

APPENDIX I

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| CSPPPD CONTRACTOR DIRECTIVE COMMONWEALTH OF PENNSYLVANIA * DEPARTMENT OF PUBLIC WELFARE | | |
| Date of Issue: July 11, 1994 | Effective Date: May 16, 1994 | Number: 02-006 |
| Subject: Specialized Services Plans | By: <i>Tammy McElfresh-Tyburski</i> Tammy McElfresh-Tyburski Office of Social Programs | |

Scope:

Community Services Program for Persons with Physical Disabilities (CSPPPD) Contractors and the Office of Medical Assistance Programs' Utilization and Management Review Teams.

Purpose:

To introduce and implement the Specialized Services Plan that will be used to document and coordinate the provision of nursing facility, specialized rehabilitative and specialized services to residents with other related conditions.

Background:

Federal regulations regarding Preadmission Screening and Annual Resident Reviews at 42 CFR, Section 483.128 require an interdisciplinary approach to meet the specialized services needs of residents with other related conditions. The Specialized Services Plan documents the interdisciplinary nature and coordination of these services with nursing facility and specialized rehabilitative services.

Further, as a result of recent litigation, the Department has agreed to file a Specialized Services Plan for each affected resident on his/her clinical record. The Specialized Services Plan does not replace the resident's plan of care but represents an addendum to this plan of care.

Directive:

The CSPPPD Contractors shall prepare, monitor and maintain a Specialized Services Plan for each resident with an other related condition who needs and wants specialized services. These tasks will be performed by the CSPPPD Contractor via a series of meetings with the resident and a nursing facility representative in the manner and with the frequency described in this Directive.

The CSPPPD Contractor will contact the resident's nursing facility administrator to explain the purpose of the Specialized Services Plan meeting and to request that the administrator, or a designee, be available to meet with the resident and CSPPPD Contractor. A written record of the initial contact with each

nursing facility administrator regarding the Specialized Services Plan meeting must be maintained by the CSPPPD Contractor. The record must include the name of the nursing facility administrator who was contacted, the date the contact was made, the name of the nursing facility administrator's designee, if applicable, and the name of the CSPPPD Contractor's staff who initiated the contact.

The Specialized Services Plan that shall be developed with each resident is described in the Attachment and includes instructions for completing the Plan and a cover sheet that has been issued by the Office of Medical Assistance Programs (OMAP). The format of the Plan and the cover sheet cannot be modified by the CSPPPD Contractor unless prior written approval is given by the Office of Social Programs.

The frequency with which the CSPPPD Contractor will meet with the resident and his/her nursing facility representative to develop, monitor and maintain the Specialized Services Plan is at the CSPPPD Contractor's discretion so long as the minimum number of meetings are held as follows:

- a. One meeting a year must be held for a resident who intends to remain in the nursing facility.
- b. Two meetings a year must be held for a resident who is undecided about leaving the nursing facility.
- c. Three meetings a year must be held for a resident who has decided to relocate to a community setting.

The CSPPPD Contractor must provide copies of the completed Specialized Services Plan to the resident, the resident's legal representative if applicable, and to the nursing facility representative. The nursing facility representative is responsible for filing the document on the resident's clinical record. The CSPPPD Contractor must retain a copy of the resident's completed Plan at the CSPPPD agency.

In the event that a resident refuses to participate in specialized services, the CSPPPD Contractor must complete the first block on page one of the Specialized Services Plan and provide a copy of the Plan to the nursing facility representative and to the resident. The nursing facility representative must file the completed Specialized Services Plan on the resident's clinical record. The CSPPPD Contractor must retain a copy of the resident's completed Specialized Services Plan at the CSPPPD agency.

Procedures

After the CSPPPD Contractor informs the resident of his/her eligibility for nursing facility care and specialized services as part of the Annual Resident Review, the CSPPPD Contractor performs the following tasks:

- a. Explains to the resident and/or the resident's legal representative if applicable, the types of specialized services available under the CSPPPD.
- b. Confirms that the resident wants to receive specialized services.
- c. Explains the purpose of the Specialized Services Plan meeting and the need to meet with the resident, his/her nursing facility representative and persons of the resident's choosing to develop, monitor and maintain the Plan.
- d. Schedules the first Specialized Services Plan meeting at the nursing facility or at the CSPPPD agency with the resident, the resident's legal representative if applicable, the nursing facility representative and other persons of the resident's choosing.

The information identified under a. through d. above should be verbally communicated to the resident when the CSPPPD Contractor fully explains the results of the resident's Annual Resident Review at the nursing facility.

