



# Direct Care Agencies

## Fee-for-Service Overview



# Introduction



## **Standard 1 – Supervisory Visits**

Direct Care Agency shall perform periodic supervisory visits to ensure quality services provided by the Direct Care Worker (DCW).

Supervisory visits must be documented in the members case file and cross-referenced in the DCW's personnel file.

## **Standard 2 – Performance Evaluations of DCW**

The Direct Care Agency (DCA) ensures that the DCWA supervisor completes a performance evaluation of the DCW while DCW is present. The DCA must also ensure that supervisors follow supervisory visit timeframes.

## **Standard 3 – Timeframes of Supervisory Visits**

The Direct Care Agency's (DCA) must ensure that supervisors meet timeframes and conduct Supervisory Visits that do not require DCW's presence. The timing of these supervisory visits for the first 90 days is based on the date of the initial service provision, and not the date of the initial service authorization.

## **Standard 4 – Training and Testing Period Standards**

The Direct Care Agency (DCA) is responsible for ensuring compliance with the Training and Testing Period standards.

All documentation of testing and training must be in DCW's personnel file.

## **Standard 5 – Continuing Education**

The Direct Care Agency is responsible for ensuring that DCWs have six hours of continued education as required annually. Continued education shall include training on additional curriculum modules and relevant topics (Principles of Caregiving, Alzheimer’s Disease and Other Dementias” modules developed by representatives of residential care, home and community based care, experts in the fields of communication, and behavior). The same topics can not be repeated year after year.

## **Standard 6 – Online Database Utilization**

The Direct Care Agency shall integrate the use of the AHCCCS DCW and trainer testing records online database into day to day business practices. The primary purpose of the online database is to serve as a tool to support the portability or transferability of DCW or trainer testing records from one employer to another employer.

## **Standard 7 – Contingency Planning**

The Direct Care Agency (DCA) ensures that critical services, which include attendant care, personal care and homemaker, are delivered as scheduled.

## **Standard 8 – Changes in a Member's Condition**

The Direct Care Agency (DCA) ensures the services provided are effective and supporting the member's needs when the member's condition changes.

*Please note:* Standards 7 and 8 are still under review. Verbiage is subject to change.

# Supervisory Visits

---

DCW agencies are required to perform periodic supervisory/monitoring visits to assess the DCW's competency in performing the assigned duties in accordance with the member's individualized service needs and preferences.

Supervisory visits must be documented in two places:

1. The Member's Case File, and
2. The Direct Care Worker's Personnel File.

# Type of Supervisory Visits

---

There are two types of supervisory visits that need to be documented in a member and DCW's file:

1. Supervisory Visit *Requiring* the Presence of the DCW
2. Supervisory Visit *Not-Requiring* the Presence of the DCW



# Supervisory Visit *Requiring* the Presence of the DCW

A supervisory/monitoring visit is required once within the first 90 days of the DCW's initiation of services for each member served.

These supervisory/monitoring visits are required to be completed annually thereafter, or more frequently if warranted.

# Supervisory Visits *Not-Requiring* the DCW's Presence

From the date of initial service provision and for the next 90 days, supervisory visits are required by the 5th day, 30th day, 60th day (is only required if issues are identified) and 90th days from the initial service provision date.

- i. The 5th day visit shall not occur on the day of the initial service provision. The 30th, 60th and 90th day visits must occur within five days of their due date.
- ii. After the initial 90th day visit, all other visits occur at least every 90 days from the previous visit. This 90th day visit must not occur more than five days after its due date.
- iii. Home Health Agency visits are in accordance with 9 A.A.C. 10, Article 11

# Documentation to Include in a Direct Care Worker's File

- CPR Certification
  - Certification must be obtained prior to providing care to an ALTCS member.
- First Aid Training Documentation
  - Certification must be obtained prior to providing care to an ALTCS member.

# Documentation to Include in a Direct Care Worker's File

- Continuing Education Units or courses taken
  - A minimum of 6 hours per year must be taken
  - Documentation regarding the educational topics must be kept (i.e. diabetic education, safe lifting and moving practices, recognizing Lyme disease, etc.)
  - Documentation of the method (i.e. was the course taken by video, in person, a written test, conference, etc.)
- 3 References, 1 from a former employer
- Challenge Test

# Documentation to Include in a Direct Care Worker's File

- Proof that the following courses have been taken *or* proof of exemption:
  - Level 1 – Introduction and Fundamentals of Caregiving
    - Documentation regarding which module was taken, the date taken, and the written test score and skills test score must be in the DCW's personnel file.
    - Documentation of passing this course must occur within 90 calendar days from the date of hire.

