

PROVIDER BULLETIN

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PERSONAL CARE SCHOOL BASED SERVICES BULLETIN

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EXPANDED SCHOOL BASED SERVICES

Effective with dates of service on or after August 1, 2010, the MO HealthNet Division (MHD) will expand the services included in the school based services program for public schools. This program expansion will allow for the school district to receive the federal match portion of the funds allocated for certain medical services. Only the services identified in the Individualized Education Plan (IEP) and up to the amount and duration identified in the IEP will be considered reimbursable. For information on the services in the expansion, refer to the School Based Services Bulletin, Volume 33, Number 7 dated August 24, 2010.

COVERED SERVICES

School based personal care offers medically oriented maintenance services designed to assist with activities of daily living when the assistance does not require devices and procedures related to altered body functions. Personal care services are medically oriented tasks that are reviewed and approved or certified by a physician as the care necessary to meet a participant's physical needs and thereby enable the participant to be treated on an outpatient basis rather than in a hospital or nursing facility. Personal care services are intended to meet personal, physical requirements and to meet needs that cannot be met by

other resources. Personal care services must be provided by a qualified individual who is not a member of the participant's family or household. The school district must monitor the overall physical care needs of the participant while in the school setting and contact the participant's physician if the participant's condition warrants.

The procedure code for billing personal care services in a school setting is **T1019TM**. This service is billed in 15 minute increments. All services must be logged and billing is based on the time spent providing a covered service. Observation and waiting time are not covered.

ELIGIBILITY

The child receiving school based personal care services must be eligible for MO HealthNet coverage for each date a service is rendered for reimbursement to be made. The child must be under the age of 21 years. All services rendered to a child must be billed under the child's individual MO HealthNet identification number.

MO HEALTHNET MANAGED CARE ENROLLEES

Children enrolled in a MO HealthNet managed care health plan receive school based services that are identified in an IEP on a fee-for-service basis outside of the MO HealthNet managed care benefit package.

PLAN OF CARE

Services are considered school based when they are included in an IEP as defined by the Individuals with Disabilities Education Act, Part B (34 CFR 300 and 301). In addition to the IEP, a plan of care must be developed and by a registered nurse (RN) and approved by a physician for a child receiving school based personal care services. Services must be provided as indicated in the IEP and plan of care. A child's plan of care must be evaluated at regular intervals.

The plan of care must specify:

- the diagnosis;
- the desired outcome;
- the nature of the treatment;
- the frequency of treatment (number of minutes per day/per week/per month); and
- the duration (weeks or months) of services.

The child or his/her family may not be charged for development of the plan of care. MO HealthNet does not reimburse the school district or personal care providers to participate in IEP meetings or when developing a plan of care for a child.

A provider-signed plan of care must be maintained at the facility where services are performed and must be made available for audit purposes at anytime. The MO HealthNet Division does not dictate a standardized plan of care.

The child's medical record must also include all components as required in 13 CSR 70-91.

SCHOOL BASED PERSONAL CARE PROVIDER PARTICIPATION REQUIREMENTS

To participate in the MO HealthNet school based personal care program, the billing provider of the services must be a recognized public school district in the State of Missouri. These services are billed by and reimbursement is made only to the school district. The school district may provide personal care services directly or through contract with a personal care provider agency.

If the school district chooses to contract for personal care services, the arrangements made by the school district with the actual personal care provider agency are between the school district and the provider agency. The personal care provider agency must be MO HealthNet enrolled and cannot bill directly for MO HealthNet school based personal care services.

For school district's who do not contract with a MO HealthNet enrolled personal care provider agency, all personal care requirements as set forth in 13 CSR 70-91 must be met. A school district providing direct personal care service must meet the criteria for a personal care provider agency. The school district must submit a written proposal describing the service delivery system, assure understanding and compliance with the standards of the personal care program and document the agencies administrative and fiscal ability to provide the services in accordance with these standards. Proposals will be reviewed by qualified medical staff or designees of the Department of Social Services (DSS).

The administrative requirements that must be addressed in the school district's written proposal are as follows:

- The school district shall maintain bonding, personal and property liability, and medical malpractice insurance coverage on all employees involved in delivering personal care services.
- The school district must have a policy for responding to emergency situations.
- The school district must outline how qualified providers will be maintained, including supervisory requirements.
- The school district must outline available training and how training documentation will be maintained.
- The school district shall have a written statement of the participant's Bill of Rights, which shall be given to the parent/guardian at the time the service is initiated. At a minimum the statement should say that the participant has the right to the following:
 1. Be treated with respect and dignity;
 2. Have all personal and medical information kept confidential;
 3. Have direction over the services provided as stated in the IEP;
 4. Know the school district's established grievance procedure and how to make a complaint about the service and receive cooperation to reach a resolution without fear of retribution;
 5. Receive services without regard to race, creed, color, age, sex, or nation origin; and

