

**West Virginia's
Title XIX MR/DD Waiver Program
Consumer Handbook**

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Dear Consumer,

As the West Virginia Title XIX MRDD Waiver program makes the move toward Person - Centered Planning, APS Healthcare - WV has developed a guide to assist consumers like you that will help make this move easier.

Within this booklet, you will learn about how the changes and improvements are going to benefit you, as well as learn about the role APS Healthcare – WV has in assisting the Title XIX MR/DD Waiver Program in making these positive changes.

Whenever improvements happen and changes occur, there are always new terms and words to learn. APS Healthcare – WV has included a glossary at the end of this booklet to help you learn and appreciate the new direction the Title XIX MR/DD Waiver Program is taking.

APS hopes this guide serves to get a better understanding of the improvements to the Title XIX MR/DD Waiver program, and helps make this change smooth and easy.

Sincerely,

Jennifer W. Britton, Ph.D.
Executive Director

Randall K. Hill
Director, MR/DD Waiver Program

Is the Title XIX MR/DD Waiver Program Changing?

Yes, in some ways, the Title XIX MR/DD Waiver program is changing, but it will continue to provide you the services and supports you need to live with dignity and pride in your community.

The changes are improving the MR/DD Waiver program, and one of the biggest changes is the addition of an Administrative Services Organization (ASO) that will assist the MR/DD Waiver program in the move toward a more Person-Centered approach. APS Healthcare – West Virginia was chosen to be the ASO for West Virginia's MR/DD Waiver program. APS' job as the ASO is to:

- Provide training and education that will help you understand how the MR/DD Waiver program works.
- Develop and maintain an up-to-date resource guide that will let you know about available services and supports in your area.
- Conduct assessments that will provide you with an Individualized Waiver Budget.
- Support self-advocacy in your team and community.



The West Virginia MR/DD Waiver program is moving toward a more person - centered approach. This means that you will be the focus of your Inter-Disciplinary Team (IDT). This also means that you have a stake in making the MR/DD Waiver program work for you.



Some ways this may benefit you are:

You will continue to have a say in who participates in your IDT.

Your needs, wishes, desires, and goals will drive team decision-making about the services and supports you need and want.

You and your IDT choose the services and supports that best meet your needs.

You and your IDT will determine how your Individualized Waiver Budget is spent for available MR/DD Waiver services and supports.

Who Is Involved?

A stakeholder is any person or group with an interest in seeing the Title XIX MR/DD Waiver program be successful. You are a stakeholder because you are a member of the MR/DD Waiver program, and have the desire to live a full and independent life.



Other stakeholders who want to see the MR/DD Waiver program succeed include:

- Your family and friends
- Your provider agencies and staff
- Advocacy groups
- The Centers for Medicare and Medicaid Services (CMS)
- The Bureau of Medical Services (BMS)
- The Bureau for Behavioral Health and Health Facilities (BHHF)
- APS Healthcare- West Virginia, Inc.

What is an Individualized Waiver Budget?

An Individualized Waiver Budget is determined for each member who participates in the Waiver program. With your valued input, an APS Healthcare Service Support Facilitator (SSF) will conduct assessments to determine your Individualized Waiver Budget. This is the amount of money with which you are approved to purchase MR/DD Waiver services and supports that are specific to your needs. During the IPP process, you and your team will decide which services and service amounts work best for you.

What Do I Do Once I Get My Individualized Waiver Budget?

The Title XIX MR/DD Waiver program guidelines require you and your Interdisciplinary Team (IDT) to choose some amounts of Service Coordination, Therapeutic Consultation, and some type of Day Habilitation.

Additional services available through the Title XIX MR/DD Waiver program include but are not limited to:

- Adult Companion
- Crisis Services
- Environmental Accessibility Adaptations
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Registered Dietician
- Nursing Services
- Respite
- Transportation



What Determines My Individualized Waiver Budget?

Your needs determine how much you should get!



