond routine care.) For example, when an individual with complex needs is</p>

	relocating from one of the State Centers for the Intellectually Disabled, this service could be used to train caregivers/staff on the behavioral support plans necessary for community integration.
3.2	Excludes training in member self-advocacy or caregiver advocacy on behalf of a member, which are covered under consumer education and training.
3.3	This service may not duplicate any service that is provided under another service category or through the Medicaid State Plan.
3.4	<p><b>Assessments/Development of home treatment plans, support plans, and interventions plans.</b></p> <p>A Functional Assessment will be facilitated by the provider agency and will include:</p> <ul style="list-style-type: none"> <li>• Interviews with the participant, team leaders, staff, guardian, and professionals across settings.</li> <li>• A review of background information</li> <li>• Evaluation of interviews to examine function of behavior.</li> <li>• The identification and assessment of previously used strategies for effectiveness.</li> <li>• The identification of staff/caregiver training needs.</li> <li>• The collection of data on behaviors to establish a baseline.</li> <li>• Development of a home treatment plan, support plan and/or intervention plan. These plans should incorporate prevention procedures, identify replacement behaviors, describe how staff/caregivers should intervene in a behavioral situation and identify desired fading procedures if necessary.</li> </ul>
3.5	<p><b>Training and technical assistance to carry out the plans and monitoring of the member and the caregiver/staff in the implementation of the plans.</b></p> <p>The provider agency will identify training needs and outline a training plan for staff/unpaid caregivers.</p> <ul style="list-style-type: none"> <li>• Training will include instruction about treatment regimens and other services included in the member’s care plan, use of equipment specified in the service plan and guidance, as necessary, to safely maintain the member in the community. Training must be aimed at assisting the unpaid caregiver/staff in meeting the needs of the member.</li> <li>• This service includes on-line or in-person training, conferences, or resource material on the specific disabilities, illnesses, conditions that affect the member of whom they care. The purpose of the training is for the caregiver to learn more about member’s condition, what to expect and how to provide the best care for someone with that specific condition.</li> <li>• Training includes the costs of registration and training fees associated with formal instruction in areas relevant to the needs identified in the member’s care plan.</li> <li>• This service excludes payment for lodging and meal expenses incurred while attending a training event or conference.</li> <li>• Following the completion of identified training, the provider agency will provide consultation/follow up 1-2 times per month to examine plan implementation and effectiveness.</li> </ul>
3.6	<p><b>Consultation with service providers and potential providers to identify providers that can meet the unique needs of the member and to identify additional supports necessary to perform therapeutic interventions.</b></p> <p>At times, the provider agency may be asked to assist with identifying an appropriate placement for a member.</p>
<b>4.0</b>	<b>Units of Service and Reimbursement Guidelines</b>
4.1	<p><b>Consultative Clinical and Therapeutic Services for Caregivers – SPC: 113.10</b></p> <p>Services are billed with the indicated SPC and procedure code as defined in the Provider Subcontract Agreement, Appendix A.</p>

	<p>Assessment/Plan Development Services are billed as a one-time all-inclusive rate.</p> <p>Training, Technical Assistance and Consultation Services are billed in quarter hour increments with a minimum billing of 1 hour (60 minutes).</p> <p>Travel time to and from the caregiver may not be billed separately, this time is considered covered within the direct time reimbursement.</p>
4.2	Any mileage costs for the assessment, training, technical assistance or consultative services are included in the reimbursement rate. If travel time to the member's home or meeting location will exceed 15 minutes, the Inclusa team may authorize additional time in quarter hour increments.
4.3	A standard hour of reimbursement includes: 50 minutes of face-to-face time with the member or caregiver and 10 minutes for documentation and collaboration with the Inclusa team or other appropriate providers.
<b>5.0</b>	<b>Staff Qualifications and Training</b>
5.1	<b>Caregiver Background Checks</b> – Providers will comply with all applicable standards and/or regulations related to caregiver background checks as well as comply with the <b><i>Inclusa Provider Policy on Caregiver Background Checks</i></b> .
5.2	<p>Agencies will ensure that training staff possess skills and knowledge that typically would be acquired through:</p> <ul style="list-style-type: none"> <li>• Training on the population being served</li> <li>• Training on the provision of the services being provided</li> <li>• Applicable regulatory/licensure training requirements are met for all staff</li> <li>• Training on the scope of services necessary</li> <li>• Training of rights and confidentiality (HIPAA)</li> <li>• Training of prevention of exploitation, emotional, verbal, physical, and sexual abuse</li> <li>• Knowledge in the adaptation of specialized equipment and in the modifications of the member environments.</li> </ul>
5.3	Provider agency must orient and train their staff on the Family Care Program, Inclusa, and Community™, the trademarked care management model of Inclusa. Support materials regarding the Family Care Program and Community™ are available on the Inclusa website at <a href="http://www.inclusa.org">www.inclusa.org</a> .
5.4	Staff shall be trained in recognizing abuse and neglect and reporting requirements.
5.5	Individual counselors must have current state licensure or certification in their fields of practice. Counseling agencies must comply with Wis. Admin. Code DHS 61.35
5.6	<p>In order for a provider to be considered a Behavior Specialist or Qualified Behavior Specialist they must meet all of the criteria below.</p> <ul style="list-style-type: none"> <li>• has worked in the Intellectually/Developmentally Disabled (IDD) field for 5 years or more, two of which were at a professional level in a position that addressed challenging behavior or who worked in a related field (e.g. mental health);</li> <li>• has an appropriate BA/BS level degree, master's degree, other advanced degree above the level of masters or equivalent experience in a field related to human services such as psychology, social work, behavioral, disabilities or rehabilitation psychology;</li> <li>• has received training in behavioral psychology, positive behavior support, behavioral approaches/learning styles and other relevant areas.</li> </ul>
<b>6.0</b>	<b>Supervision and Staff Adequacy</b>
6.1	The provider agency shall maintain adequate staffing to meet the needs of members referred by Inclusa and accepted by the agency for service.
6.2	<p>Provider agency will ensure:</p> <ul style="list-style-type: none"> <li>• Staff provide services in a timely and professional manner.</li> <li>• Performance issues with staff are addressed promptly and Inclusa teams are kept informed about significant issues that affect the Inclusa member.</li> <li>• Provider staff are working collaboratively and communicating effectively with Inclusa staff</li> </ul>

