

## ATTENDANT CARE

### Service Description

**H007-BW**

A service that provides a qualified individual to supply needed services in order for an individual to remain in his/her home and/or participate in work/community activities.

### Service Requirements and Limitations

1. This service may be provided in the following settings:
  - 1.1 The consumer's home; or
  - 1.2 The consumer's community.
2. This service shall not be provided in a provider's residence.
3. This service shall not supplant the care provided by the consumer's natural supports.
4. This service shall not be provided while the consumer is attending day treatment and training and/or employment services.
5. This service shall not be provided when the consumer is hospitalized or otherwise receiving institutional services except prior to discharge to allow the consumer to return to a safe and sanitary environment.
6. This service shall not be provided to consumers living in group homes, vendor supported developmental homes (child or adult), skilled nursing facilities, non-state operated intermediate care facilities for the mentally retarded (ICFs/MR), or Level I or Level II behavioral health facilities.
7. Housekeeping tasks are to be performed only for the consumer's areas of the home or common areas of the home used by the consumer.
8. The consumer or family is expected to provide all necessary housekeeping and personal care supplies.
9. The consumer or family is responsible to provide money for supplies and food in advance of the purchase if the attendant is expected to shop for food and household supplies.
10. The Qualified Vendor must be aware of any familial relationship that direct service providers have to any consumers. They must be able to identify the following relationships to consumers: spouses; family members who reside with a consumer; family member who does not reside with the consumer.

11. A consumer who utilizes their spouse as a direct service provider may not receive more than 40 (forty) hours of attendant care service in a week.
12. The Individual Support Plan (ISP) team shall decide, prior to the delivery of services, who and how service delivery will be monitored. Minimum AHCCCS requirements are:
  - 12.1 At least one supervisory visit for each direct care staff must be made by the Qualified Vendor within the first 90 (ninety) days of their hire date and when the direct care staff is present.
  - 12.2 An initial supervisory visit is made to speak with the consumer/or their representative regarding the quality of care, delivery of services and education of the consumer/or their representative about the need to call the qualified vendor if concerns develop between supervisory and/or support coordinator visits. This visit can be combined with the visit described above. This visit must be initiated not more than five (5) days from initial provision of the service. A follow-up site visit is required at 30 (thirty) days. A 60 (sixty) day visit is required if issues are identified, otherwise these ongoing visits should be made every 90 (ninety) days thereafter.

## **Service Goals and Objectives**

### Service Goals

1. To assist the consumer to attain or maintain safe and sanitary living conditions and/or maintain personal cleanliness and activities of daily living.
2. To assist the consumer to remain in his/her home and/or participate in community activities.

### Service Objectives

The Qualified Vendor shall ensure that the following objectives are met:

1. Implement the general plan of care based on the ISP-approved Attendant Care Assessment.
2. Provide assistance to maintain personal cleanliness and in activities of daily living that do not require medical supervision or intervention. Tasks may include but are not limited to:
  - 2.1 Bathing,
  - 2.2 Oral hygiene,
  - 2.3 Toileting,

- 2.4 Bowel and bladder care,
  - 2.5 Dressing,
  - 2.6 Shampooing,
  - 2.7 Ambulation,
  - 2.8 Transfer to and from wheelchair and/or bed,
  - 2.9 Eating and meal preparation,
  - 2.10 Routine nail and skin care,
  - 2.11 Tasks necessary for comfort and safety of movement restricted consumers, and
  - 2.12 Assisting with special appliances and/or prosthetic devices.
- 3. Provide assistance by planning, shopping, storing, and cooking food for nutritional meals.
  - 4. Assist consumer to participate in the community and in activities of daily living (e.g., church, shopping, etc.).
  - 5. Assist in providing appropriate attention to injury and illness; maintain skin integrity including the provision of first aid (i.e., prevention of pressure sores). Refer for appropriate action all consumers who present additional medical or social problems during the course of the service delivery.
  - 6. Assist with self-medication or medication reminders.
  - 7. Provide assistance to attain or maintain safe and sanitary living conditions. Tasks may include but are not limited to:
    - 7.1 Dusting;
    - 7.2 Cleaning floors, bathrooms, household appliances, and windows (if necessary for safe or sanitary living conditions);
    - 7.3 Cleaning kitchen, washing dishes, routine maintenance and cleaning of household appliances (cost of repairs are not the responsibility of the attendant care provider);
    - 7.4 Changing linens and making bed;
    - 7.5 Washing, drying and folding the consumer's laundry (ironing only if necessary);

- 7.6 Shopping for and storing household supplies and medicines for the consumer;
  - 7.7 Taking garbage out; and
  - 7.8 Other duties as determined appropriate and necessary by the consumer's ISP team.
8. In unusual circumstances, the following tasks may be performed:
- 8.1 To attain safe living conditions:
    - 8.1.1 Heavy cleaning such as washing walls or ceilings, and
    - 8.1.2 Yard work such as cleaning the yard and hauling away debris.
  - 8.2 To assist the consumer in obtaining and/or caring for basic material needs for water, heating, and food.

### **Service Utilization Information**

- 1. Using the assessment and plan development processes, needs are assessed by the ISP team based upon what is normally expected to be performed by a consumer and/or his/her natural supports. Consideration should be made to age-appropriate expectations of the consumer and his/her natural supports (what can reasonably be expected of each member based on his/her age). This service shall not supplant the care provided by the consumer's natural supports.
- 2. The assessment is documented in the Attendant Care Agreement.

### **Rate Basis**

- 1. Published. The published rate is based on one (1) hour of direct service.
- 2. In no event will more than three (3) consumers receive this service with a single direct service staff person at the same time.

Throughout the term of the contract, the appropriate billing codes, billing units, and associated billing rules are subject to change. All billing codes and billing units, and associated billing rules will be included in the Division's Policies and Procedures Manual, Billing Manual, RateBook, and/or other provider resources made available by the Division.

## **Direct Service Staff Qualifications**

Direct service staff shall have the ability to provide assistance to a consumer to meet essential personal, physical, and homemaking needs. This ability includes social, physical, emotional fitness, and the ability to communicate with the consumer as necessary.

## **Direct Service Training Requirements**

See Section 5.3.5—Direct Service Training Requirements.

## **Recordkeeping and Reporting Requirements**

1. The Qualified Vendor shall maintain a copy of the Attendant Care Agreement on file and make it available to the consumer/family/consumer's representative and/or Division upon request.
2. The Qualified Vendor must adhere to the requirements of "non-provision of service" as required by Division policy.
3. The Qualified Vendor must maintain on file proof of hours worked by their direct service staff, e.g., staff time sheets. Each document must contain the original signature of the consumer/family/consumer's representative as verification of hours served. In addition, the Qualified Vendor's billing document must identify any familial relationships between direct service provider and consumer served.
4. The Qualified Vendor shall maintain data that demonstrates full compliance with all programmatic and contractual requirements of the Department and the Division.
5. The Qualified Vendor must maintain documentation of any familial relationship that direct service providers have to any consumers, such as: spouses; family members who reside with a consumer; family members who do not reside with the consumer.