



Idaho Home Choice
Money Follows the Person
Participant Handbook



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Idaho Department of Health and Welfare
Division of Medicaid
Bureau of Long Term Care
3232 Elder St Boise, ID 83705
www.IdahoHomeChoice.dhw.idaho.gov

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Introduction

The Idaho Department of Health and Welfare's (IDHW) Division of Medicaid welcomes you to the Idaho Home Choice (IHC) program. This program will help provide your long-term care services. This handbook will help you:

- Understand the program.
- Understand your rights and responsibilities in the program.
- Understand your providers' rights and responsibilities.
- Know who to contact when you need help.

Where Can I Receive IHC Services?

You can receive IHC services in:

- A home that you or your family owns or leases.
- An apartment that only you live in that has living, sleeping, bathing, and cooking areas; and locks on doors that lead outside the apartment.
- A home in the community where you and three other people live. This could be a certified family home or small assisted living facility.

NOTE: Participants using Developmental Disabilities Waiver services can't reside in a residential assisted living facility.

What IHC Services are Available?

In addition to regular Medicaid Home and Community Based Services you can receive:

Transition Management

As an IHC participant, you're eligible for help transitioning from an institution to the community. A certified transition manager will help you set up the services and supports you'll need in the community when you move. The transition manager can help you start the transition process three months before you leave the institution and will be available to help you for three months after you move to the community.

Transition Services

As an IHC participant, you're eligible for up to \$2,000 to help with one-time expenses that you might have when you move. These expenses can include rent deposits, first month's rent, utility deposits, first month's utilities, one-time groceries and kitchen set-up, and other household items you'll need to live in the community.

Where Can I Get More information?

For more information about the IHC program you can contact:

- Your service coordinator/case manager.
- Your institution's administrator.
- An Idaho Long-Term Care Ombudsman (phone numbers are on p. 15).
- The IDHW's IHC team at (208) 364-1889 or find information online at www.idahohomechoice.dhw.idaho.gov.
- The 2-1-1 Idaho CareLine (see p. 15).

Eligibility

How Do I Know if I'm Eligible For the IHC Program?

To be eligible, you must:

- Be a resident of Idaho.
- Currently live in a qualified institutional setting and have resided there for at least 90 consecutive days before discharge.
- Be eligible for Medicaid when you're discharged.
- Qualify for the Aged and Disabled Waiver, the Developmental Disability Waiver, or Medicaid State Plan services.
- Move to a qualified residence in the community.

NOTE: If you want to manage your own services at home, you must also meet all employer eligibility guidelines. For information about these guidelines, go to www.dhw.idaho.gov (click on "Medical" then on "Developmental Disabilities" then on "Self Direction").

How Do I Know if the IHC Program Will Meet My Daily Needs?

To be eligible, you must need an "institutional level of care". To make sure you need this level of care, an assessment will be done to determine how much help you need with things such as:

- Medical conditions and treatments.
- Managing day-to-day activities like dressing, bathing, walking, and using the bathroom.
- Remembering and using information.

If your health and care needs improve and you no longer need an institutional level of care, you may be eligible for Idaho Medicaid under State Plan benefits.

Does My Income Matter?

To be eligible for the IHC program, you must meet all Medicaid financial criteria. To determine financial eligibility, the IDHW looks at your income, assets, and any assets you gave away such as money or real estate. After 365 days in the IHC program, you'll transition to regular home and community-based services or state plan services through Medicaid. You'll receive financial review forms once every 12 months. You must complete and return the review forms quickly so we can review your eligibility for Medicaid.

NOTE: If you don't complete and return your review forms, your Medicaid eligibility will be closed. If at any time you're not eligible for Medicaid, you'll receive a notice from the IDHW. The notice will also explain your appeal rights.

Program Options

What are Home and Community-Based Services?

Home and community-based services are similar to services provided in a nursing facility but are provided in a home or community setting through the Home and Community-Based Program. Many of these services are also available through private insurance or private pay.