If you have a greater level of medical, habilitation, or behavioral needs, you should get a higher budget than someone who does not have as many support needs.

You will be assigned an APS Healthcare Service Support Facilitator (SSF) who will meet with you and at least 2 of your supports. The SSF will ask you questions about how well you can do things, and if you need help getting them done. This is called an assessment, and it helps the SSF determine your Individualized Waiver Budget. The assessment information helps estimate how much support you need to live an independent life. Once the assessments are finished, you will meet with your IDT and decide which services and supports best meet your needs.

Do I Get a Check To Cash?



No. In West Virginia, the money is *allocated* to you. This means that you have a dollar amount on paper that you can spend. After you receive your services, Medicaid will pay the agency or person back for the service they provided you.

Will More People Get Waiver Slots?

It is up to BMS to determine eligibility or award more Waiver slots. If for some reason an MR/DD Waiver slot opens, BMS will assign them to new MR/DD Waiver recipients in July of the following year. The goal of the MR/DD Waiver improvements and changes is not to open new slots, but to fairly and equitably distribute MR/DD Waiver funding for those Members already in the program.



What if My Needs Change?



Each person is different and has different needs. Also, people change as time goes by. If for some reason your needs change there are options for you to get what you need.

Work with your IDT to find the services that best meet your needs. At every quarterly review you and your IDT should look closely at the services you have chosen. If you discover that a service is not working for you, this is the time to re-evaluate your IPP and make changes.

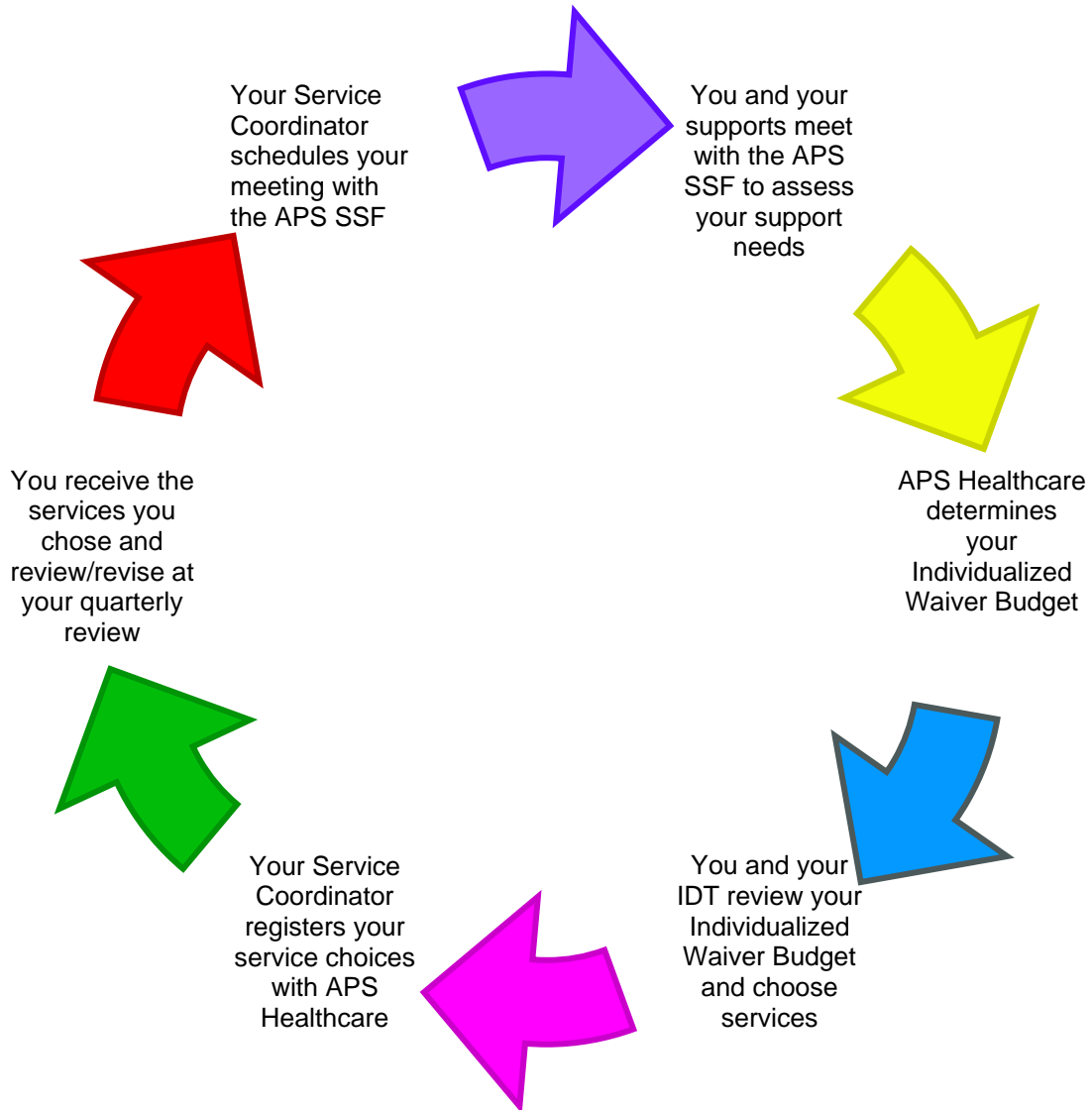
Work with your Service Coordinator. If your needs change so much that your Individualized Waiver Budget is not enough or is too much, your Service Coordinator can:

