Individualized Home Supports
Launching a New Service July 1, 2018

DHS Disability Services Division
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• Overview of individualized home supports (IHS)

• Defining individualized home supports – in person

• Defining remote support – individualized home support and supported living services (SLS) for adults in own home

• Licensing steps

• Provider enrollment steps

• Questions
Overview of Individualized Home Support

Designed to holistically support a person in their own home and within their community while increasing choices and options of how and where to receive services to live, work and enjoy life in the community.
Overview of individualized home supports

• A new service for BI, CAC, and CADI waivers
• 245D intensive service to support adults in their own home and community
• Service delivery includes in-person and remote support
  • Remote support includes the service: supported living services for adults in own home
• Provides support (e.g. supervision, cuing, and assistance) and training
• Launches July 1, 2018
What are individualized home supports?

• Providing support and training in four (4) broad community living service categories. The community living service categories are:
  • Community participation
  • Health, safety and wellness
  • Household management
  • Adaptive skills

• Service provided in the person’s own home or in public community settings
Defining own home for individualized home support

• Individualized home support defines own home as outlined in the **CBSM – Requirements for a person’s own home**

• Own home means a setting in which the person or, if applicable, legal guardian:
  • (1) decides who lives in the home with the participant and within the restrictions of the lease agreement;
  • (2) decides who provides services in the home; and
  • (3) is responsible for maintenance of the home.

• If the response to any is "the service provider(s)," the setting is not a person’s own home.
• The responsibility for home maintenance does not prevent the person from hiring a service provider to complete home maintenance tasks.

• When a setting is a person’s own home, the lease is held in the person’s name, or if the person has a legal guardian, it may be the responsibility of the legal guardian to sign the lease on behalf of the person.

• When a person and provider comply with Minnesota Statutes, section 256B.49, subd. 23, regarding community- living settings, it may be considered a participant’s own home.

• The individualized home supports service provider cannot have any direct or indirect financial interest in the property or housing in which services are delivered.
What types of support activities can be provided under IHS

- Staff support community living service activities by providing:
  - direct supervision
  - cueing
  - maintenance
  - guidance
  - instruction
  - incidental assistance with activities of daily living OR
  - assistance with coordination of community living activities.
What types of training can be provided under IHS

• Instructional services through which a person receives direct training from a staff member on community living skills identified in a person’s assessment (e.g., MnCHOICES, long-term care consultation [LTCC]).

• Training includes skill building to acquire, retain and improve the person’s experience living in the community.
What types of community participation can be provided under IHS?

• This community living service category may include:
  • Community mobility and pedestrian safety (e.g., safely getting in and around the community)
  • Community resource utilization and access
  • Community safety and awareness
  • Informal support system and network development
  • Interpersonal communications skills
  • Leisure, recreation and socialization planning
  • Skill building to meet transportation needs.
What types of health, safety and wellness can be provided under IHS?

• This community living service category may include:
  
  • Collaboration with the person to arrange health care, meaningful activities, social services, meetings and appointments
  
  • Cueing, guidance, supervision, training or instructional support to complete self-cares (Cannot duplicate use of eligible MA state plan home care services.)
  
  • Health services support as defined in Minn. Stat. §245D.05
  
  • Helping the person activate and build resiliency factors. (Examples of resiliency factors may include Whole Health Action Management)
  
  • Supporting the person in designing and meeting individualized strategies to reach health, safety and wellness goals.
What types of household management can be provided under IHS?

• This community living service category may include:

1. Cueing, guidance, supervision, training or instructional support to complete routine household cares and maintenance

2. Household safety knowledge and skills

3. Tenancy support and advocacy
What types of household management can be provided under IHS - continued?

• This community living service category may include:

4. Training, assistance, support and/or guidance with:
   • Budgeting and assistance to manage money
   • Cooking, meal planning and nutrition
   • Healthy lifestyle skills and practices
   • Household chores, including minor household maintenance activities (the cost of the maintenance replacement item[s] or product[s] is the responsibility of the person)
   • Personal needs purchasing.
What types of adaptive skills can be provided under IHS?