Aged and Disabled Waiver Services

The services on the Aged and Disabled Waiver include:

- **Adult Companion Services**

Provides companionship and ensures your safety and well being on an hourly basis

- **Adult Day Care**

A supervised and structured day program where you can participate in a variety of social, recreational, and health activities.

- **Attendant Care**

Help with personal and medically-oriented tasks such as dressing, bathing, personal hygiene, grooming, toileting, transferring, preparing meals, eating, housekeeping, walking, and medications. A limited amount of attendant care is available for those who don't need nursing facility level of care and still qualify for Medicaid.

- **Chore Services**

These include tasks such as yard maintenance, minor home repair, heavy housework, sidewalk maintenance, and trash removal.

- **Consultation**

An agency provides consultation services to you or your family members to help you better manage your own care.

- **Home Delivered Meals**

A service that delivers one or two nutritious meals to your house each day if you're alone for significant parts of the day, don't have a regular caregiver for extended periods of time, or can't prepare a balanced meal.

- **Home Modification**

Physical modifications to your home that help you maintain your independence, health, and safety.

- **Homemaker Services**

These services include light housekeeping, laundry, and help with essential errands, meal preparation, and other duties around your home.

- **Non-medical Transportation**

Transportation services to non-medical settings such as shopping and community activities.

- ***Nursing Services***

An agency provides professional nursing services, if you need them. Nursing services must be recommended by your physician and must be listed on your plan.

- ***Personal Emergency Response System***

An electronic device that is connected to a system that allows you to access help in an emergency.

- ***Respite Care Services***

Services provided on a short-term basis if your normal caregiver isn't there, and only if you live with a non-paid caregiver.

- ***Specialized Equipment and Supplies***

These include devices, controls, or appliances that enable you to increase your ability to perform activities or to communicate. They also include certain items necessary for life support as well as supplies and equipment that aren't normally covered by Medicaid such as lift chairs or van lifts.

Developmental Disabilities Waiver Services

The services on the Developmental Disabilities Waiver include:

- ***Service Coordination***

To help you access, coordinate, or maintain services on your own. Developmental disability agency services include physical therapy, occupational therapy, speech/hearing therapy, psychotherapy, and developmental therapy.

- ***Chore Services***

These include tasks such as yard maintenance, minor home repair, heavy housework, sidewalk maintenance, and trash removal.

- ***Respite Services***

Services provided on a short-term basis if your normal caregiver isn't there, and only if you live with a non-paid caregiver.

- ***Supported Employment***

Provides competitive work in a regular work setting with job coaches who help you learn the job.

- ***Non-Medical Transportation***

Transportation services to non-medical settings such as shopping and community activities.

- ***Home Modifications***

Physical modifications to your home that help you maintain your independence, health, and safety.

- **Specialized Equipment and Supplies**

These include devices, controls, or appliances that enable you to increase your ability to perform activities or to communicate. They also include certain items necessary for life support as well as supplies and equipment that aren't normally covered by Medicaid such as lift chairs or van lifts.

- **Personal Emergency Response Systems**

An electronic device that's connected to a system that allows you to get help in an emergency.

- **Home Delivered Meals**

A service that delivers one or two nutritious meals to your house each day if you're alone for significant parts of the day, don't have a regular caregiver for extended periods of time, or can't prepare a balanced meal.

- **Nursing Services**

An agency provides professional nursing services, if you need them. Nursing services must be recommended by your physician and must be listed on your plan.

Behavioral and Crisis Management

This service is available if you're having a psychological, behavioral, or emotional crisis. Behavioral and crisis management is an emergency backup and provides direct support if you're in crisis.

- **Adult Day Care**

A supervised and structured day program where you can participate in a variety of social, recreational, and health activities.

- **Residential Habilitation**

- Certified family home – you can live in your parents' home, the home of another family member, or the home of someone in the community who is not related. You'll receive some supports and services in the home and some supports and services in the community.
- Supported living services – you can live in your own home or apartment, or an apartment with up to two other individuals. You can receive supports and services your home or apartment and in the community to help you live as independently as possible.