- Contact APS Healthcare's Registration Coordinator to either renegotiate your budget.

OR

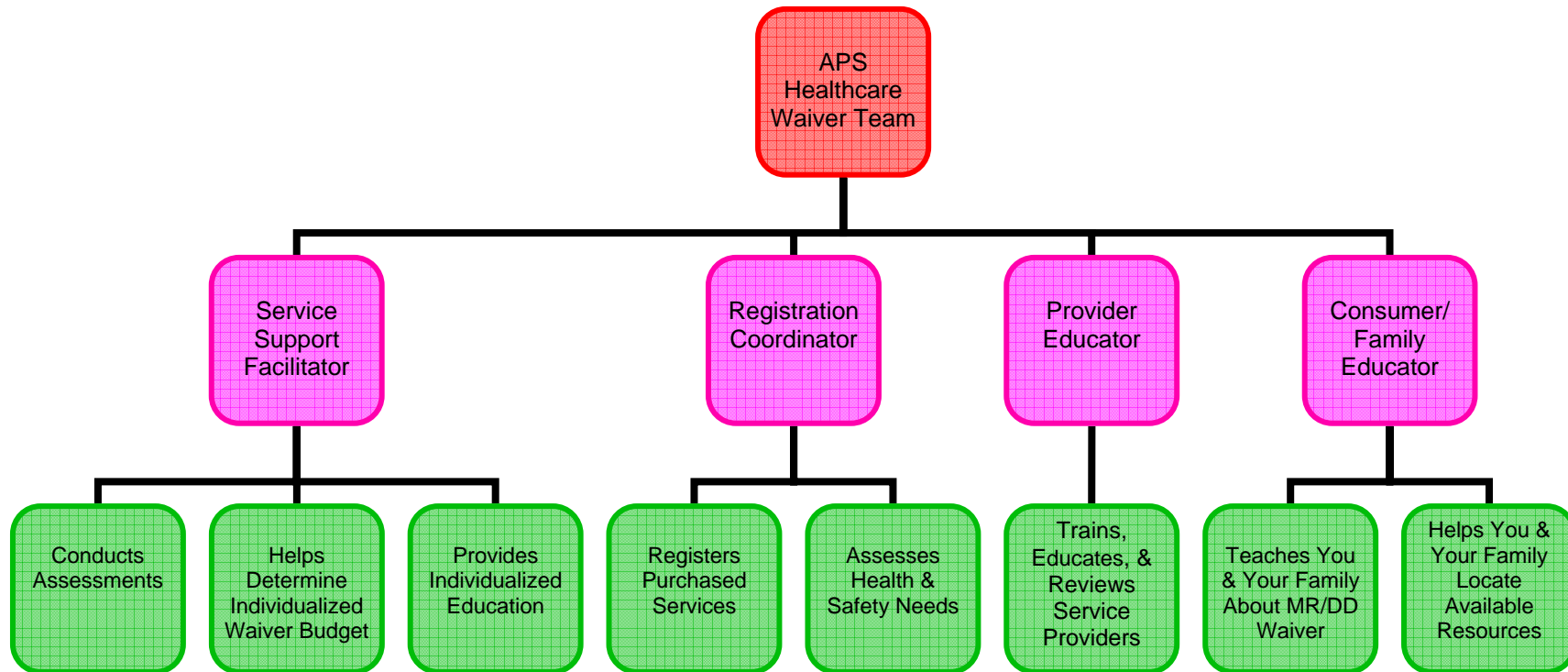
- Contact your APS Healthcare SSF to schedule another assessment.

