

PROVIDER BULLETIN

Volume 39 Number 44

<http://dss.mo.gov/mhd/>

March 23, 2017

Comprehensive and Community Support Waivers: Career Planning, Prevocational Services, Job Development, and Supported Employment Services

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Waiver Renewal

The Comprehensive and Community Support Waivers renewals were submitted to the Centers for Medicare and Medicaid Services (CMS) and approved by CMS effective July 1, 2016. Job Discovery was renamed to Career Planning to match the CMS definition. Job Preparation was renamed to Prevocational Services to match the CMS definition. Co-Worker Supports was renamed to Job Development as it was previously embedded within the Community Employment definition. Community Employment was renamed to Supported Employment services to match the CMS definition. The language for these definitions was strengthened to be aligned with Home and Community Based Services (HCBS) Settings Rule and to better individualize the services.

MO HealthNet DD Waiver Provider Manual

The MO HealthNet DD Waiver Provider Manual has not been updated with the information in this bulletin. The provider manuals will be updated when the remaining DMH Waivers (MO Children with Developmental Disabilities, Partnership for Hope, and Autism Waivers) have been amended or renewed to reflect the changes noted in this bulletin. The information contained in this bulletin is applicable to the Comprehensive and Community Support Waivers effective July 1, 2016.

Career Planning Service Description

Career planning is a person-centered, comprehensive employment planning and support service. It provides consultative, evaluative assistance for waiver program participants to enter into, or advance in, competitive employment or self-employment. It is a focused, time-limited service engaging a participant in self-discovery, identifying a career direction and developing a plan for achieving competitive, integrated employment at or above the state's minimum wage. The outcome of this service is documentation of the participant's stated career objective and a career plan used to guide individual employment support.

Career planning includes:

- Activities that are primarily directed at assisting an individual with identification of an employment goal; and
- A plan to achieve this goal (e.g., job exploration, job shadowing, informational interviewing, assessment of interests, labor market research) that are associated with performing competitive work in community integrated employment.

Providers of this service may coordinate, evaluate and communicate not only with the individual, but also with their caregivers, their support team, employers and others who can assist with discovering an individual's skills, abilities, interests, preferences, conditions and needs. This support and evaluation should be provided to the maximum extent possible in the presence of the individual and should be conducted in the community, but completion of activities in the home or without the presence of the individual should not be precluded.

- If a waiver participant is employed, career planning may be used to explore other competitive employment career objectives which are more consistent with the person's skills and interests, or to explore advancement opportunities in his or her chosen career.
- Career planning should be reviewed and considered as a component of an individual's person-centered services and support plan, no less than annually, more frequently as necessary, or as requested by the individual.
- These services should be designed to support successful employment outcomes consistent with the individual's goals.
- Career planning may include social security benefits support, training, consultation and planning.
- The setting for the delivery of services must be aligned with the individualized need and that which is most conducive in developing a career objective and a career plan.
- Transportation costs for career planning services are included in the unit rate, but costs for transporting to and from the residence are not included.

Career planning furnished under the waiver may not include services available under a program funded under section 110 of the Rehabilitation Act of 1973 and its amendments or

section 602(16) and (17) of the Individuals with Disabilities Education Act (20 U.S.C. 1401(16 and 17)). Therefore, the case record for any individual receiving this service must document the individual is not eligible for, unable to access, exhausted services or otherwise inapplicable for the aforementioned programs as outlined in an interagency memorandum of understanding between Vocational Rehabilitation and the Division of Developmental Disabilities.

Career Planning Service Limitations

Career Planning is intended to be time-limited. Services should be authorized through person-centered employment planning based upon individualized assessed need not to exceed 240 quarter hour units of services within an annual support plan. Additional units may be approved by the Division's Regional Director or designee in exceptional circumstances.

Career Planning Service Provider Requirements

This service can be provided by an employment services provider agency. The agency must be certified by the Department of Mental Health (DMH) or accredited by Commission on Accreditation of Rehabilitation Facilities (CARF), The Council on Quality and Leadership (CQL) or Joint Commission, to provide career planning services. The agency must have a DMH contract and comply with training requirements outlined within the contract.

Career Planning Billing Information

Waiver Service	Code(s)	Service Unit	Maximum Units of Service
Career Planning, Individual	T2019	15 minutes	32 units per day or 240 units per year

Prevocational Services Description

Prevocational Services provide one-to-one learning and group experiences to further develop an individual's general, non-job task specific skills which are needed to succeed in paid employment in competitive, integrated community settings. Services are expected to occur over a defined period of time with specific and measurable outcomes to be achieved, as determined by an individualized assessed need through an ongoing person-centered planning process.