- **Developmental Disability Agency (DDA) Services**

These might include: physical therapy, occupational therapy, speech/hearing therapy, psychotherapy, and developmental therapy.

How Do I Manage My IHC Services?

There are two ways to manage your IHC services:

1. Agency-Directed Services Option

If you qualify for the Aged and Disabled Waiver and you'd like a home health agency to hire, supervise, and manage your IHC caregivers, you may be interested in the agency-directed option. With this option, the agency schedules your care based on the type of care that you need as identified in a service plan.

2. Self-Directed Services Option

If you or a person you trust are able and willing to hire, supervise, and manage your own caregivers, you may be eligible under the self-direction option. With this option, you'll work with an agency to develop a schedule to provide the services you need as identified in a service plan.

Your transition manager can help you decide which option best fits your needs. For more information and service limitations, go online to www.modernizemedicaid.idaho.gov and click on the "Home Care" tab on the left side of the page. These services aren't intended to replace other Medicare, Medicaid, or health insurance covered services you may already be receiving or are eligible to receive.

Program Limitations

There are some important program limitations that you should know about. If you need more information, please speak with your case manager or your provider agency.

What are the Eligibility Limitations?

- Idaho Home Choice won't provide or pay for services to meet your needs if those services are available through other sources. This includes, but isn't limited to, private insurance, Medicare, Medicaid, veterans' health benefits, or another Medicaid waiver program.
- If your income is more than Medicaid allows, you might have to pay some of the cost of your services every month. This is called a cost-share. If you have a cost-share, your notice from the IDHW will say how much it is and who to pay it to. Contact the IDHW if you have any questions about your cost-share.

What are the Program Limitations?

All IHC services have some limitations. Ask your transition manager, provider, or local IDHW office for detailed service limitations. Here's a list of important limitations that apply to all IHC services:

- Services must be provided in a cost-effective and efficient manner to prevent duplication, unnecessary costs, and unnecessary administrative tasks. If you have a home-based plan, it might be adjusted if you receive more services than you need or the same kind of services from a different source.
- Idaho Home Choice can only provide services to you if you're eligible.
- You must not use IHC to provide services that you're purchasing privately or through another funding source.
- You can't use IHC services if you're an inpatient of a hospital facility for an acute medical stay.
- Your legal guardian (appointed by a court) can't be paid to provide services under IHC if you're on the Aged and Disabled Waiver.
- If you don't use a waiver service for 30 consecutive days, you'll be terminated from the waiver program.
- Persons with any of the following can't be paid to provide services under the IHC program:
 - A history of abuse, neglect, or exploitation of an adult or child.
 - Exclusion from participation in Medicaid or Medicare services, programs, or facilities by the federal Department of Health and Human Services' Office of the Inspector General.
 - A criminal conviction for an offense involving bodily injury, abuse of a vulnerable person, a felony drug offense, or a property/money crime involving violation of a position of trust.

What is Medicaid Fraud?

Medicaid fraud is when an employer or employee doesn't tell the truth about the IHC services provided in order to get more money. It's also fraud when an individual knowingly gives false, incorrect, incomplete, or misleading information in order to be eligible for Medicaid. Medicaid fraud has serious consequences that can include large fines, jail time, and exclusion from the Medicaid program.

Some examples of Medicaid fraud include:

- Submitting timesheets for services not actually provided.
- Submitting timesheets for services provided by a different person.
- Misrepresenting your needs.
- Not telling the IDHW about assets you own that are counted in financial eligibility (e.g., property you own in another state or a bank account with your name on it).

NOTE: Suspected cases of fraud will be referred to the Attorney General's Idaho Medicaid Fraud Control Unit and may be referred to the local police authorities for further investigation and possible prosecution. If you suspect Medicaid Fraud, contact the Attorney General's office at (208) 334-2400.

Rights and Responsibilities

What are Your Rights on This Program?

