Steps for Success – Personal Care Assistance Provider and Qualified Professional Training

Self-directed Services Team | Disabilities Services
Further Resources

• This PowerPoint is intended to be used in conjunction with other resources:
  • An online, interactive training
  • A workbook to fill out during the in-person training
Topics

• Program Introduction and Overview
• Personal Care Assistant (PCA) Covered Services
• Assessments
• Responsible Party (RP)
• PCA Service Options
• Provider and Agency Responsibilities
• Care Plan
• Qualified Professional (QP)
• PCA Services - carrying out the care plan
• Additional Resources
History

People with disabilities were institutionalized in regional centers or nursing homes.

The movement to enable people to live in the community began in 1970s.

Over time, people have had more choices and control over their services.
Background

Minnesota offers health care programs to residents to cover medical services. Personal care assistance (PCA) services are included in some of the programs.
Program Use and Cost 2018

- 43,622 people received services
- Delivered by 43,080 PCA workers
- Costing one billion dollars
- 641 agencies were enrolled
Doorways to PCA Services

- Managed Care Organization (MCO)
- Fee-for-service
- Alternative Care
- Waivers
Doorways to PCA Services

Managed Care Organization (MCO)
Services through network provider

Fee-for-service

Alternative Care

Waivers
Doorways to PCA Services

- Managed Care Organization (MCO)
- Fee-for-service Enrolled MA provider
- Alternative Care
- Waivers
Doorways to PCA Services

Managed Care Organization (MCO)

Fee-for-service

Alternative Care
65 or older nursing home level of care income and asset restrictions

Waivers
Doorways to PCA Services

Managed Care Organization (MCO)

Fee-for-service

Alternative Care

Waiver Programs
- Brain Injury
- Community Alternative Care
- Community Access for Disability Inclusion
- Developmental Disability
- Elderly Waiver
What are eligibility requirements for PCA services?

**Be on health care program**
- Medical Assistance (MA)
- MA Waiver
- Alternative Care
- MinnesotaCare

**Live in own home**
**And Not:**
- a hospital
- a nursing facility
- a foster care setting licensed for more than 4 people

**Direct own care**
- Identify own needs
- Direct and evaluate PCA tasks and accomplishments
- Provide and arrange for own health and safety

**Receive assessment**
- Authorizes PCA services
- Requests for assessment are made through the local county, tribe or MCO.
Questions on this section

1. Name one of the Minnesota Health Care Programs that authorizes and funds PCA services.

2. What are the eligibility requirements to be able to receive PCA services?

3. Name some of the various ways a person could access PCA services.
PCA Covered Services
What is Personal Care Assistance (PCA)?

Minnesota Statutes 256B.0659
What Services are Covered by PCA?

**Observation and redirection of behaviors**
- Due to cognitive deficits
- Socially inappropriate behaviors
- Resistance to care including verbal aggression
- Physical aggression towards self, others or destruction of property that requires an immediate response

**Activities of Daily Living (ADLs)**
- Dressing
- Grooming
- Bathing
- Positioning
- Eating
- Transfers
- Mobility
- Toileting

**Health-related procedures and tasks**
- Assistance with self-administered medications
- Monitoring or observing for seizure disorders
- Assisting range of motion
- Clean (not sterile) tracheostomy suctioning

**Instrumental Activities of Daily Living (IADLs)**
- Assistance to participate in community-based activities
- Assistance with paying bills
- Assistance with communication
- Meal planning and preparation
- Household tasks
Roles

- PCA Worker
- Lead Agency Assessor
- Responsible Party (RP)
- Qualified Professional (QP)
- Provider Agency
PCA Does NOT Cover

- Services **without authorization**
- Services **not included** in the service delivery plan or care plan
- Child care or babysitting
- Instrumental Activities of Daily Living (IADLs) for people under 18 years old (with exceptions)
- Services that are the responsibility of a residential or program license holder
- Services in housing owned by the same provider agency
PCA Does NOT Cover

- Home maintenance or chore services
- Use of restraints
- Sterile procedures
- Injections
- Homemaker services not integral to assessed PCA needs
Covered Services and Care Plans

Assessment → Care Plan
Location of services
Questions on this section

1. Can you name the four areas of covered services?
2. Is home maintenance covered under PCA? What about insulin injections?
3. Are PCA services covered in a grocery store?
PCA Process – The Assessment