- This community living service category may include:
  - Crisis prevention skills
  - Implementation of positive support strategies
  - Problem solving
  - Sensory/motor development involved in acquiring functional skills
  - Support strategies for self-sufficiency
  - Support/training to increase positive behavior resulting in reduction/elimination of maladaptive behavior.
• There must be clear documentation of service needs and outcomes identified in the coordinated services and support plan (CSSP).

• The individualized home supports service provider is responsible to provide written reports to the case manager and the person who receives services. Reports are provided at a minimum of:
  • Once a year OR
  • The frequency established in the support plan.
A person may receive direct support in person or remotely when it meets the criteria of the remote support policy for delivery of individualized home supports.

In-person support must be scheduled a minimum of once a week when receiving remote support.

A person may receive in-person support and remote support on the same day.
Non-covered services with individualized home support

• For a person receiving individualized home supports, he/she cannot also receive:

  • Adult foster care
  • Customized living (24-hour)
  • Customized living
  • Independent living skills (ILS) training
  • Residential care.
Non-covered services with individualized home support

• Individualized home supports cannot be delivered as:
  
  • Supervision services during the person’s primary sleeping hours (Support during these hours can be through another service [e.g., night supervision technology, 24-hour emergency assistance])
  
  • 24-hour on-sight supervision service.

• Individualized home supports do not cover services that duplicate other Minnesota state plan or waiver services.
Questions?
Distinguishing Individualized home support and independent living skills (ILS) training

• If a person has a need for training only, independent living skills (ILS) training is the appropriate service.

• ILS Training requires that training must be the primary service provided.

• If a person has a need for both support and training, individualized home supports may be the more appropriate service.

• Individualized home support may be delivered in-person or through remote support
Questions?
Defining Remote Support

Remote support for individualized home support and supported living services (SLS) for adults in own home

Providing multiple service delivery methods to increase a person’s choice and options of how and where to receive services.
Defining remote support for individualized home support and supported living services (SLS) for adults in own home

- Remote support is available when a person receives
  - Individualized home supports – in person OR
  - Supported living services (SLS) for adults in their own home as defined by [CBSM – Requirements for a person’s own home](#)

- Remote support is real-time, two-way communication through:
  - Telephone
  - Secure video conferencing
  - Secure written electronic messaging (not including fax or email)
What types of remote support can be provided under IHS and SLS for adults in own home?

• Remote supports must be within the scope the individualized home supports OR supported living services for adults in own home

• Remote supports are limited to:
  • Check-ins (e.g., reminders, verbal cues, prompts)
  • Consultation (e.g., counseling, problem solving).

• Remote support supplements direct in-person service delivery

• In-person support must be scheduled a minimum of once a week when receiving remote support
Defining remote support for individualized home support and supported living services (SLS) for adults in own home

• The person or the service provider staff may initiate remote support contact.

• Remote support is covered when it:
  • Is chosen as a service delivery method by the person (or guardian, as applicable)
  • Helps the person achieve an identified goal
  • Is supported by an assessed need
  • Is in the scope of the services specified in the coordinated services and support plan
Non covered services
Remote support for individualized home support and supported living services (SLS) for adults in own home

• Services that duplicate other Minnesota state plan or waiver services

• Technology used to gather data using sensing or biometric devices transmitted via telephone or internet.

• Providers may not:
  • Bill for direct support delivered remotely when the exchange between the person and the provider is social in nature
  • Bill for direct support delivered remotely when real-time, two-way communication does not occur (e.g., leaving a voicemail, unanswered written electronic messaging).
  • Use Global Positioning System (GPS), personal emergency response system (PERS) and video surveillance to provide remote check-in or consultative supports.
To deliver remote support services, providers must document the following in the person’s record:

- Staff who delivered services
- Date of service delivery
- Start and end time of service delivery with a.m. and/or p.m. notations
- Length of time of service delivery
- Method of contact (i.e., telephone, secure written electronic communication, or secure video conferencing)
- Place (i.e., office or community) where remote support service delivery occurred.