As a participant of the IHC program, you have the right to:

- Be treated with dignity and respect
- Information
- Privacy
- Participate in the development and implementation of your services
- Make your own decisions (or a legal guardian, if appropriate)
- Appeal adverse decisions made by the state
- Make a complaint when you're not happy with the services you're receiving
- Receive competent, considerate, respectful care from care providers
- Be safe
- Withdraw from the program at any time

What are Your Responsibilities on This Program?

As a program participant, you have a very important role in the IHC program. Here are some of your key responsibilities:

- Participate fully in your assessment and care plan process.
- Provide complete and accurate information.
- Keep appointments with your care providers. Let them know ahead of time when you can't make it to an appointment.
- Authorize the IDHW, your case manager or transition manager, and providers to obtain necessary records and information about your care and program eligibility.
- Participate in your care as much and as you can. Ask your service providers if there are ways you can safely become more independent and involved in your care.
- Complete all IDHW forms in a timely manner to keep your Medicaid eligibility.
- Notify the IDHW if you have a change in your income, resources, medical expenses, insurance premiums, or coverage **no more than ten days after** you make a change.
- Notify your providers and the IDHW immediately if you have a change of address.
- Report changes in your care needs and health status to your case manager or service provider. Let them know when you need more or less help.
- If you're unhappy with your services, ask your care manager or your service provider who you can talk to so you can fix the problem.

- If you receive care at home, develop an emergency backup plan for care and services with your care manager.
- Pay your cost-share on time each month, if you have one.
- Learn as much as you can about the program, what it can offer, and what the limitations are.
- Understand that IHC is funded through Medicaid by federal and state funds. Funding is limited, so services provided to you must be as effective and efficient as possible.
- Participate in three quality of life surveys; one at two weeks before transition, one at 11 months after transition, and one at 24 months after transition.

What are Providers' Responsibilities?

All IHC service providers must follow program standards. Their key responsibilities to you are:

- Comply with all applicable provider qualifications, standards, and regulations.
- Ensure that all staff that will come in contact with you have passed a background check according to the IDHW background check policy.
- Provide services according to service principles, definitions, standards, approved activities, and limitations.
- Provide services in a cost-effective and efficient manner.
- Ensure they have structured internal complaint and appeals procedures if you're dissatisfied.
- Fully inform you of your rights and responsibilities in working with the agency, including both internal and formal complaint and appeal procedures.
- Encourage you and help you direct as much of your own care as possible.
- Implement policies and procedures that will be used to supervise and monitor services.
- Follow Idaho Statute 39-5303 regarding mandated reporting of abuse, neglect, and exploitation.
- Ensure services are provided as defined in the approved IHC Service Plan (when applicable).
- Ensure that the staff has the skills and training required to meet your needs.
- Maintain accurate and complete documentation of services provided to you.
- Report any concerns about services or your status and condition to your case manager.
- Avoid conflicts of interest between you and the provider and its staff.
- Abide by principles of confidentiality and all applicable confidentiality policies and laws.
- Comply with all laws and regulations regarding employment, including the provision of workers compensation insurance and unemployment insurance to employees if applicable.

Abuse, Neglect, & Exploitation

What are Abuse, Neglect, and Exploitation?

Abuse - Abuse can be any action (including unnecessary restraint or confinement) that threatens a vulnerable adults' physical or emotional health or welfare. Any sexual activity between a vulnerable adult and a volunteer or paid caregiver employed by a facility of the IHC program is also abuse. Providing or threatening to provide a drug or other potentially harmful substance to a vulnerable adult for other than lawful and legitimate medical or therapeutic treatment is abuse.

Neglect - Neglect is the purposeful or reckless failure by a caregiver to provide adequate care (the goods, services, and plans needed to maintain reasonable health and safety) to a vulnerable adult. Neglect is also the failure of a caregiver to report significant changes in the health of a vulnerable adult or the failure to make a reasonable effort to protect a vulnerable adult from abuse, neglect, or exploitation by others.

Exploitation - Exploitation is the willful unauthorized transfer or use of a vulnerable adult's property and includes interest in or control of assets, or gain through undue influence or fraud. It's exploitation to force or compel a vulnerable adult to perform services for the profit or advantage of another. Exploitation also covers any non-consensual sexual activity with a vulnerable adult.