1. Person requests assessment
2. Lead agency conducts assessment
3. Lead agency IDs needs, type and amount of services
4. Person chooses PCA service option and provider agency
5. Lead agency issues service authorization
6. QP, person and RP develop care plan
7. QP and person oversee and evaluate care
8. PCA provides services per care plan
9. Person has annual assessment
Assessments

Lead agency

- Completes initial assessment
- Enters assessment information into an authorization system
- Completes the annual reassessments or when there is a change in condition
PCA Assessment Components

Assessment
- Determines need for RP
- Documents health status
- Determines need for services
- Identifies options for services
- Authorizes service units (1 unit = 15 minutes)
- Refers to other resources
- Educates about service options
PCA Assessments

**MnCHOICES**
- Web based tool
- Includes all PCA components
- Community Support Plan (CSP)
- Coordinated Services and Support Plan (CSSP)

**Legacy assessment**
- Paper based
- eDoc 3244 (PDF)
- MnCHOICES will eventually replace

Both produce an assessment summary that informs the person of his or her support options and are used to develop the care plan.
Unique Situations

45 Day Temporary Start
- For immediate services
- Must be followed by a face-to-face assessment

45 Day Temporary Increase
- For change in condition
Questions on this section

1. The assessment is completed by ___?
2. Name some of the components of the assessment.
3. What is a 45 day temporary start used for?
Responsible Party (RP)
Who Must Have an RP and What Do They Do?

- A minor
- An adult with court-appointed guardian
- A person unable to direct his or her own care
- Make choices regarding service options
- Plan and direct services
- Monitor services
- Assure person’s health and safety
- Sign forms, timesheets and agreements
Who Can Be a Responsible Party?

A person who is . . .

- 18 years of age or older
- Parents of a person needing care
- A licensed family foster parent
- Listed on the person’s service plan, service agreement and PCA care plan

The need is identified at time of assessment.

Two people can be RPs for one person.
Who Cannot Be a RP?

A person who is the . . .

- Person’s PCA
- Qualified professional (QP) for person
- Lead agency staff
- PCA provider agency owner, manager or staff member (with exceptions)
Questions on this section

1. Who needs a responsible party?
2. Can a minor be an RP?
3. Can two people serve as an RP for the same person?
4. Name some of the responsibilities of a RP
PCA Service options

Person requests assessment

Lead agency conducts assessment

Lead agency identifies needs, type and amount of services

Person chooses PCA service option and provider agency

Lead agency issues service authorization

QP works with person to train PCA workers

QP, person and RP develop care plan

Person has annual assessment

PCA provides services per care plan

QP & person oversee and evaluate care
PCA Service Options: Personnel Responsibilities

**Traditional PCA**
- Person or RP verifies and signs the timecard
- Person or RP develops care plan with the agency
- Person or RP directs care and evaluates staff
- Person might refer worker(s) to the agency
- **Agency** is responsible for staffing and employment-related activities

**PCA Choice**
- Person refers worker(s) to the agency
- **Person** is responsible for staffing and employment-related activities
Service Employees International Union (SEIU) Bargaining Unit

All PCA Choice workers are part of the bargaining unit

You must comply with the contract for all PCA Choice workers
Membership Dues

Only some workers choose to join the union

You deduct dues only for members of the union
Agency SEIU Responsibilities - PCA Choice

<table>
<thead>
<tr>
<th>Spreadsheet Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔ Worker Info</td>
</tr>
<tr>
<td>✔ Employment Details</td>
</tr>
<tr>
<td>✔ Orientation Packet</td>
</tr>
<tr>
<td>✔ Pay Information</td>
</tr>
<tr>
<td>✔ Paid Time Off (PTO)</td>
</tr>
<tr>
<td>✔ Union Dues</td>
</tr>
</tbody>
</table>

Submit every pay period directly to DHS

Online training with more information on SEIU contract compliance
Who Makes the Choice?

Assessor advises person or RP of the options.

Person or RP chooses the service option.

Agency does not choose the option for the person.
PCA Service Options:

**Shared Services**
- Person agrees to share services from same PCA with others
- Must have same setting, time, PCA worker and agency
- Reimbursed at a different rate

**Flexible Use**
- Person receives service hours which are flexibly divided into two six-month periods
- Hours are used flexibly within each period to meet needs
- No more than 75 percent of hours authorized in one period
Person cannot use flexible PCA service option.

