

1630 ADMINISTRATIVE STANDARDS

REVISION DATE: 7/26/23

EFFECTIVE DATE: May 13, 2016

REFERENCES: 42 C.F.R. §441.555c, § 36-551, AMPM Chapter 1600, Division Medical Policy Chapter 1610, Division Medical Policy 680-C

PURPOSE

This policy establishes administrative responsibilities related to Support Coordination for Division Members who are eligible for the Arizona Long Term Care System (ALTCS) or Targeted Support Coordination (TSC).

DEFINITIONS

1. "Member" means the same as "Client" as defined in A.R.S. § 36-551.
2. "Responsible Person" means the parent or guardian of a minor with a developmental disability, the guardian of an adult with a developmental disability or an adult with a developmental disability who is a Member or an applicant for whom no guardian has been appointed.
3. "Support Coordination" means a collaborative process, which assesses, plans, implements, coordinates, monitors, and evaluates options and services to meet the Member's needs

through communication and available resources to promote quality, cost-effective outcomes.

4. "Support Coordinator" means the same as "Case Manager" under A.R.S. § 36-551.
5. "Targeted Support Coordination (TSC)" means a covered service provided by the Arizona Department of Economic Security/Division of Developmental Disabilities (DES/DDD) to Members with Developmental Disabilities (DD) who are financially eligible for the Title XIX and Title XXI acute care programs, but do not meet the functional requirements of the ALTCS program

POLICY

A. SUPPORT COORDINATOR QUALIFICATIONS

1. The Division shall hire individuals as Support Coordinators that shall:
 - a. Be a licensed, registered nurse;
 - b. Have a Bachelor's or Master's degree in Social Work;
 - c. Have a degree in Psychology, Special Education, or

Counseling and at least one year of experience in case management;

d. Have two years experience in providing case management services to:

- i. Persons who are elderly, and/or
- ii. Persons with physical or developmental disabilities and/or persons who have been determined to have a Serious Mental Illness (SMI).

B. DOCUMENTATION

1. The Division shall use the following AHCCCS standardized forms:
 - a. Uniform Assessment Tool: Division District Nurse utilizes for Members residing in a Skilled Nursing Facility (SNF).
 - b. Person-Centered Service Plan (Form DDD-2089A) , for Members aged 3 years and up.

C. TRAINING

1. The Division shall maintain documentation of training dates and staff attendance, and copies of materials used, that are maintained for record-keeping.

2. The Division shall provide uniform training to all Support Coordinators including formal training classes and mentoring-type opportunities for newly hired Support Coordinators.
3. The Division shall provide newly hired Support Coordinators with an orientation and training in the following areas:
 - a. The role of the Support Coordinator in utilizing a Member-centered approach to Arizona Long Term Care System (ALTCS) Support Coordination, including maximizing the role of the Member and their family in decision-making and service planning;
 - b. The principle of most integrated, least restrictive settings for service delivery;
 - c. Recognizing Member rights and responsibilities;
 - d. Adherence to Support Coordination responsibilities as outlined in Division Medical Policy 1610.;
 - e. Support Coordination procedures specific to the Division;
 - f. An overview of the continuum of AHCCCS/ALTCS program

including available service delivery options, service settings, and service restrictions or limitations;

- g. The Division provider network by location, service type and capacity, including information about community resources for non-ALTCS covered services.
- h. Information on local resources for housing, education, and employment services/programs that could help Members gain greater self-sufficiency in the areas.
- i. Responsibilities related to monitoring for and reporting of quality of care concerns, including, but not limited to, suspected abuse, neglect, and/or exploitation;
- j. General medical information, such as symptoms, treatments, and medications, common to the Members served by the Division.
- k. General social service information, such as family dynamics, care contracting, dealing with difficult situations, and risk management.
- l. Behavioral health information, including identification of Member's behavioral health needs, covered behavioral

health services and how to access those services within the Division's network, and the requirements for initial and quarterly behavioral health consultations.

- m. Support Coordination responsibilities, including processes for making referrals to the Member's behavioral health provider for SMI determination and standards related to the provision of services for Members determined to have an SMI.
- n. The Pre-Admission Screening and Resident Review (PASRR) process as outlined in Division Medical Policy 680-C.
- o. Early and Periodic Screening, Diagnosis and Treatment (EPSDT) services for Members under the age of 21,
- p. Member specific data from Focus is transmitted to AHCCCS bi-weekly and retained in the AHCCCS Pre-Paid Medical Management Information Systems/Client Assessment Tracking System (PMMIS/CATS) with the exception of Cost-Effective Studies which are directly entered into AHCCCS PMMIS.

- q. Responsibilities related to monitoring for and reporting fraud, waste, and abuse.
 - r. Information and resources related to caregiver stress and burnout.
 - s. End-of-life person-centered planning, services, and supports including covered services and how to access those services within the Member's AHCCCS health plans.
6. The Division shall provide all Support Coordinators with regular ongoing training on topics relevant to the population served by the Division, in addition to the review of areas covered during orientation as outlined below:
- a. Policy updates and new procedures.
 - b. Refresher training identified from internal monitoring reviews.
 - c. Interviewing, observation, and assessment skills.
 - d. Cultural competency skills.
 - e. Member rights.
 - f. Physical/behavioral health conditions.

