

# Bureau of Long Term Care

## Participant Service Plan Requirements

### Provider Help Aid

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#### PURPOSE

This Help Aid is designed to support \*Home and Community Based Service (HCBS) Providers develop Participant Centric Service Plans that are compliant with Idaho Administrative Procedures Act (IDAPA). These providers include Personal Assistance Agencies, Certified Family Homes and Residential Assisted Living Facilities.

*\*Providers delivering services to Medicaid participants on the Aged & Disabled (A&D) Waiver or State Plan Personal Care Services*

#### SERVICE PLAN REQUIREMENTS

Providers are encouraged but not required to use the Bureau of Long Term Care Service Agreement for all participant Service Plans.

Service Plans are required to have the following elements as outlined in IDAPA and the Provider Agreement Additional Terms for Aged and Disabled (A&D) Waiver, Personal Care Services:

##### Service Plan Development

Service Plans must be developed with the participation of the Medicaid participant and/or their family, legal guardian and other individuals as identified.

##### Participant Signature

Service Plans must be signed by the participant or the participants decision making authority as confirmation of informed consent, contribution and agreement of the written plan of care.

##### Agency Signature

Service Plans must be signed by the Supervisory Nurse or Agency personnel with clinical oversight that is responsible for developing the written plan of care. The agency signature provides confirmation that the agency is committing to providing services as outlined in the plan of care.

Certified Family Home (CFH) Providers are required to have all Service Plans reviewed and signed by the Medicaid Nurse Reviewer, prior to any services being authorized.

##### Service Plan Placement

Service Plans must be placed and maintained in the participants residence on or before the first day of service. A copy of the Service Plan should also be available in the Provider files.

### Level of Care Assessment

The Service Plan must reflect the results of the Universal Assessment Instrument (UAI) conducted by the Medicaid Nurse Reviewers. The UAI is sent to Personal Assistance Agencies and Providers.

### Goals and Outcomes

Goals and Outcomes must be identified on the Service Plan and must be person centered and individualized for each participant.

### Risk Factors & Interventions

Risk Factors and Interventions must be identified on the Service Plan and must be person centered and individualized for each participant.

### Back Up Plan

Backup Plans must be identified on the Service Plan and must be person centered and individualized for each participant and should include measures necessary to maintain the participants health and safety.

Backup Plans should also include instructions on what a participant is to do in the event of non-provision of services. This plan should demonstrate the capability of providing emergency backup and relief services to cover the essential service needs for each participant within a reasonable time frame.

### Paid and Non-Paid Caregivers

All person-centered service plans must reflect all paid and unpaid services and supports that will assist the participant to achieve their identified services and goals.

### Amount/Type and Frequency

All Service Plans must clearly identify the type of services provided as well as the amount and frequency of each service.

### Understandable Language

Person-Centered Service Plans must be written in a clear and concise manner. The language should be understandable to the participant and all care providers.

### Completion Timeline

Service Plans should be completed as early as possible to ensure proper delivery of services but must be completed within thirty (30) days from the request.

### Updated Service Plans

Service Plans must be current and reflective of the participants' current needs. It is the responsibility of the provider to update the service plan at least annually or when there is a change in the participants needs. A Service Plan addendum can be attached to the Annual Service Plan in the case of Significant Change.