6. Receive a copy of this Bill of Rights.

- The school district shall have a written grievance policy which shall be provided to each participant and parent/guardian upon initiation of services. The grievance policy must also include the phone number of the MO HealthNet Division, Participant Services Unit at 1-800-392-2161.
- The school district must report all instances of possible child abuse or neglect to the Child Abuse and Neglect (CA/N) Hotline, 1-800-392-3737. Any suspected abuse or neglect by a school district employee, including personal care staff, must be reported according to RSMo 210 and could be subject to prosecution. Failure to report by a mandatory reporter (personal care staff would be considered mandatory reporters) is a violation of RSMo 210.115 and could be subject to prosecution.
- The school district must maintain the distinction of a public school district with Missouri Department of Elementary and Secondary Education.

Whether services are provided directly by the school district or through contract with a personal care agency, the personal care services are limited to those providers who meet the following licensing and supervisory requirements for the personal care program:

Personal Care Aide

A school based personal care aide shall meet the following requirements:

- Be at least eighteen (18) years of age;
- Be able to read, write and follow directions;
- Have at least six (6) months paid work experience as a personal care agency homemaker, nurse aide or household worker; or at least one (1) year of experience, paid or unpaid, in caring for children, sick or aged individuals; or have successfully completed formal training, such as the basic nursing arts course of nurse's training, nursing assistant training or home health-aide training;
- May not be a family member, defined as a parent, sibling, or child by blood, adoption or marriage, of the participant for whom personal care is to be provided; and
- Must be available to provide care in accordance with the personal care plan, utilizing universal precaution procedures as defined by the Center for Disease Control.
- Have received the following orientation and personal care training:
 1. Orientation: Twenty hours of orientation training that includes two (2) hours orientation to the school district and the school district protocols for handling emergencies, eight (8) hours of classroom training completed prior to participant contact, and ten (10) additional hours of in-service training;
 - a. Twelve (12) hours of orientation may be waived with adequate documentation in the personal care aide's records that the aide received similar training during the current or previous state fiscal year or has been employed as an aide at an in-home or home health agency at least half-time for six (6) months or more within the current or preceding state fiscal year;

- b. If the personal care aide is a certified nurse assistant, licensed practical nurse, or registered nurse, the school district may waive all orientation training, except the two (2) hours school district orientation, with documentation placed in the personal care aide's personnel record that includes the aide's license or certification number current at the time the training was waived.
2. An additional ten hours of in-service training annually that includes six (6) hours of classroom instruction and four (4) hours via any appropriate training method.
 - a. The school district may waive the required annual ten (10) hours of in-service training and require only two (2) hours of refresher training annually, when the personal care aide has been employed by the school district for three (3) years and has completed thirty (30) hours of in-service training.
3. The school district shall have written documentation of all orientation and in-service training provided which includes, at a minimum, a report of each personal care aide's training that outlines the dates of all classroom or on-the-job training, trainer's name, topics, number of hours and location, the date of the first participant contact and includes the aide's signature. If a school district waives any in-service training, the employee's training record shall contain supportive data for the waiver.

Supervision

The school district must employ an administrative supervisor of the day-to-day delivery of direct personal care services that meets the following requirements:

- Be at least twenty-one (21) years of age;
- Be a RN who is currently licensed in Missouri; or have at least a baccalaureate degree; or be a LPN who is currently licensed in Missouri with at least one (1) year of experience with the direct care of the elderly, disabled or infirm; or have at least three (3) years experience with the care of the elderly, disabled or infirm.
- Establish, implement, and enforce a policy governing communicable diseases that prohibits contact with participants when the personal care aide has a communicable condition, including colds or flu.
- Monitor the provision of services by the personal care aide to assure that services are being delivered in accordance with the plan of care.
- Make an on-site visit with the personal care aide present at least annually to evaluate each personal care aide's performance and the adequacy of the plan of care, including review of the plan of care with the participant and his or her family. A written record of the evaluation shall be maintained in the personnel file of the personal care aide.

- Approve, in advance, all changes to the plan of care based on supervisory on-site visits, information from the personal care aide, or observation by the RN, or a combination of these, as noted and dated in the participant's file;
- Assist in orientation and personal care training for personal care aides.
- If the supervisor is not an RN, the school district must have a designated RN currently licensed in Missouri either on staff or employed as a consultant. The RN's responsibilities shall include, at a minimum, monthly in-person visits to a ten percent (10%) sample of personal care participants, and the initial/review of all on-site visit reports made by the personal care supervisor. If supervised by an RN, an LPN may perform the RN supervisory activities described in this section.