Agencies do not receive notification.

Check eligibility monthly on MN–ITS.
Questions on this section

1. What are the main differences between PCA choice and PCA traditional?

2. How does the shared services option work?

3. In the choice service option, who is responsible for finding back-up and emergency care?

4. Who can’t use the flexible use service option?
Provider Responsibility

1. Person requests assessment
2. Lead agency conducts assessment
3. Lead agency IDs needs, type and amount of services
4. Person chooses PCA service option and provider agency
5. Lead agency issues service authorization
6. QP works with person to train PCA workers
7. QP, person and RP develop care plan
8. PCA provides services per care plan
9. QP and person oversee and evaluate care
10. Person has annual assessment
Service Authorization

Must be received before billing

Unit = 15 minutes

Services provided without authorization are the agency’s responsibility
Authorization: Enhanced Rate

Starting July 1, 2019, services are eligible for a 7.5 percent enhanced rate if:

• The person receiving services is eligible for 12 or more hours of state plan PCA service per day or has the home care rating EN.

• The worker providing services will submit proof of completing the trainings on the [Minnesota DSW Application Page](#).
From July 1, 2019, to June 30, 2021, workers in PCA Choice are eligible to receive a $500 stipend if they complete qualifying training.

Your worker might need to ask you if they are working with a person who is in traditional PCA or a person who is in PCA Choice.

Workers will submit proof they have completed required training on the [Minnesota DSW Application](#) page.

Some workers may be eligible for both the enhanced rate and the stipend.
Determining Home Care Ratings (HCR)

Total Service Units = base units + critical ADLs
+ behaviors needing additional time
+ and complex health needs identified
Providers Need to Know

- PCA agencies do not need to be licensed
- MN business regulations (OSHA, labor laws, etc.)
- When services can start following an assessment authorization
- Which services are covered by PCA
- Which service option(s) to support
- What the PCA worker needs to know about the services to be able to meet needs

http://www.dli.mn.gov
Provider Responsibilities: Enrollment

Maintain MHCP provider enrollment

Complete background studies
Provider Responsibilities: Financial

- Payroll functions for worker and QP
- MHCP billing and referral
- Pay PCAs 72.5 percent of MA revenue in wages and benefits
- Document marketing costs
- Pass on 7.5 percent enhanced rate to qualifying employees
Comply with DHS program integrity activities
Provider Responsibilities: Training

Ensure completion of required training

Train workers on data privacy, mandated reporting and agency policies

Document QP and PCAs continue to meet requirements
Provider Responsibilities: People Receiving PCA Services

- Follow PCA policies and procedures
- Maintain written agreements
- Request timely reassessments
Agency Responsibilities

Traditional PCA

- Agency is responsible to find, hire, train, schedule and discharge staff
- Find all emergency and back-up staff
- Monitor and evaluate staff
- Assist person with care plan
- Maintain written agreement with person

PCA Choice

- Be the only PCA Choice agency providing services to the person
- Comply with terms and conditions of SEIU union contract
- Person and RP evaluate staff
- Person and RP manage the care plan
- Obtain and maintain written agreement with person
Agency Resources

PCA provider page – mn.gov/dhs/mhcp/hcbs-providers

Business owners’ and employers’ responsibilities - http://www.dli.mn.gov/
Questions on this section

1. In a service authorization, one unit = how much time?
2. Where should provider agencies go for information on labor requirements?
3. Who trains PCA workers on data privacy and mandated reporting procedures?
4. How much of the MA revenue that a provider agency receives must be used for pay and benefits for the PCA workers?
Care Plan

1. Person requests assessment
2. Lead agency conducts assessment
3. Lead agency IDs needs, type and amount of services
4. Person chooses PCA service option and provider agency
5. Lead agency issues service authorization
6. QP, person and RP develop care plan
7. QP works with person to train PCA workers
8. PCA provides services per care plan
9. QP and person oversee and evaluate care
10. Person has annual assessment
What is a Care Plan?

