

1915(i) Policy

Training and Supports for Unpaid Caregivers 510-08-65-60

Service Title: Training and Supports for Unpaid Caregivers

Service Definition (Scope)

Training and Supports for Unpaid Caregivers is a service directed to individuals, also referred to as unpaid caregivers in this policy, providing unpaid support to a recipient of 1915(i) services. Services are provided for the purpose of preserving, educating, and supporting the family and support systems of the 1915(i) individual.

For purposes of this service, individual or unpaid caregiver is defined as any person, including but not limited to, a parent, relative, foster parent, grandparent, legal guardian, adoptive parent, neighbor, spouse, friend, companion, or co-worker who provides uncompensated care, training, guidance, companionship, or support to a 1915(i) individual.

This service is not available to caregivers who are paid to care for the individual, and reimbursement is not available for the costs of travel, meals, or overnight lodging.

An individual's need for initial and continued services shall be discussed at each 1915(i) person-centered plan of care meeting and formally evaluated during the functional needs assessment as part of the initial and annual reevaluation. The care coordinator must document a need for the service to support an individual's identified goals in the person-centered plan of care and document the progress toward their goals.

The provider must provide a written monthly progress update to the care coordinator. The state will not provide a form or specific requirements for the progress update. The care coordinator and the provider will consult to ensure the progress report provides information helpful and unique to the individual's care.

Unit Component & Funding Component

There are two components to the Training and Supports Service:

1. unit component rate (per 15 minute), and

2. funding component rate

An individual must receive the unit component to access the funding component. An individual may receive the unit component without accessing the funding component. The training and supports provider of the unit component must work with the third-party fiscal agent to obtain the funding component of the service.

Rate #1 Unit Component

This component of the service involves an individual provider, affiliated with a 1915(i) group provider of the training and supports service, assisting the unpaid caregiver with the following reimbursable activities intended to preserve, educate, and support the family or support systems of the 1915(i) individual:

- practical living and decision-making skills;
- child development, parenting skills, and assistance with family reunification including the provision of role modeling or appropriate parenting and family skills for parents and children during visitations; and facilitating engagement and active participation of the family in the planning process and with the ongoing instruction and reinforcement of skills learned throughout the recovery process;
- home management skills including budget planning, money management, and related skills that will maximize a family's financial resources; guidance in proper nutrition through meal planning, planned grocery purchasing, and identification of alternative food sources;
- provide information, instruction, and guidance in performing household tasks, personal care tasks, and related basic hygiene tasks;
- use of community resources and development of informal supports;
- conflict resolution;
 - coping skills;
 - gaining an understanding of the individual's behavioral health needs, including medications (purpose and side effects), mental illness or substance use disorder symptomology, and implementation of behavior plans;
 - learning communication and crisis de-escalation skills geared for working with the individual's behavioral health needs;
 - training or education on a patient suicide safety plan and counseling on lethal means;
 - systems mediation and advocacy;
 - assist with accessing services, transportation arrangements, and coordination of services and appointments; and,

- completing the process to purchase of allowable items through the third party fiscal agent.

The training and supports provider submits their service authorization for the unit component per the standard service authorization process.

Non-Reimbursable

The following are examples of what is not reimbursable to the provider:

- Services provided not included in the service description including associated costs incurred for providing the service, for example, checking an individual's eligibility.
- The individual's unpaid caregiver not present. Since this service is directed to the unpaid caregiver, the individual's unpaid caregiver, rather than the individual, must be present during service provision. The individual may or may not be present with the unpaid caregiver depending on the activity being provided.
- Services provided to an unpaid caregiver of a non-eligible individual. Providers are responsible for confirming individual eligibility prior to delivering each service.
- Services provided by a non-qualified provider. Group providers are responsible for ensuring their group and affiliated individual providers meet all qualifications.
- Services provided to an unpaid caregiver of an individual not meeting the specific requirements of the service, such as age.
- Services provided without a valid service authorization.
- Non-valid claims.

Rate #2 Funding Component

This component of the training and support service provides a per year dollar amount towards the purchase of training and education for the unpaid caregiver to preserve, educate, and support the family or support systems of the 1915(i) individual.

Allowable Purchases

conference registration fees, training registration fees, training materials, training supplies

Third Party Fiscal Agent

All purchases made as part of the Rate #2 funding component will be procured through a third-party fiscal agent. Veridian Fiscal Solutions (hereafter referred to as "Veridian") is the third-party fiscal agent provider for the Rate #2 funding component. The training and support provider of the Rate #1 unit component will work directly with Veridian to complete the purchasing process.

Visit Veridian Fiscal Solutions' website to access instructions and resources for purchases made as part of the funding component of this service: <https://www.veridianfiscalsolutions.org/1915i/default.aspx>

Rate #2 Funding Component Process

1. The individual has been determined eligible for the 1915(i);
2. There is a need for the training and supports unit component and funding component;
3. The care coordinator sends a Request for Service Provider form to the training and supports provider and Veridian Fiscal Solutions;
4. The training and supports provider and Veridian accept the request from the care coordinator;
5. After the State authorizes the care coordination service, the care coordinator sends the approved plan of care to the training and supports provider and Veridian;
6. The training and supports provider submits their service authorization for the unit component and Veridian submits their service authorization for the funding component to the State via MMIS. Both requests must have the plan of care attached;
7. After authorization from the State, the training and supports provider and individual identify the training and/or materials and work directly with Veridian to ensure correct forms are completed;
 - a. Vendors do not need to be registered with the State of ND.
8. The training and supports provider will complete and submit Veridian's required form(s) to Veridian Fiscal Solutions via email;
9. Once Veridian authorizes the payment request, Veridian issues payment for each vendor and sends payment as identified in the request;
 - a. Payment can be mailed to the training and supports provider or directly to the vendor.
10. Authorized items are purchased; and
 - a. Veridian will work with the training and supports provider to make the payment or purchase.