REIMBURSEMENT

Reimbursement for school based personal care services is made on a fee-for-service basis. The MO HealthNet maximum allowable fee for a unit of service has been determined by the MO HealthNet Division to be a reasonable fee, consistent with efficiency, economy, and quality of care. MO HealthNet payment for covered services is the lower of the provider's actual billed charge or the MO HealthNet maximum allowable amount. Services provided as documented in an IEP are reimbursed at the Federal Financial Participation Rate (FFP). The remainder of the allowed amount is the responsibility of the school district originating the IEP. The MO HealthNet maximum allowable fee for each code can be found on the Internet at <http://www.dss.mo.gov/mhd/providers/pages/cptagree.htm>.

All services included in the school based personal care program must be billed by the school district. The school district will be considered the billing provider. The school district must bill the actual cost of providing the service.

The school district and the personal care provider must maintain a copy of the official public school generated IEP and the plan of care in the child's record to document the service as an IEP service.

PROVIDER ENROLLMENT

Each school district interested in billing MO HealthNet for the school based services must enroll as a MO HealthNet provider. For all enrollment information, go to <http://peu.momed.com/momed/presentation/commongui/PeHome.jsp>.

For those school districts currently enrolled for therapy services who wish to expand to include other school based services, you must contact Provider Enrollment to request each service be added to your file. This request can be e-mailed to providerenrollment@dss.mo.gov or mailed to the MO HealthNet Division, Attn: Provider Enrollment, PO Box 6500, Jefferson City, MO 65102 or faxed to 573-526-2054.

If a school district contracts with a personal care agency to provide personal care services, the personal care agency must individually enroll with MO HealthNet and meet the requirements outlined in 13 CSR 70-91. For all enrollment information, go to <http://peu.momed.com/momed/presentation/commongui/PeHome.jsp>.

If the school district is not actively enrolled with MO HealthNet to provide school based therapy services, a provider application must be completed on-line at the MHD website, www.dss.mo.gov/mhd, for any or all of the expanded school based services. Enrollment applications are not available on paper. Use the following instructions to complete the application:

- On the MHD website under Providers, select 'Provider Enrollment Application'. Follow the instructions carefully.
- After reading the first page, select 'Continue' at the bottom of the page. Select 'NEW Provider Enrollment Application' from the next page.
- All enrollment applications are available on-line. Choose the "School Based/School District Services" from the list and select 'Next.'
- Complete the application and follow the instructions for submitting.

Any individual personal care provider who does not wish to be published as available to all MO HealthNet participants can request to be excluded from the provider list by indicating their preference in the cover letter submitted with their enrollment application.

Information provided on the enrollment application must agree with the information on file with the Department of Elementary and Secondary Education. All applications are processed by date of receipt. The validation of the participation agreement depends upon the Division's acceptance of an application for enrollment.

NOTIFICATION OF PROVIDER CHANGES

The Provider Enrollment Unit must be notified in writing of any changes in provider records. The notification must include the National Provider Identifier (NPI) and the requested changes.

A provider must promptly notify the Provider Enrollment Unit when the following occurs:

- Change of provider address or "pay to" address, if different, Indication of change of address on a claim form is not sufficient.
- Change of school district name or telephone number.

ADEQUATE DOCUMENTATION

All services provided must be adequately documented in the medical record. The Code of State Regulations, 13 CSR 70-3.030, Section (2)(A) defines "adequate documentation" and "adequate medical records" at <http://www.sos.mo.gov/adrules/csr/current/13csr/13c70-3.pdf>.

MO HealthNet providers must retain for five (5) years from the date of service, fiscal and medical records that coincide with and fully document services billed to MO HealthNet, and must furnish or make the records available for inspection or audit by the Department of Social Services or its representative upon request. Failure to furnish, reveal and retain adequate documentation for services billed to the MO HealthNet Program may result in recovery of the payments for those services not adequately documented and may result in sanctions to the provider's participation in the MO HealthNet Program. This policy continues to apply in the event of the provider's discontinuance as an actively participating MO HealthNet provider through change of ownership or any other circumstance.

PARTICIPANT NON-LIABILITY

MO HealthNet covered services rendered to an eligible participant are not billable to the participant if MO HealthNet would have paid had the provider followed the proper policies and procedures for obtaining payment through the MO HealthNet Program as set forth in 13 CSR 70-4.030. For services documented in an Individualized Education Plan (IEP), the state share is the responsibility of the school district originating the IEP and cannot be billed to the participant.

Provider Bulletins are available on the MO HealthNet Division (MHD) (Formerly the Division of Medical Services) Web site at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

MO HealthNet News: Providers and other interested parties are urged to go to the MHD Web site at <http://dss.missouri.gov/mhd/global/pages/mednewssubscribe.htm> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

MO HealthNet Managed Care: The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- Services not included in MO HealthNet Managed Care

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the red MO HealthNet card or by calling the Interactive Voice Response (IVR) System at 573-635-8908 and using Option One for the red or white card.

Provider Communications Hotline
573-751-2896