Services are intended to develop and teach general skills that lead to competitive and integrated employment including, but not limited to:

- ability to communicate effectively with supervisors, co-workers and customers;
- generally accepted community workplace conduct and dress;
- ability to follow directions;
- ability to attend to tasks;
- workplace problem solving skills and strategies;
- general workplace safety; and
- mobility training.

Prevocational services should enable each individual to attain the highest level of independence and autonomy in the most integrated competitive employment setting and with a job matched to the individual's interests, strengths, priorities, abilities, and capabilities. Participation in prevocational services is not a required pre-requisite for supported employment services provided under the waiver. Prevocational services should only be authorized when an individual is otherwise unable to directly enter the general workforce as a result of an underdeveloped or undeveloped general, non-job task specific skill(s).

Prevocational services include activities that are not primarily directed at teaching skills to perform a particular job, but at underlying habilitative goals (e.g., attention span, motor skills, interpersonal relations with co-workers and supervisors) that are associated with building skills necessary to perform competitive work in community integrated employment.

Services must be provided in a community workplace setting or at a licensed, certified or accredited facility of a qualified employment service provider. The setting for the delivery of services must be aligned with the individualized assessed need and that which is most conducive in developing the specific and measurable outcomes contained within the individual support plan (ISP). Services cannot be provided within an individual's residence. Prevocational services can be provided in small groups not exceeding four (4) individuals at a time. The decision to provide services in a group setting must be based on individualized assessed need and be supported in the person-centered plan as being the most autonomous setting which facilitates the highest levels of individual learning.

Vocational services, which are not covered through waivers, are services that teach job task specific skills required by a participant for the primary purpose of completing those tasks for a specific facility-based job and are not delivered in an integrated work setting through supported employment. The distinction between vocational and pre-vocational services is that prevocational services, regardless of setting, are delivered for the purpose of furthering habilitation goals that will lead to greater opportunities for competitive and integrated employment and career advancement at or above minimum wage. These goals are described in the individual's person-centered services and support plan and are designed to teach skills that will lead to integrated competitive employment.

- A person receiving prevocational services may pursue employment opportunities at any time to enter the general work force.
- Individuals participating in prevocational services may be compensated in accordance with applicable Federal laws and regulations and the provision of prevocational services is always delivered with the intention of leading to permanent integrated employment at or above the minimum wage in the community.
- All prevocational service options should be reviewed and considered as a component of an individual's person-centered services and supports plan no less than annually, more frequently as necessary or as requested by the individual.
- These services and supports should be designed to support successful employment outcomes consistent with the individual's goals.
- Personal assistance may be a component of prevocational services, but may not comprise the entirety of the service.
- Transportation costs for prevocational services are included in the unit rate, but costs for transporting to and from the residence are not included.
- Prevocational services may include volunteer work, such as volunteer learning and training activities that prepare a person for entry into the paid workforce. Volunteering is an industry specific term with specific rules and regulations governed through the US Department of Labor (DOL) Fair Labor Standards Act and Wage and Hour Laws. Any limitations on location or duration of volunteer work are established through DOL.
- Prevocational services must comply with 42 CFR §440.180(c) (2) (i).

Prevocational services furnished under the waiver may not include services available under a program funded under section 110 of the Rehabilitation Act of 1973 and its amendments or

section 602(16) and (17) of the Individuals with Disabilities Education Act (20 U.S.C. 1401(16 and 17)). Therefore, the case record for any individual receiving this service must document the individual is not eligible for, unable to access, exhausted services or otherwise inapplicable for the aforementioned programs as outlined in an interagency memorandum of understanding between Vocational Rehabilitation and the Division of Developmental Disabilities.

Prevocational Service Limitations

Prevocational services must be authorized based upon individual need not to exceed 80 quarter-hour units per week. Prevocational services must not exceed six (6) months. Additional units or monthly increments beyond six (6) months must be pre-authorized by the Division’s Regional Director or designee.

Prevocational Services Provider Requirements

This service can be provided by an employment services provider agency. The agency must be certified by DMH or accredited by CARF, CQL or Joint Commission, to provide Prevocational services. The agency must have a DMH contract and comply with training requirements outlined within the contract.

Prevocational Services Billing Information

Waiver Service	Code(s)	Service Unit	Maximum Units of Service
Prevocational services, individual	H2025	15 minutes	32 units per day, 80 units per week, 6 months per year
Prevocational services, group	H2025 HQ	15 minutes	32 units per day, 80 units per week, 6 months per year

Job Development Service Description

Job development is a support service to facilitate competitive work in an individual integrated work setting. The service must be identified in the individual’s service plan based upon an individualized assessed need which promotes the greatest degree of integration, independence and autonomy.