Who is Required to Report Abuse, Neglect, and Exploitation?

Idaho state law (Title 39, ID Statue) requires that all health professionals report cases of suspected abuse, neglect, and exploitation of a vulnerable adult to Adult Protective Services. Examples of people who must report are:

- Case managers
- Personal care attendants
- Respite care workers
- Companion workers
- Home health agency employees
- Adult day care employees
- Residential care home & assisted living residence employees
- Nursing facility employees
- Hospital employees
- Social workers
- Physicians
- Payroll agents

Other concerned individuals can also report suspected adult abuse, neglect, or exploitation. In most cases, the identity of the individual making the report will remain confidential. To make a report, contact the Idaho Commission on Aging's Adult Protective Services at (877) 471-2777 or online at www.idahoaging.com.

Contact Information

Who to Contact if You Have a Problem

Type of Issue or Question	Contact
Abuse, neglect, and exploitation	Idaho Commission on Aging (ICOA) Phone: (877) 471-2777 Website: www.idahoaging.com
Clinical and financial eligibility - Medicaid enrollment and assistance	Phone: (877) 456-1233
Complaints about the care and services provided by a facility or agency that provides health care	Bureau of Facility Standards Phone: (208) 334-6626 Email: fsb@dhw.idaho.gov
General Idaho Home Choice questions	Idaho Home Choice staff at: (208)364-1889 or (208)287-1172 IHC Website: www.idahohomechoice.dhw.idaho.gov
Health care and health insurance coverage problems	Long Term Care Ombudsman office (see p. 14)
Home health services	Contact your transition manager with questions or go to: www.healthandwelfare.idaho.gov
Legal assistance	Idaho Legal Aid Website: www.idaholegalaid.org
Lists of licensed residential care homes, assisted living residences, nursing facilities, home health agencies, hospitals, etc.	Contact your transition manager with questions or go to: www.healthandwelfare.idaho.gov
Peer counseling and assistance for adults with disabilities	Contact your local Center for Independent Living (see p. 14)
Services for adults 60 years and older	Contact your local Area Agency on Aging (see p. 13)

State Websites

Agency	Website Address
Idaho Commission on Aging (ICOA)	www.idahoaging.com
Idaho Department of Health & Welfare (IDHW)	www.healthandwelfare.idaho.gov
Idaho Legal Aid	www.idaholegalaid.org
Idaho State Independent Living Council (SILC)	www.silc.idaho.gov

Medicaid Program Contacts

Location	Phone Number
Region I: Coeur d'Alene, Kellogg, Sandpoint-Ponderay	(208) 769-1567
Region II: Grangeville, Lewiston, Moscow	(208) 799-4430
Region III: Caldwell, Nampa, Payette	(208) 455-7150
Region IV: Boise, Mountain Home	(208) 334-0940
Region V: Burley, Twin Falls	(800) 826-1206
Region VI: Blackfoot, Pocatello, Preston	(208) 239-6260
Region VII: Idaho Falls, Rexburg, Salmon	(208) 528-5750

Area Agencies on Aging

Location	Contact Information
Area I – North Idaho 2120 Lakewood Dr. Ste. B Coeur d'Alene, ID 83814	Phone: (208) 667-3179 or (800) 786-5536 Fax: (208) 667-5938
Area II – North Central Idaho 124 New 6th St. Lewiston, ID 83501	Phone: (208) 743-5580 or (800) 877-3206 Fax: (208) 746-5456
Area III – Southwestern Idaho 125 E. 50th St. Garden City, ID 83714	Phone: (208) 322-7033 or (800) 859-0321 Fax: (208) 322-3569
Area IV – South Central Idaho 315 Falls Ave. PO Box 1238 Twin Falls, ID 83303-1238	Phone: (208) 736-2122 or (800) 574-8656 Fax: (208) 736-2126 Adult Protection Emergency Number: (208) 732-6605
Mini-Cassia Office 2311 Parks Ave. #5 Burley, ID 83318	Phone: (208) 677-4872
Area V: Southeast Idaho PO Box 6079 Pocatello, ID 83205-6079	Phone: (208) 233-4032 or (800) 526-8129 Fax: (208) 233-5232
Area VI: Eastern Idaho PO Box 51098 357 Constitution Way Idaho Falls, ID 83405	Phone: (208) 522-5391 or (800) 632-4813 Fax: (208) 522-5453