6.3	Provider will ensure staff have appropriate credentials for the service provided.
<b>7.0</b>	<b>Service Referral and Authorization</b>
7.1	The Inclusa team will provide a written service referral form to the provider agency which specifies the expected outcomes, amount, frequency and duration of services.
7.2	The provider agency will notify the Inclusa team within 7 business days of receiving a referral regarding the ability to accept the member for services. If the referral is accepted, notification should also include the anticipated start date. The provider agency must continue to report status of an open referral on a weekly basis to the Inclusa team until the referral is filled.
7.3	The Inclusa team will issue a new written referral form when the tasks assigned, amount, frequency or duration of the service changes.
7.4	The provider agency will retain copies of the referral forms in the agency file as proof of authorization.
7.5	<b>Authorizations for Member Services</b> The Inclusa Provider Portal is used by providers to obtain information about current authorizations. In addition, the provider must use the portal to acknowledge all new authorizations. The provider agency is responsible for ensuring that only currently employed and authorized staff have access to the provider portal, and for using the member authorization information available on the portal to bill for services accurately. For authorization needs such as new authorizations, additional units, or missing authorizations, during normal Inclusa business hours (8:00 a.m.-4:30 p.m.) the provider should: <ol style="list-style-type: none"> <li>1) Contact the Inclusa team.</li> <li>2) If the team is not available, contact the Inclusa team’s Unit Manager</li> <li>3) If the Unit Manager is not available, contact the On-Call Unit Manager.</li> </ol> For authorization of services or products after Inclusa business hours, provider should contact the After-Hours Authorization Line at 1-800-285-6425. Questions regarding billing or claims for current authorizations and requests for Provider Portal assistance should be directed to Inclusa Provider Customer Service at <a href="mailto:customerservice@inclusa.org">customerservice@inclusa.org</a> or 1-888-544-9353.
<b>8.0</b>	<b>Communication, Documentation and Reporting Requirements</b>
8.1	Inclusa communicates with providers regularly in the following formats: <ul style="list-style-type: none"> <li>• Vendor forums</li> <li>• Mass notifications via email, fax, or mail</li> <li>• Notices for expiring credentialing</li> </ul> Notices are sent to providers via email when the provider has email available to ensure timeliness of communication. Provider agencies are required to ensure that Inclusa Community Resources/Provider Relations (CR/PR) staff, Inclusa teams, guardians and other identified members of the interdisciplinary team for a member have accurate and current provider contact information to include address, phone numbers, fax numbers, and email addresses. Providers can update their information by submitting the Provider Contact Information Form at <a href="http://www.inclusa.org/providers/resources">www.inclusa.org/providers/resources</a> , or by contacting Provider Relations at 1-888-294-7451 or <a href="mailto:ProviderRelations@inclusa.org">ProviderRelations@inclusa.org</a> .
8.2	The provider agency shall report to the Inclusa team whenever: <ol style="list-style-type: none"> <li>1. There is a change in service provider</li> <li>2. The member/caregiver or provider is not available for scheduled services (within 24 hours unless an alternate date is scheduled between provider and member)</li> </ol>