All transmitted written electronic messages must be retrievable for review. Providers must choose a storage method that makes the written electronic messages retrievable.
Remote Support Service Limits

• Remote support is a unit-based service, authorized in 15-minute increments.

• A maximum of 730 hours can be authorized in a year (365 days), which is an average of two (2) hours per day.

• A person may use remote support in a flexible manner that meets his/her needs within the total yearly authorized units.
Remote Support Service Limits – Exceptions Process

• The lead agency may send an exception request for the delivery of greater than the average of two (2) hours per day of remote support to DHS.

• The case manager emails the exception requests to the DSD.ResponseCenter@state.mn.us with a subject line of “IHS / SLS Remote Support Exception Request – Waiver Policy Staff Review”.
Remote Support Service Limits – Exceptions Process

• In the exception request, the case manager must describe all of the following:
  • How the person identified he/she wants to receive remote support to meet his/her assessed needs
  • How two hours of remote support per day will not meet the person’s needs
  • How the additional hours of remote support will be used
  • Previous strategies attempted or considered to meet the person’s needs within the two hour limitation and the corresponding results
  • How the person will know the increased hours are meeting his/her needs
  • How the team will know the increased hours are meeting the person’s assessed needs
  • Whether this is a temporary or ongoing request with explanation.
Questions?
Authorizing the New Services
In-person and remote individualized home supports

• The lead agency authorizes individualized home supports:
  • In-person at a 15-minute or daily rate
  • Remote support at the 15-minute rate.

• In-person individualized home supports 15-minute and daily units cannot be authorized at the same time.

• Remote support cannot be authorized without in-person individualized home supports.
Remote supported living services for adults in own home

• The lead agency authorizes remote support supported living services for adults in own home:
  - In-person at a 15-minute or daily rate
  - Remote support at the 15-minute rate.

• Remote support cannot be authorized without in-person supported living services for adults in own home.

• Reference link for the DWRS rate frameworks
Current Procedure (HCPCS) Codes

• **In-person**
  - Individualized Home Supports 1:1  Daily (6 hr) H0043U3
  - Individualized Home Supports 1:1  15 MIN H2014U3
  - Individualized Home Supports 1:2  15 MIN H2014U3UN

• **Remote Support**
  - Individualized Home Support 1:1  15 MIN H2014U3U4
  - Supported Living Services (SLS)  15 MIN H2014U3U4

Adults in own home 1:1
Adding the New Services to Your Provider Record
There are two steps you need to take:

- Request to have the service; Individualized Home Support, added to your 245D HCBS license. You can do this by calling 651-431-6624

- Once you have the services added to your 245D HCBS license, submit DHS 6638 form through MHCP Provider Enrollment fax line 651-431-7493 to have these services added to your record. (This include completing an assurance statement.)
New Provider – No 245D License (Part 1 of 2)
Steps to deliver individualized home supports

• Apply for a 245D License and

• Enroll with Minnesota Health Care Programs (MHCP) to provide individualized home support

Applying for a 245D License:

• Complete the pre application worksheet and visit the HCBS webpage HCBS Apply for 245D HCBS License.

• Once you have completed this, call 651-431-6624 to schedule an appointment to complete the 245D online application.
New Provider – No 245D License (Part 2 of 2)
Steps to deliver individualized home supports

• Enrolling as a MHCP provider:
  • Information on all forms and requirements are available on the Provider Manual. Providers are encouraged to contact the MHCP Provider Call Center while filing out the forms to receive clarification on what is being requested on the forms.

• Fees:
  • $500 245D license application fee, then an annual fee based on revenue derived from the services provided under 245D (245A.10 - 2017 Minnesota Statutes)
  • 2018 Enrollment application fee is $569 (Fee changes annually)
Questions?
• Questions about services/programs discussed today contact
  • HCBS_Settings@state.mn.us
Thank you!