Choose service option

Assessment

QP  Person  RP

- Within 7 days of the start of services
- Annually at reassessment
- Update when there is a change in need or condition
Care Plan Components

- Basic information
  - Person’s contact information
  - RP’s contact information
  - Start and end dates
  - Dated signatures of Person, RP, and QP

- Emergency procedures
  - Emergency telephone numbers
  - Procedures for unexpected situations that require immediate action
  - Procedures to identify and manage safety and vulnerability issues
  - Individual abuse prevention plan
  - Back-up staffing plan

- Detailed descriptions
  - Person’s needs
  - Services the worker will provide
  - Special instructions or procedures
  - Monthly planned use of units

*Individual abuse prevention plan statute*
Person and PCA workers must know its location
Questions on this section

1. Who develops the Care plan?
2. How often is a Care Plan updated?
3. How long does a provider agency have to complete a Care Plan?
4. Where does the agency need to keep the Care Plan?
Qualified Professional

- Person requests assessment
- Lead agency conducts assessment
- Lead agency ID needs, type and amount of services
  - Person chooses PCA service option and provider agency
  - Lead agency issues service authorization
- QP, person and RP develop care plan
  - QP and person oversee and evaluate care
- PCA provides services per care plan
- Person has annual assessment
- QP works with person to train PCA workers
What do Qualified Professionals do?

- Assist person with developing the Care Plan.
- Ensure PCA competency to provide PCA services needed.
- Monitor and evaluate effectiveness of PCA services and staff.
- Ensure person’s health and safety needs are met.
Who Can Be a QP?

A person who . . .

Clears a background study

Works for a PCA provider agency (can be the owner)

Only delivers services within scope of practice

Completes required training

Is one of these:

Registered nurse
Licensed social worker
Mental health professional*
Qualified designated coordinator**

Defined in these statutes:

*Minnesota Statutes, 245.462, subdivision 18
**Minnesota Statutes, 245D.081, subdivision 2
Who Cannot Be a QP?

Someone who is the person’s . . .

- Family foster care provider
- PCA worker
- Paid legal guardian
- Parent or stepparent of minors
- Responsible party
- Spouse
QP Documentation

- PCA care plan and training
- Monthly use of PCA units
- All PCA communications
- Changes in condition
- Evaluations
- Reassessment
What does a QP visit consist of?

- Developing and updating the care plan
- Training PCAs on person’s needs
- Orienting, training and evaluating PCA services
- Overseeing the delivery of PCA services
QP visits should be where services take place.

After 180 days, the QP may alternate between in-person and phone visits or web visits.

The lead agency authorizes 96 supervision units per year for flexible use.
Questions on this section

1. Name the professionals that can be a QP
2. Can an RP be the person’s QP?
3. What is the QP responsible for?
4. Can QP visits be made by phone or web?
PCA Services - Carrying Out the Care Plan

1. Person requests assessment
2. Lead agency conducts assessment
3. Lead agency IDs needs, type and amount of services
4. Person chooses PCA service option and provider agency
5. Lead agency issues service authorization
6. QP, person and RP develop care plan
7. QP works with person to train PCA workers
8. PCA provides services per care plan
9. QP and person oversee and evaluate care
10. Person has annual assessment
A person who . . .

- Is employed by or affiliated with a PCA provider agency
- Has passed a background study
- Has completed and passed required DHS online training
- Is 16 years of age or older
- If 16 or 17 years old:
  - Is employed by one agency only
  - Complies with current child labor laws
  - Has his or her services supervised by QP every 60 days
- Has enrolled with DHS as an MA provider

Workers will receive a Unique Minnesota Provider Identification (UMPI) number.
Who Cannot Be a PCA?

An individual who is also the person receiving services’ . . .

- Spouse
- Responsible party (RP)
- Parent or stepparent (if the person is under age 18)
- Legal guardian (if the person is under 18)
- Paid legal guardian
- Licensed foster provider

Additionally, a person receiving PCA cannot serve as a PCA for another person.
What do PCAs Need to Know?

How does the person like his or her services delivered?

What tasks are out of the scope of PCA services?

What tasks can I do?
What Services Do PCA Workers Provide?