8.3	Providers will notify MCO of formal complaints or grievances received from MCO members within 48 hours of receipt. Written notification of completed complaint investigations will be forwarded to the Inclusa interdisciplinary team.
8.4	Inclusa interdisciplinary team will receive timely, accurate, and comprehensive information relating to the services provided (e.g. treatment plans, progress notes, etc.).
8.5	<p><b>Member Incidents</b></p> <p>Provider agencies shall report all member incidents to the Inclusa team. Providers must promptly communicate with the Inclusa team regarding any incidents, situations or conditions that have endangered or, if not addressed, may endanger the health and safety of the member.</p> <p>Acceptable means of communicating member incidents to the Inclusa team would be via phone, fax or email <b>within 24 hours</b>. Additional documentation of incidents may be requested by the team or Inclusa Quality Assurance.</p> <p>Providers and Inclusa will comply with the <b>Inclusa Incident Reporting Policy</b> which is available on the Inclusa website at <a href="http://www.inclusa.org">www.inclusa.org</a>.</p>
8.6	<p>The provider shall give at least 30 days' advance notice to the Inclusa team when it's unable to provide authorized services to an individual member's caregivers. The agency shall be responsible to provide authorized services during this time period.</p> <p>The Inclusa team or designated staff person will notify the provider when services are to be discontinued. The Inclusa team will make every effort to notify the provider at least 30 days in advance.</p>
8.9	<p>The agency must maintain the following documentation; and make available for review by Inclusa upon request:</p> <ul style="list-style-type: none"> <li>• Verification of criminal and caregiver background checks</li> <li>• Verification that each provider meets staff qualifications</li> <li>• Documentation related to training methods, including frequency</li> </ul>
9.0	<b>Quality Assurance</b>
9.1	<p><b>Purpose</b></p> <p>Inclusa quality assurance activities are a systematic, departmental approach to ensuring and recognizing a specified standard or level of care expected of subcontracted providers. These methodologies are established to review and inspect subcontracted provider performance and compliance.</p> <p>Inclusa will measure a spectrum of outcomes against set standards to elicit the best picture of provider quality.</p> <p style="padding-left: 40px;">Inclusa provider quality assurance practices:</p> <ol style="list-style-type: none"> <li>1) Establish the definition of quality services;</li> <li>2) Assess and document performance against these standards; and</li> <li>3) Detail corrective measures to be taken if problems are detected.</li> </ol> <p>It is the responsibility of providers and provider agencies to maintain the regulatory and contractual standards as outlined in this section. Inclusa will monitor compliance with these standards to ensure the services purchased are of the highest quality.</p> <p>Resulting action may include recognition of performance at or above acceptable standards, working with the provider to repair and correct performance if it is below an acceptable standard, or action up to termination of services and/or contract should there be failure to achieve acceptable standards and compliance with contract expectations.</p>

9.2	<p><b>Quality Performance Indicators</b></p> <ul style="list-style-type: none"> <li>• Education/Training of staff- Effective training of staff members in all aspects of their job, including handling emergency situations. Established procedures for appraising staff performance and for effectively modifying poor performance where it exists.</li> <li>• Performance record of contracted activities- <ul style="list-style-type: none"> <li>○ tracking of number, frequency, and outcomes of assigned Inclusa Quality Teams related to provider performance</li> <li>○ tracking of successful service provision (member achieving goals/outcomes, increased member independence and community participation, etc.)</li> </ul> </li> <li>• Contract Compliance- formal or informal review and identification of compliance with Inclusa contract terms, provider service expectation terms, applicable policies/procedures for Inclusa contracted providers</li> <li>• Availability and Responsiveness- related to referrals or updates to services, reporting and communication activities with Inclusa</li> </ul>
9.3	<p><b>Inclusa Sources and Activities for Measuring Provider Performance</b></p> <ul style="list-style-type: none"> <li>• Member satisfaction surveys</li> <li>• Internal or external complaints and compliments</li> <li>• Onsite review/audits</li> <li>• Statement of Deficiency (SOD)- state regulated entities</li> <li>• Quality Teams- as assigned based on significant incidents, trend in quality concerns or member-related incidents, or issued Statement of Deficiency.</li> <li>• Tracking of performance and compliance in relation to the subcontract agreement and appendices</li> <li>• Statistical reviews of time between referral and service commencement</li> </ul>
9.4	<p><b>Expectations of Providers and Inclusa for Quality Assurance Activities</b></p> <ul style="list-style-type: none"> <li>• <b>Collaboration:</b> working in a goal oriented, professional, and team based approach with Inclusa representatives to identify core issues to quality concerns, strategies to improve, and implementing those strategies</li> <li>• <b>Responsiveness:</b> actions taken upon request and in a timely manner to resolve and improve identified issues. This may include submitted documents to Inclusa, responding to calls, emails, or other inquiries, keeping Inclusa designated staff informed of progress, barriers, and milestones achieved during quality improvement activities</li> <li>• <b>Systems perspective to improvement:</b> approaching a quality concern, trend, or significant incident with the purpose of creating overall improvements that will not only resolve the issue at hand, but improve service and operations as a whole</li> <li>• <b>Member-centered solutions to issues:</b> relentlessly striving to implement solutions with the focus on keeping services member-centered and achieving the goals and outcomes identified for persons served</li> </ul> <p>Inclusa is committed to interfacing with providers to collaboratively and proactively discuss issues identified with processes and assist with implementing improvements and reviewing the impact of the changes as a partner in the mission to serve members.</p>