Preparing For The Initial Specialized Services Plan Meeting

The CSPPPD Contractor shall prepare for the Specialized Services Plan meeting by:

- a. Reviewing the resident's Evaluation Report (Parts 1 and 2) and any related information that was gathered as part of the Annual Resident Review.
- b. Using the information noted at a. above, complete pages 1 and 2 of the Specialized Services Plan (in pencil) which is later discussed at the Specialized Services Plan meeting with the nursing facility representative and the resident. These pages are completed in pencil to accommodate any changes that may later be surfaced at the Specialized Services Plan Meeting. In the event that a resident needs services from the Offices of Mental Health and/or Mental Retardation, the CSPPPD Contractor is encouraged to invite representatives from these Offices to attend the resident's Specialized Services Plan meeting.

- c. Assessing the types of specialized services provided to the resident in the past by the CSPPPD Contractor and the extent to which these services were coordinated with the nursing facility.

The Initial Specialized Services Plan Meeting

At the initial Specialized Services Planning Meeting with the resident, the nursing facility representative, others of the resident's choosing and the CSPPPD coordinator shall:

- a. Distribute copies of the partially completed Specialized Services Plan for discussion purposes.
- b. Discuss the resident's service needs as identified on the document and obtain the resident's opinion on the services he/she feels are most important to achieving his/her personal goals and desired lifestyle.
- c. Make every effort to achieve agreement on the type, frequency and manner in which the resident's multiple service needs (i.e., nursing facility, specialized rehabilitative and specialized services) will be met by the CSPPPD Contractor, nursing facility representative and others if applicable.
- d. Complete the Specialized Services Plan which includes, among other things, documenting how the CSPPPD Contractor and nursing facility representative will coordinate and support the services provided by each other to the resident; and, the manner and frequency with which the Plan will be updated.
- e. Sign the Specialized Services Plan.
- f. Provide copies of the completed Specialized Services Plan to the resident, the nursing facility representative who files the document in the resident's clinical record, and the CSPPPD Contractor who maintains a copy on file at their agency.

Maintaining And Monitoring The Specialized Services Plan

The nursing facility representative, resident and CSPPPD Contractor will meet as frequently as needed, but not less than the number of meetings indicated at page 2 of this Directive, to monitor and maintain the resident's Specialized Services Plan.

OMAP's Utilization and Management Review Teams will monitor the inclusion of the Specialized Services Plan on the resident's clinical record and the delivery and coordination of nursing

facility, specialized rehabilitative and specialized services to the resident in accordance with the resident's assessment and Specialized Services Plan.

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Attachments

- Specialized Services Plan And Cover Sheet
- Instructions For Completing The Specialized Services Plan For Residents With Other Related Conditions

COMMUNITY SERVICES PROGRAM FOR PERSONS WITH PHYSICAL
DISABILITIES (CSPPPD)

Instructions For Completing The Specialized Services Plan For
Residents With Other Related Conditions

1. What Is The Specialized Services Plan?

The Specialized Services Plan summarizes the resident's multiple service needs (i.e., nursing facility, specialized rehabilitative and specialized services) and documents the manner in which these needs will be met. The resident's needed services are identified on the Evaluation Report (Parts 1 and 2) and in related information which is gathered as part of the Annual Resident Review by the Office of Medical Assistance Programs' Utilization and Management Review Teams and the CSPPPD Contractor.

2. What Is The Purpose Of The Specialized Services Plan?

The Specialized Services Plan serves these purposes. The first is to display the type, nature and frequency of nursing facility, specialized rehabilitative and specialized services needed by the resident; and, for the nursing facility representative and CSPPPD Contractor, to coordinate their delivery of services to the resident. Ideally, both parties will serve the resident in a manner which supports and compliments the resident's multiple service needs. The second is to inform the nursing facility representative of the specialized services being provided to the resident by the CSPPPD Contractor. The third is to underscore the nursing facility representative's responsibility to provide nursing facility and specialized rehabilitative services needed by the resident to, among other things, participate in specialized services.

3. When Is The Specialized Services Plan Developed?

The Specialized Services Plan is developed after the resident's Annual Resident Review (ARR) is completed for residents who need and want specialized services. The ARR is completed when the CSPPPD Contractor issues and fully explains the final determination letter and Evaluation Report (Parts 1 & 2) to the resident at the nursing facility. During this meeting, the CSPPPD Contractor explains the purpose of the Specialized Services Plan as outlined above, discusses the resident's specialized and other service needs, informs the resident that a Specialized Services Plan meeting must be convened to develop a Plan and to discuss how everyone will work together to serve the resident. The resident is also asked whether he/she wants to invite other persons (in addition to the nursing facility representative and CSPPPD Contractor) to the Specialized Services Plan meeting.

The CSPPPD Contractor then schedules a Specialized Services Plan meeting with the resident, the nursing facility representative and other persons of the resident's choosing. The Plan is developed at that meeting.