How Does the Individualized Waiver Budgeting Process Work?



The APS Healthcare – West Virginia Waiver Team

In order to help you adjust to the improvements in the MR/DD Waiver program, APS Healthcare has a MR/DD Waiver Team that will be with you through the process. These are the staff members that are going to help:



How to Contact the APS Healthcare – WV Title XIX MR/DD Waiver Staff



Email

Email addresses for all of the APS Healthcare MR/DD Waiver program staff are available on the APS Healthcare – WV homepage.

Mail

100 Capitol Street, Suite 600
Charleston, WV 25301

Phone

304-343-9663 or 1-866-385-8920

Fax

304-343-9010

Accessing APS Healthcare homepage

In order to access the APS homepage, you need to open your Internet service (Explorer) and then type in the address www.apshealthcare.com in the address line. Once the page opens, you can click on Public Programs and click West Virginia to visit our portion of the site.

Glossary

Administrative Services Organization (ASO) – The Administrative Service Organization is responsible for assessing MR/DD Waiver members' needs, functionality and supports and determining the Individualized Waiver Budget. The ASO provides training for members, their families and providers and also interfaces with the claims management system to ensure that purchased services are properly reimbursed.

Advocate – An advocate is a person who supports or speaks on behalf of a Member(s) or for public disability service delivery system improvements.

Bureau for Behavioral Health and Health Facilities (BHFF) – BHFF is a contract employee of the Bureau of Medical Services. This is the level of West Virginia government that is responsible for overseeing quality in behavioral health and disability service delivery. BHFF also determines eligibility for West Virginia's Title XIX MR/DD Waiver program.

Bureau of Medical Services (BMS) – BMS is the level of West Virginia Department of Health and Human Resources that is responsible for Medicare and Medicaid programs. BMS is responsible for the oversight of the Title XIX MR/DD Waiver program.

Center for Medicare and Medicaid Services (CMS) – CMS is a federal agency within the United States Department of Health and Human Services. Formerly the Health Care Financing Administration (HCFA), CMS is responsible for Medicare, Medicaid, and other programs.

Consumer/Family Educator – The Consumer/Family Educator is a resource person responsible for developing and implementing educational programs to promote an understanding of the Title XIX MR/DD Waiver program for Waiver members and their supports. The Consumer/Family Educator assists all stakeholders to support the person-centered approach Waiver is taking and works to provide education and information regarding resources and community supports to the member receiving Waiver services. The Consumer/Family Educator promotes volunteerism, community awareness and involvement, empowerment, and self-determination.

Department of Health and Human Resources (DHHR) – The West Virginia DHHR is a large umbrella-type department of state government providing a wide range of social services and assistance through public programming.

Extraordinary Care Assessment (ECA) – The ECA is an assessment tool unique to West Virginia specifically designed to tell the difference between routine care and supervision (which would be expected by the caretaker) and extraordinary care. The ECA uses developmentally appropriate milestones to determine the level of support a person with a disability may need to complete habilitation tasks.