- Observation and redirection of behaviors
- Activities of Daily Living (ADLs)
- Health-related procedures and tasks
- Instrumental Activities of Daily Living (IADLs)
PCA Responsibilities

- Complete training and orientation on person’s needs
- Provide services according to care plan
- Respond appropriately to person’s needs
- Communicate with person, RP, QP and PCA agency
- Receive feedback from person, RP and QP
- Maintain daily written record of time and activities
275 hour limitation

Only the first 275 hours worked by a PCA are eligible for Medical Assistance payments to a PCA agency, regardless of:

• The number of people the worker supports

• The number of agencies the worker is affiliated with.
Mandated Reporters

- Physical or sexual abuse
- Neglect
- Mental injury
- Maltreatment occurring currently or within the past three years
- Prenatal exposure to controlled substances

- Call 911 if child is in immediate danger
- Local social service agency
- Follow agency’s procedures for notification

- Call 911 if person is in immediate danger
- Minnesota Adult Abuse Reporting Center - Available 24 hours per day, 7 days per week Toll-free number 844-880-1574
- http://edocs.dhs.state.mn.us/lfs erver/Public/DHS-6303-ENG
Data Privacy

Agencies must have policies and procedures regarding a worker’s access to a person’s private information.

The worker should not share any information with anyone else without the person’s written consent.

It is a worker’s responsibility to protect a person’s private data.

Both the worker and the agency can be penalized or prosecuted for violations of a person’s privacy.

http://www.hhs.gov/hipaa/index.html
PCA Service Resources

PCA Program Manual


Adult Protective Services website
http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_005710# and training
http://registrations.dhs.state.mn.us/WebManRpt/

DHS Child Protection website
http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_000152# (see separate website link for Mandated Reporter training.)

HIPPA http://www.hhs.gov/hipaa/index.html
Questions on this section

1. Who cannot be a PCA?

2. What does it mean to be a mandated reporter?

3. True or false: The fact that a person is receiving services is considered private data
Evaluating Care

Person requests assessment

Lead agency conducts assessment

Lead agency IDs needs, type and amount of services

Person chooses PCA service option and provider agency

Lead agency issues service authorization

QP, person and RP develop care plan

QP works with person to train PCA workers

PCA provides services per care plan

QP and person oversee and evaluate care

Person has annual assessment
Evaluate Care
Annual Assessment

1. Person requests assessment
2. Lead agency conducts assessment
3. Lead agency IDs needs, type and amount of services
4. Person chooses PCA service option and provider agency
5. QP, person and RP develop care plan
6. Lead agency issues service authorization
7. QP works with person to train PCA workers
8. PCA provides services per care plan
9. QP, person and RP oversee and evaluate care
10. Person has annual assessment
Reassessment

- Provider sends request to lead agency
  - Annually 60 days prior to authorization end
  - If needs change
- Person and provider agency update the care plan using the reassessment information
More Resources for Self-Study
DHS Websites

Programs and Services

PCA website

PCA Provider Agency website
www.dhs.state.mn.us/provider/pca

MA Waiver programs
PCA Program Resources

Forms (eDocs) website
http://mn.gov/dhs/general-public/publications-forms-resources/edocs/index.jsp

Provider Call Center
651-431-2700 or 800-366-5411
www.dhs.state.mn.us/provider/callcenter

Responsible party and DHS public pages on PCA RPs
PCA Statutory Resources

Minnesota Statutes, section 256B.0659, Personal Care Assistance Program

Minnesota Statutes, section 256B.0652, Authorization and Review of Home Care Services (criteria for retro authorization, temporary authorizations, PCA in foster care settings, PCA in combination with nursing, ventilator dependency)

Minnesota Statutes, section 256B.0651, Home Care Services (ventilator dependency, noncovered services, PCA quality assurance; member protections)

Minnesota Statutes, section 256B.0625, subdivisions 19a and 19c, (covered services, PCA services used outside the home, definition of QP)

Minnesota Statutes, section 256B.0705, PCA service verification requirement
Service Option Resources


Shared Services -

Care Plan Resources


QP Resources

Provider Call Center
651-431-2700 or 800-366-5411
www.dhs.state.mn.us/provider/callcenter

PCA Program Resources


PCA Services Resources

PCA Program Manual -


MHCP PCA enrolled providers webpage

DHS Adult Protective Services website
http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_005710#

DHS Child Protection website
http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_000152#

College of Direct Supports training: website http://directcourseonline.com/direct-support/ and contact email: dhs.dsd_cds@state.mn.us
Thank you!