4. What Happens At The Specialized Services Plan Meeting?

The CSPPPD Contractor informs the nursing facility representative of the resident's multiple service needs as identified on the Evaluation Report (Parts 1 & 2) and from related information gathered as part of the ARR. The resident is encouraged to express other service needs that were not indicated on these documents. The resident, the CSPPPD Contractor and nursing facility representative identify service outcomes that they expect to achieve a result of implementing the Specialized Services Plan.

Next, the CSPPPD Contractor explains to the nursing facility representative and resident the specialized services that are available to the resident under the CSPPPD. The available specialized services are displayed on page 2 of the Plan. The type, frequency and name of the CSPPPD Contractor's representative who will deliver the specialized services to the resident is also reviewed. The CSPPPD Contractor asks and documents how the nursing facility representative will encourage and support the provision of specialized services to the resident.

Finally, the CSPPPD Contractor asks the nursing facility representative to describe the current type and frequency of nursing facility and specialized rehabilitative services provided to the resident. If applicable, the nursing facility representative is also reminded by the CSPPPD Contractor of the resident's additional service needs recorded on the Evaluation Report Part 1. Based on this information, the nursing facility representative, in conjunction with the CSPPPD Contractor and resident, completes page 3 of the Plan. The CSPPPD Contractor then describes and documents how they will encourage and support the provision of nursing facility and specialized rehabilitative services to the resident.

Any disagreements surrounding the nursing facility representative's responsibility to provide nursing facility and specialized rehabilitative services must be referred to the Office of Medical Assistance Programs in the manner outlined in the CSPPPD Contractor Directive #02-005.

5. If A Resident Does Not Want Specialized Services, Must A Specialized Services Plan Be Completed?

The first block on page 1 of the Plan must be completed for residents who do not want specialized services. Completing this section of the Plan is necessary because it formally documents the resident's refusal of specialized services. The CSPPPD Contractor need not convene a meeting with the nursing facility representative to discuss the resident's refusal of specialized services.

6. What Is Meant By The Phrases "Services Delivered By" And "Supported By" At Pages 2 And 3 Of The Specialized Services Plan?

The phrase "Services Delivered By" refers to the party (i.e., the nursing facility representative or CSPPPD Contractor) who is responsible for delivering and paying for the specified service. For example, decision skills training is a specialized service which is delivered by a CSPPPD Contractor's skills trainer. The words "skills trainer" would be displayed in the "Services Delivered By" column for this specialized service.

The column entitled "Supported By" refers to the manner in which the CSPPPD Contractor or the nursing facility representative will encourage and complement the provision of each other's services to the resident. For example, the nursing facility representative may provide the resident with training on how to use adaptive eating devices and to use socially acceptable behavior when dining with others. The CSPPPD Contractor may agree to verbally encourage the resident to use adaptive eating devices at the nursing facility and provide the resident with an opportunity to practice these same skills and behaviors at a local restaurant.

In the event that a resident also needs services from the Offices of Mental Health and/or Mental Retardation, these representatives should be invited by the CSPPPD Contractor to attend the resident's Specialized Service Plan meeting. The nature, type and frequency of specialized services to be provided by one or both of these Offices when appropriate should be described in the resident's Specialized Services Plan.

7. What Is Meant By The Phrase "List All Service Needs" At Page One Of The Specialized Services Plan?

List all service needs refers to the resident's nursing facility, specialized rehabilitative and specialized service needs that are documented on the resident's Evaluation Report Parts 1 and 2.

8. How And When Must The Specialized Services Plan Be Updated?

After the Specialized Services Plan is completed, those present at the Specialized Services Plan meeting must make arrangements to update the Plan. The agreed upon process should be recorded at page four of the Plan. Any changes to the Plan should also be noted at page four of the document.

The frequency with which the Specialized Services Plan must be updated is:

- At least annually for residents who choose to remain in the nursing facility and receive specialized services.
- At least two times a year for residents who are undecided about remaining in or leaving the nursing facility and who are receiving specialized services in the interim of making a decision.
- At least three times a year for residents who are preparing to relocate from the nursing facility to community settings.

9. Where Is The Completed Specialized Services Plan Filed And Who Receives Copies Of The Document?

The Specialized Services Plan is filed by the nursing facility representative on the resident's clinical record. The resident is also provided with a copy of the Plan, and a copy is maintained at the CSPPPD Contractor's agency. It is important to note that the nursing facility representative must file a copy of the Specialized Services Plan on the resident's clinical record even when the resident refuses specialized services.

10. Does the Office of Medical Assistance Programs' Utilization and Management Review Team Monitor The Presence Of A Specialized Services Plan On The Resident's Clinical Record And The Provision Of Specialized Services?

Yes.