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## 2018 CONFERENCE

We want to give a huge thanks to all of you who attended our 2018 conference and helped us celebrate 25 years of business, and to our wonderful speakers: Kathie Snow, Karla Goodman, Cindy Miller, and Doug & Patty Gerdel! We hope everyone felt as rejuvenated and inspired as we did leaving the conference.

For those of you who couldn't make it, you can find videos of the presentations by Kathie and Doug & Patty on our website. If you'd like to get handouts from the conference, contact Sarah- [sarah@lifepatternsks.org](mailto:sarah@lifepatternsks.org).

We look forward to having more informational events at our office, moving forward, and to future conferences. We'll keep you posted as these come to fruition!

# Teri's Topic

## UNDERSTANDING THE INTERGRATED SERVICE PLAN

The Integrated Service Plan (ISP) is written once a year. You should receive a copy of the plan from your Managed Care organization/Care Coordinator. If you don't have a copy, call your Care Coordinator. If you need help understanding the hours, call Life Patterns and we will gladly explain it to you.

Take the time to read it so you can understand the hours listed each month. Each Managed Care Organization has a different Integrated Service Plan form.

- Sunflower lists the hours on page 5
- Amerigroup lists the hours on page 7
- United Health lists the hours on page 9

*Helpful ways to keep track of hours worked*

- Call Life Patterns and get set up to view the AuthentiCare system yourself.
- Use a calendar or log book to document hours each time the worker calls into the AuthentiCare system.
- On the Integrated Service Plan(ISP) you may see units and hours listed. One unit equals 15 minutes. To figure how many hours you have for the month take the total units listed and divide by 4. For those receiving services on Physical Disability (PD) or Traumatic Brain Injury (TBI) waivers you must follow your weekly hours.

### PERSONAL CARE SERVICES

- Personal Care Services means one-on-one support for a person with a disability during the times they typically are not sleeping.
- Worker must be with the person to be paid.
- Assistance may be in the home or community.
- There is a maximum of 12 hours per day of PCS (personal care services)
- Workers must use the AuthentiCare system to clock in and out.

### ENHANCED CARE SERVICES

- Enhanced Care Service provides overnight assistance.
- The worker may sleep, but must be immediately available if needed.
- Duties may include: turning and repositioning the individual, assistance with nighttime medication, calling for help if an emergency occurs.
- There is a minimum of 6 hours that must be provided to be paid for the service.

### OVERNIGHT RESPITE (IDD waiver only)

- Overnight Respite is temporary overnight care provided for children 5 to 18 who have a disability, to give the primary caregiver some time for a vacation or a break from care giving.

# LOGGING in to WORK

State guidelines requests that the worker should be the one clocking in and out. As the employer, you are responsible for making sure there is a phone available for them to use.

Direct support workers are not to clock in when the individual receiving services is in the hospital.

A worker should never be clocked in while an individual is at a day service program.

The worker must be with the individual at ALL TIMES while being clocked in.

If the individual is found ineligible for services at any time, workers should NOT clock in until we notify you of the individual becoming eligible again.

Workers should be doing one of the activities from the list of activity codes any time they are clocked in.

*Please remind your workers that not following these guidelines is considered **Medicaid fraud**. We are obligated to monitor for and report any case that is suspect of Medicaid fraud.*

## TIME ADJUSTMENTS

Please remember that the Medicaid guidelines require times to be recorded at the time the service is provided. Time changes, adjustments, or additions should be reported to Life Patterns in a timely matter, and the Life Patterns policy is to report within **48 hours** of a claim. We understand that special circumstances do arise from time to time, but please monitor your workers' clock ins/outs for error so that they may be corrected in a timely manner. If your phone is not working, notify us **immediately** so that we can help you figure something out.

*Signing up to view AuthentiCare may make this easier for you.*

**To sign up, contact Sarah, via EMAIL: [sarah@lifepatternsks.org](mailto:sarah@lifepatternsks.org).**

## *SUMMER is right around the corner*

Things to keep in mind:

- Changes to hours on ISP
- New or returning workers
  - What paperwork is needed.
  - Allow time for background checks (new and/or updated)
  - Check with Life Patterns to see if returning workers are still active

*Don't hesitate to call us with questions!*

## RETURNING WORKERS

If you have a worker returning after 3 months or longer, you must notify us before they can work. To keep our system clean, we periodically review employees' files to see if they are current. We will deactivate anyone who has not received a paycheck in three months or longer. It is also important to make sure the worker does not need his/her background checks redone. There is a new state law that says they must be done every two years.

## CHECK your MAIL!!

If you see mail from us, please open it. It usually has paperwork that we need filled out, signed and returned to keep on file to stay within state regulations. If we do not have proper paperwork on file for you or your workers, we will be forced to inactivate you or a worker to stay in compliance with state regulations.