Idaho Centers for Independent Living

Location	Contact Information
Main Office – Moscow 505 N. Main St. Moscow, ID 83843	Voice/TTY: (208) 883-0523 Fax: (208) 883-0524 Toll free: (800) 475-0070 E-mail: Moscow@dacnw.org
Satellite — Lewiston 307 Nineteenth St., Ste. A-1 Lewiston, ID 83501	Voice/TDD: (208) 746-9033 Fax (208) 746-1004 Toll free: (888) 746-9033 E-mail: Lewiston@dacnw.org
Satellite — Coeur d'Alene 1323 Sherman, Ste. 2 Coeur d'Alene, ID 83814	Voice: (208) 664-9896 Fax: (208) 666-1362 Toll free: (800) 854-9500 E-mail: cda@dacnw.org
Main Office — Boise 1878 W. Overland Rd. Boise, ID 83705	Voice/TTY (208) 336-3335 Fax (208) 384-5037 E-mail: info@lincidaho.org
Satellite — Twin Falls 182 Easland Dr. North, Ste. C Twin Falls, ID 83301	Voice/TDD: (208) 733-1712 Fax: (208) 733-7711 E-mail: mheinrich@lincidaho.org
Satellite — Caldwell 1609 Kimball Ave., Ste. 201 Caldwell, ID 83605	Voice: (208) 454-5511 Fax: (208) 454-5515 E-mail: hcaldwell@lincidaho.org
Main Office — Pocatello 460 Pershing Ave., Ste. A Pocatello, ID 83201	voice/TTY: (208) 232-2747 Fax: (208) 232-2753 E-mail: dean@idlife.org
Satellite — Burley 2311 Park Ave., Ste. 7 Burley, ID 83318	Voice/TTY: (208) 678-7705 Fax: (208) 678-7771 E-mail: hotwheels@idlife.org
Satellite — Blackfoot 570 W. Pacific Blackfoot, ID 83221	Voice/TTY: (208) 785-9648 Fax: (208) 785-2398 E-mail: lori@idlife.org
Satellite — Idaho Falls 250 S. Skyline, Ste. 1 Idaho Falls, ID 83402	Voice/TTY: (208) 529-8610 Fax: (208) 529-6804 E-mail: val@idlife.org

Area Agency Ombudsman

Area	Contact Information
Area I: North Idaho Aging & Adult Services 2120 Lakewood Dr., Ste. B Coeur d'Alene, ID 83814	(208) 667-3179 (800) 786-5536
Area II: North Central Idaho A Community Action Partnership 124 New 6th St. Lewiston, ID 83501	(208) 743-5580 x 213 (800) 877-3206
Area III: Southwestern Idaho Sage Community Resources 125 E. 50th St. Garden City, ID 83714	(208) 322-7033 x 239 or x 259 (800) 859-0321
Area IV: South Central Idaho College of Southern Idaho 315 Falls Ave., PO Box 1238 Twin Falls, ID 83303-1238	(208) 736-2122 x 316 (800) 574-8656
Area V: Southeast Idaho Southeast Idaho Council of Governments 214 E. Center Pocatello, ID 83205	(208) 233-4032 (800) 526-8129
Area VI: Eastern Idaho Eastern Idaho Community Action Partnership 357 Constitution Way Idaho Falls, ID 83405	(208) 522-5391 (800) 632-4813

Idaho 2-1-1

Idaho 2-1-1 is a simple number to dial for information about health and human service organizations in your community. You'll speak with a real person every time you call. Call specialists will problem solve and refer you to government programs, community-based organizations, support groups, and other local resources. You can get more information online at <http://www.211.org/>.