- b. Items without Veridian's approval cannot be purchased.
- 11. Veridian submits their claim to the State via MMIS.

Reader is referred to the MCO's website to view their process for this service for Expansion members.

Service Limits

Rate #1 Unit Component: There is a daily maximum of 8 hours (32 units).

Rate #2 Funding Component: There is a maximum allowable training budget per year.

The rates are published on the Department's website:

<https://www.hhs.nd.gov/medicaid-provider-information/medicaid-provider-fee-schedules>

Service authorization requests exceeding the maximum limit which are deemed necessary to prevent the individual's imminent institutionalization, hospitalization, or out of home/out of community placement will be reviewed by the NDDHHS. All requests to exceed limits must initiate with the care coordinator.

Service Duplication

1915(i) services cannot be provided to an individual at the same time as another service that is the same in nature and scope regardless of source, including Federal, state, local, and private entities. For an individual to be authorized for 1915(i) Training and Support services, the care coordinator must first verify that services are not duplicated.

See the 1915(i) Service Duplication Policy.

Care Coordinator Responsibility for ensuring nonduplication with 1915(c) Waivers.

To avoid service duplication with 1915(c) waiver services, the care coordinator will contact the State Medicaid Office to inquire if the individual has any

eligibility spans for any of the C waivers in MMIS. If yes, the care coordinator will reach out to the C Waiver authority and do due diligence to ensure the 1915(i) Plan of Care will not include services the individual could receive through the 1915(c) waiver.

At this time the state has identified no duplication between this service offered in the 1915(i) and services offered in the State's HCBS 1915(c) Waivers.

See the "Avoiding Service Duplication with 1915(c) Waivers" section of the 1915(i) Service Duplication Policy for specific requirements.

Remote Support

Remote support may be utilized; however, in-person support must be provided for a minimum of 25% of all services provided in a calendar month.

See the 1915(i) Remote Support Service Delivery Policy for requirements.

Conflict of Interest

See the 1915(i) Conflict of Interest Standards Policy.

Provider Qualifications

Rate #1 Unit Component

Provider Type: Group

North Dakota Medicaid enrolled group provider of 1915(i) Training and Supports for Unpaid Caregiver Services.

Licensing: None

Certification: None

A provider of this service must meet all of the following:

1. Have a North Dakota Medicaid provider agreement and attest to the following:
 - individual practitioners meet the required qualifications

- services will be provided within their scope of practice
- individual practitioners will have the required competencies identified in the service scope
- agency conducts training in accordance with state policies and procedures
- agency adheres to all 1915(i) policies and procedures, including but not limited to, individual rights, abuse, neglect, exploitation, use of restraints and reporting procedures are written and available for NDDHHS review upon request

Provider Type: Individual

The individual practitioner providing the service must:

1. Be employed by an enrolled ND Medicaid provider of this service,
2. Be at least 18 years of age;
3. Possesses a high school diploma, or equivalent; and
4. Have a minimum of two years of experience working with or caring for individuals in the target population; or be certified as a Parent Aide, Mental Health Technician, Behavioral Health Technician, Healthy Families Home Visitor, Parents as Teachers Home Visitor, Nurse Family Partnerships Program Visitor, or other NDDHHS approved certification.

Rate #2 Funding Component

Provider Type: Group

Veridian Fiscal Solutions serves as the third-party fiscal agent and is the only provider of the Rate #2 funding component of this service.

Licensing: None

Certification: None

Supervisor Requirements

Supervisors of staff providing this service must meet the requirements of an individual providing services and have two or more years of experience in providing direct support to caregivers.

Verification of Provider Qualifications

Provider Type: ND Medicaid enrolled agency provider of 1915(i) Training and Supports for Unpaid Caregiver Service

Entity Responsible for Verification: Medical Services Provider Enrollment

Frequency of Verification: Provider will complete an "Attestation" as part of the provider agreement process upon enrollment and at revalidation. Providers are required to revalidate their enrollments at least once every five (5) years.

Service Delivery Method: Provider Managed

Payment Rate

The individual's unpaid caregiver must be present to bill for this service.

Rate #1 Unit Component of the Training and Supports for Unpaid Caregiver service is a 15-minute rate.

This service can be billed for individual or group setting. If group setting is provided, modifier UA must be appended to the line and reimbursement will be 25% of the allowed amount.

Rate #2 Funding Component of the Training and Supports for Unpaid Caregiver service is a dollar amount.

The rates are published on the Department's website:

<https://www.hhs.nd.gov/medicaid-provider-information/medicaid-provider-fee-schedules>

Quality Assurance

See the 1915(i) Quality Assurance Policy.

Medical Records Requirements including Documentation Guidelines, Signatures, Confidentiality, and Availability of Records

See the 1915(i) Medical Records Policy.

Person Centered Service Delivery

Training and Support service delivery must be person-centered.

Agencies of the Rate #1 Unit Component must have records available for NDDHHS review documenting that individual providers have knowledge of and competency in the following:

- Person-Centered Plan Implementation

See the 1915(i) Person - Centered Care Policy.

Person-Centered Plan of Care

See the 1915(i) Plan of Care Policy.

HCBS Settings Rule Compliance Verification

Settings must be compliant with the HCBS Settings Rule.

See the 1915(i) HCBS Settings Rule Policy.

Service Authorizations

All 1915(i) services must receive prior authorization.

See the 1915(i) Service Authorization Policy.

Claims

See the 1915(i) Claims Policy.