Job development services are the supports to individuals who, because of the disabilities, will need assistance with obtaining individual competitive or customized employment in an integrated work setting in the general workforce at or above the state’s minimum wage, at or above the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities.

The outcome of this service is the acceptance of an employment offer in a job that meets personal and career goals. Job development services may include:

- Application completion assistance with the individual,
- Job interviewing activities with the individual,
- Completion of task analysis with or without the presence of the individual based upon individualized need, and/or
- Negotiation with prospective employers and education of prospective employers of their role in promoting full inclusion with or without the presence of the individual based upon individualized need.

Additional Information about Job development services:

- Job development services must be provided in a manner that promotes integration into the workplace and interaction between individuals and people without disabilities in those workplaces while maintaining the individual's rights of dignity, privacy and respect.
- Job development should be reviewed and considered as a component of an individual's person-centered services and supports plan, no less than annually, more frequently as necessary, or as requested by the individual.
- This service should be designed to support a successful employment outcome consistent with the individual's assessed goals, needs, interests and preferences.
- An individual's autonomy and independence to perform employment with the least amount of restrictions must be supported through the person-centered planning process.
- Job development activities are limited to potential employers who would compensate at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities.
- Transportation costs are not included in the job development fee, but specialized transportation is available as a separate service if necessary.

Job development furnished under the waiver may not include services available under a program funded under section 110 of the Rehabilitation Act of 1973 and its amendments or section 602(16) and (17) of the Individuals with Disabilities Education Act (20 U.S.C. 1401(16 and 17)). Therefore, the case record for any individual receiving this service must document the individual is not eligible for, unable to access, exhausted services or otherwise inapplicable for the aforementioned programs as outlined in an interagency memorandum of understanding between Vocational Rehabilitation and the Division of Developmental Disabilities.

Job Development Service Limitations

Job development is intended to be time-limited. Services should be authorized through person-centered employment planning based upon individualized assessed need not to exceed 240 quarter hour units of services within an annual support plan. Additional units may be approved by the Division's Regional Director or designee in exceptional circumstances.

Job Development Provider Requirements

This service can be provided by an employment services provider agency. The agency must be certified by DMH or accredited by CARF, CQL or Joint Commission, to provide job development services. The agency must have a DMH contract and comply with training requirements outlined within the contract.

Job Development Billing Information

Waiver Service	Code(s)	Service Unit	Maximum Units of Service
Job development, individual	H0038	15 minutes	32 units per day, 240 units per year

Supported Employment Service Description

Supported employment is a support service to facilitate competitive work in an integrated work setting. The service must be identified in the individual's service plan based upon an

individualized assessed need which promotes the greatest degree of integration, independence and autonomy. Models of supported employment may include individual support or group support such as community business-based work groups and or mobile crews. Individual and group services are defined separately below.

For those individuals whose assessed need supports self-employment, Supported Employment may include services and supports that assist the individual in achieving self-employment through the operation of a business. However, Medicaid funds may not be used to defray the expenses associated with starting up or operating a business. Assistance for self-employment may include:

- Aide to the individual in identifying potential business opportunities;
- Assistance in the development of a business plan, including potential sources of business financing and other assistance in developing and launching a business; and
- Identification of the supports that are necessary for the individual to operate the business.

Supported Employment-Individual Supported Employment

Individual Supported Employment services are the ongoing supports to individuals and their employers who, because of their disabilities, need intensive on-going support to maintain a job in competitive or customized employment, or self-employment. Their job is in an integrated work setting in the general workforce at or above the state's minimum wage, at or above the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities. The outcome of this service is sustained paid employment at or above the minimum wage in an integrated setting in the general workforce, in a job that meets personal and career goals.

Supported Employment-Individual Supported Employment services may include:

- On-the-job training in work and work-related skills; i.e., job coaching to facilitate the acquisition and ongoing performance of the essential functions of the job, and the facilitation of natural supports (i.e., fading).
- Ongoing supervision and monitoring of the person's performance on the job; i.e., evaluating self-maintenance strategies, work production and the effectiveness of natural supports (i.e., fading) which promote the greatest degree of inclusion, integration and autonomy.
- Training in related skills needed to retain employment; i.e., supporting and facilitating strategies which promote attendance and social inclusion in the workplace based upon individualized assessed need such as using community resources and public transportation.
- For those individuals whose individualized assessed need supports self-employment, Supported Employment Individual employment supports may include services and supports that assist the participant in achieving self-employment through the operation of a business; however, Medicaid funds may not be used to defray the expenses associated with starting up or operating a business. Assistance for self-employment may include ongoing assistance, counseling and guidance once the business has been launched.