Individual Program Plan (IPP) – The IPP is a service plan developed by the MR/DD Waiver member and his/her Inter-disciplinary Team. The IPP focuses on potentially life-long, person-centered, goal-oriented processes and directs the range of services, instruction, and assistance needed by Waiver members and their families. The IPP ensures accessibility, accountability, and continuity of support and services, as well as making sure MR/DD Waiver members have opportunities to make meaningful choices with regard to their life and community inclusion.

Individualized Waiver Budget – The Individualized Waiver Budget is the total dollar value of services and supports determined by the ASO. This is the allocation with which MR/DD Waiver members and their teams are approved to purchase Title XIX MR/DD Waiver Services and supports that are specific to the MR/DD Waiver member's needs during the IPP process.

Inter -Disciplinary Team (IDT) – The IDT includes the MR/DD Waiver member and a group of professionals, paraprofessionals, and non-professionals who have the knowledge, skill, and expertise necessary to accurately identify the comprehensive range of services required to meet the MR/DD Waiver member's needs. The IDT helps design appropriate services and specialized programs responsive to those needs. The IDT must include and be guided by the MR/DD Waiver member's needs, wishes, desires, and goals.

Inventory for Client and Agency Planning (I-CAP) - The I-CAP assesses adaptive and maladaptive behavior and gathers additional information to determine the type and amount of special assistance that people with disabilities may need.

Person-Centered Planning (PCP) – PCP is a values-driven process for planning services and supports for an individual. Those services and supports enable the individual to live where he or she wants to live. The planning process honors the individual's preferences, choices, and abilities. The PCP process typically involves families, friends, and professionals as the individual desires or requires.

Provider Educator – The Provider Educator is responsible for training providers on the APS MR/DD Waiver program and conducting audits on the service/supports provided to Members by eligible providers.

Registration Coordinator – The Registration Coordinator is responsible for reviewing registered service requests. The Registration Coordinator also communicates with the Service Coordinator to ensure health and safety needs are being addressed, negotiates Individualized Waiver Budgets, and makes recommendations for additional or alternative services.

Self-Advocate – A self-advocate is a person with a disability who represents him/herself and speaks for him/herself.

Self-Determination – Self-determination is the ability of individuals to make the choices that allow them to exercise control over their own lives, to achieve the goals to which they aspire and to acquire the skills and resources necessary to participate fully and meaningfully in society. Self-determination has four basic rights and responsibilities: freedom, control of own life, chosen supports, and community involvement.

Service Coordinator - The Service Coordinator is responsible for assisting the Waiver member in obtaining (and coordinating) services so that he/she can reach his/her goals. Service Coordinators assess needs, plan services, link and referring you to needed services, advocating for you, planning a crisis response, and evaluating the services Waiver members receive. A Service Coordinator must be hired through an approved MR/DD Waiver provider agency, and cannot be a contract employee.

Service Support Facilitator (SSF) – The SSF is responsible for conducting the assessments necessary to determine a MR/DD Waiver member’s Individualized Waiver Budget. The SSF also provides individualized education, training, and consultation to members, their supports, and service providers.

Stakeholder - A stakeholder is any person or group with an interest in seeing the Title XIX MR/DD Waiver program being successful. There are varying levels of stakeholders, with varying levels of involvement.

Structured Interview - The Structured Interview will be conducted with the MR/DD Waiver member and two (2) or more support people who either live with or work with the MR/DD Waiver member in his/her home/community. The Structured Interview is designed to capture additional information that may reflect personal circumstances that are relevant to either an increase or decrease in the determined Member’s Individualized Waiver Budget

Supports Intensity Scale (SIS) - The SIS is a unique, scientific assessment tool specifically designed to measure the level of practical supports required by people with intellectual disabilities (i.e., mental retardation) to lead normal, independent, and quality lives in society.