- g. Medications – side effects, contraindications, poly-pharmacy issues.
 - h. Article 9, and other relevant training.
- 7. The Division shall maintain staff who are designated as the expert(s) on housing, education, health care services, and employment issues and resources within the Division’s service area. These staff shall be available to assist Support Coordinators with up-to-date information designed to aid Members in making informed decisions about their independent living options.

D. CASELOAD MANAGEMENT

- 1. The Division shall provide adequate numbers of qualified and trained Support Coordinators to meet the needs of enrolled Members.
- 2. The Division shall maintain protocols to ensure newly enrolled ALTCS Members are assigned to a Support Coordinator immediately upon enrollment.

E. ACCESSIBILITY

1. The Division shall provide the Responsible Person with adequate information to be able to contact the Support Coordinator or DDD office for assistance, including what to do in cases of emergencies and/or after hours.
2. The Division shall provide back-up Support Coordinators to the Responsible Person to contact when their primary Support Coordinator is unavailable.
3. The Division shall ensure the Responsible Person and providers are called back in a timely manner when messages are left for Support Coordinators.

F. TIME MANAGEMENT

1. The Division shall ensure that Support Coordinators are not assigned duties unrelated to Member-specific Support Coordination for more than 10% of their time if they carry a full caseload.

G. CONFLICT OF INTEREST

1. The Division shall ensure Support Coordinators are not:

- a. Related by blood or marriage to a Member, or any paid caregiver of a Member, on their caseload;
 - b. Financially responsible for a Member on their caseload;
 - c. Empowered to make financial or health-related decisions on behalf of a Member on their caseload;
 - d. In a position to financially benefit from the provision of services to a Member on their caseload;
 - e. Providers of ALTCS services for any Member on their caseload;
 - f. Individuals who have an interest in, or are employed by, a provider of ALTCS services for any Member on their caseload.
2. Exceptions to the above shall be made under limited circumstances as described under 42 CFR 441.555c with prior approval from AHCCCS Administration.

H. SUPERVISION

1. The Division shall ensure a supervisor-to-Support Coordinator ratio is established that is conducive to a sound support

structure for Support Coordinators.

2. The Division shall ensure supervisors have adequate time to train and review the work of newly hired Support Coordinators and provide support and guidance to established Support Coordinators.

I. MONITORING

1. The Division shall ensure a system of internal monitoring of the Support Coordination program, including case file reviews and reviews of the consistency of Member assessments and service authorizations, has been established and applied, at a minimum, on a quarterly basis.
 - a. The Division shall monitor the implementation of the ALTCS and Targeted Support Coordination (TSC) programs through a variety of tools. Data gathered through Focus and other systems are analyzed to ensure compliance with AHCCCS and Division standards. Support Coordination caseload ratios and other issues that may impact the timely delivery of services in meeting Member needs shall also be evaluated.

- b. The Division shall utilize a case file review process to monitor the Support Coordination program.
 - i. Support Coordination: Supervisors, or designee, shall complete case file reviews on a quarterly basis to monitor the Division's compliance with its policies and procedures and contractual requirements with AHCCCS. The supervisor shall use this opportunity to provide feedback to the Support Coordinator regarding their work performance and provide training regarding various requirements of the ALTCS and TSC programs. The supervisor shall also use this opportunity to identify any issues and correct them for that case file and other case files on the Support Coordinator's caseload.
 - ii. The Division shall utilize case file reviews and a survey to determine the Responsible Person's satisfaction with the services and supports received through the Division. If concerns are identified, The Support Coordinator's supervisor shall develop a plan to resolve any issues brought forth by the

Responsible Person.

- iii. For questions below 95% compliance, the Division shall analyze the responses, at both a district and a statewide level, to determine root cause(s) and shall take appropriate action to improve compliance, including developing an improvement plan, as needed.

- c. Support Coordination management shall:
 - i. Identify trends within their units and take appropriate steps.

 - ii. Trend the quarterly results to determine if additional action steps are needed to improve the District/Division's compliance with various requirements.

- d. The Division shall monitor the timeliness of ALTCS planning meetings and TSC contacts in compliance with Division Medical Policy Manual Chapter 1600.

- e. Support Coordination shall conduct Inter-Rater Reliability (IRR) reviews, on a quarterly basis, to ensure the

consistency of Member assessments and service authorizations.


- f. Improvement plans shall be developed, as needed, to foster continuous improvement. The Division's leadership shall oversee these efforts.
- g. The Division shall document and make available to AHCCCS, upon request, the results from this monitoring, including the development and implementation of continuous improvement strategies to address identified deficiencies.

J. INTER-DEPARTMENTAL COORDINATION

- 1. The Division shall establish and implement mechanisms to promote coordination and communication across disciplines and departments within their own organization, with particular emphasis on ensuring coordinated approaches with Medical Management (MM) and Quality Management (QM).
- 2. The Division's Medical Management Medical Director shall be available as a resource to Support Coordination and shall be advised of medical management issues as needed.

K. REPORTING REQUIREMENTS

1. The Division shall submit a Support Coordination Annual Plan to AHCCCS, on or before December 15th.
 - a. The plan shall address how the Division shall implement and monitor the Support Coordination and administrative standards outlined in AMPM Chapter 1600, including specialized caseloads.
 - b. An evaluation of the Division's Support Coordination Plan from the previous year is also included in the plan, highlighting lessons learned and strategies for improvement.

Signature of Chief Medical Officer: 
[Anthony Dekker \(Jul 21, 2023 11:58 PDT\)](#)
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