Supported Employment-Small Group Employment Support

Group supported employment is services and training activities provided in regular community business and industry settings for groups of two (2) to four (4) workers with disabilities. Small

group employment support does not include services provided in facility based work settings or non-integrated work settings (i.e., settings which physically and socially isolate individuals from other employees). Examples include mobile crews and other community business-based workgroups employing small groups of workers with disabilities in integrated competitive employment in the community. The outcome of this service is sustained paid employment, work experience leading to further career development and transition to individual integrated community-based employment for which an individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities. An annual review must occur to determine if the employment setting optimizes, but does not regiment, individual initiative, autonomy and independence in making employment choices.

Supported Employment – Small Group Employment Supports may include:

- On-the-job training in work and work-related skills; i.e., job coaching to facilitate the acquisition, and ongoing performance, of the essential functions of the job and the facilitation of natural supports (i.e., fading).
- Ongoing supervision and monitoring of the person's performance on the job; i.e., evaluating self-maintenance strategies, work production and the effectiveness of natural supports (i.e., fading) which promote the greatest degree of inclusion, integration and autonomy.
- Training in related skills needed to retain individual integrated community-based employment; i.e., supporting and facilitating strategies which promote attendance and social inclusion in the workplace based upon individualized assessed need such as using community resources and public transportation.

Additional information about Supported Employment services:

- Supported employment services must be provided in a manner that promotes integration into the workplace and interaction between individuals and people without disabilities in those workplaces while maintaining the individual's rights of dignity, privacy and respect.
- All Supported Employment service options should be reviewed and considered as a component of an individual's person-centered services and supports plan no less than annually, more frequently as necessary, or as requested by the individual.
- These services and supports should be designed to support successful employment outcomes consistent with the individual's assessed goals, needs, interests and preferences.
- Supported Employment Group is not appropriate for individuals who demonstrate the capacity, ability and interest to work independently.
- An individual's autonomy and independence to perform employment with the least amount of restrictions must be supported through the person-centered planning process.
- Individuals must be compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities.

Supported Employment furnished in a waiver may not include services available under a program funded under section 110 of the Rehabilitation Act of 1973 and its amendments or section 602(16) and (17) of the Individuals with Disabilities Education Act (20 U.S.C. 1401(16 and 17)). Therefore, the case record for any individual receiving this service must document the individual is not eligible for, unable to access, exhausted services or otherwise inapplicable for the aforementioned programs as outlined in an interagency memorandum of understanding between Vocational Rehabilitation and the Division of Developmental Disabilities.

Supported Employment supports do not include payment for supervision, training, support and adaptations typically available to other workers without disabilities filling similar positions in the business or otherwise covered under the Americans with Disabilities Act.

- Personal Assistance may be a component of an individual’s employment retention support plan for assistance with activities of daily living and instrumental activities of daily living. However, Personal Assistance may not be used in lieu of Supported Employment services as defined above.
- Transportation costs are not included in the supported community employment fee, but specialized transportation is available as a separate service if necessary.

Federal Financial Participation is not claimed for incentive payments, subsidies, or unrelated vocational training expenses such as the following:

- Incentive payments made to an employer to encourage or subsidize the employer's participation in a supported employment program; or
- Payments that are passed through to users of community employment programs.

Supported Employment Provider Requirements

This service can be provided by an employment services provider agency. The agency must be certified by DMH or accredited by CARF, CQL or Joint Commission to provide Supported Employment services. The agency must have a DMH contract and comply with training requirements outlined within the contract.

Supported Employment Billing Information

Waiver Service	Code(s)	Service Unit	Maximum Units of Service
Supported Employment, Individual	H2023	15 minutes	48 units per day
Supported Employment, Group	H2023 HQ	15 minutes	32 units per day

Career Planning, Prevocational Services, Job Development, and Supported Employment Service Documentation

A waiver individual’s ISP may include any combination of services, but service documentation according to 13 CSR 70-3.030(2)(A)6. requiring a begin and end time for services reimbursed according to time spent in service delivery will clearly show no duplication or overlap in the time of the day the service is provided, and the place of service must match the billing code.

ISP’s will include outcomes/goals, with criteria, and supported by data to demonstrate progress and on which to based changes in strategy.

Providers must maintain service documentation described in Section C of the Developmental Disabilities (DD) Waivers Manual, including detailed progress notes per date of service and monthly progress notes associated with objectives.

Individuals and support coordinators will revise the ISP during the annual plan development meeting to be reflective of the new service definitions. The ISP will fully implement the revised service definitions within 18 months of waiver approval.

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.mo.gov/mhd/> 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.

The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- Managed Care Services

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 MO HealthNet card or by calling the Provider Communications Interactive Voice Response (IVR) System at 573-751-2896 and using Option One for the red or white card.

Provider Communications Hotline
573-751-2896