- Proof that the following courses have been taken *or* proof of exemption:
  - Level 2 – Aging and Physical Disabilities or Developmental Disabilities
    - Documentation regarding which module was taken, the date taken, and the written test score and skills test score must be in the DCW's personnel file.
    - Documentation of passing this course must occur within 90 calendar days from the date of hire.

# Exemption

---

Certain certifications may qualify for an exemption:

- Registered Nurses
- Licensed Practical Nurses
- Certified Nursing Assistant
- Anyone hired prior to 10/01/2012 who is still employed with the same employer.

# Quality of Care Documentation

- Supervisory visits need to document, in the member's case file and cross-reference into the DCW's personnel file.
- Direct Care Agency reviews quality of care concerns reported by the Direct Care Agency's Supervisor and immediately reports issues to Clinical Quality Management (CQM) at AHCCCS.
- Direct Care Agency documents services (fraud and abuse) that were not provided as authorized.
- Direct Care Agency's Supervisor reviews, discuss, and documents delivery of service with member.



# Quality of Care Documentation

- Direct Care Agency's Supervisor reviews, discuss, and documents the quality of care with member.
- Direct Care Agency's Supervisor documents information provided to member regarding concerns that develop between the Direct Care Agency Supervisory and/or Tribal ALTCS Case Manager visits.
- Direct Care Agency reports to the Office of Inspector General when there is a potential fraud or abuse of services found during supervisory visits or other oversight activities (Training and Testing Standards, Continuing Education) conducted by Direct Care Agency Supervisor.

# Training Resources

AHCCCS Medical Policy Manual

Chapter 1200, ALTCS Services and Setting

- <https://www.azahcccs.gov/shared/MedicalPolicyManual/#Ch1200>

AHCCCS Fee-For-Service Provider Manual

- <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/providermanual.html>

AHCCCS IHS/Tribal Provider Billing Manual

- <https://www.azahcccs.gov/PlansProviders/RatesAndBilling/ProviderManuals/IHStribalbillingManual.html>

FFS Website

- <https://www.azahcccs.gov/PlansProviders/FeeForServiceHealthPlans/>

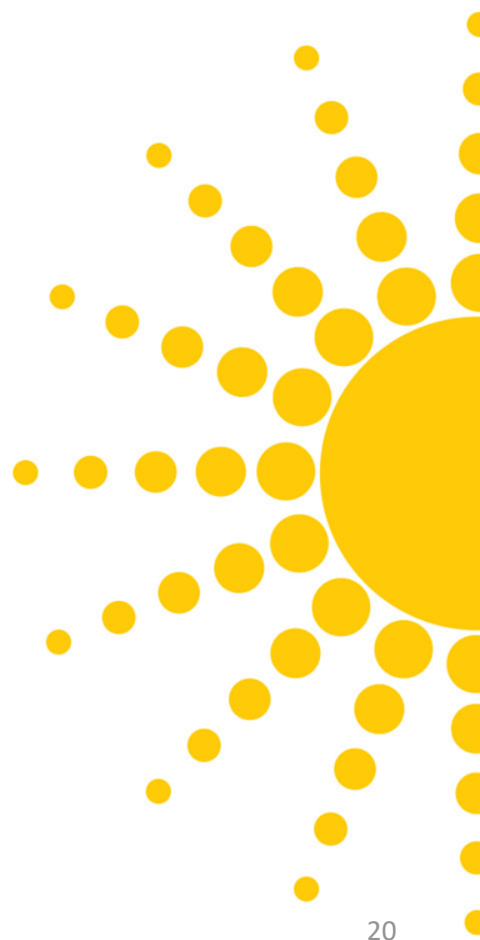
Tribal ALTCS

- <https://www.azahcccs.gov/AmericanIndians/LongTermCareCaseManagement/>

# Provider Training

- AHCCCS Provider Training offers both in person and online training to Fee-For-Service (FFS) providers on how to submit claims, prior authorization requests, additional documentation (i.e. the AHCCCS Daily Trip report or requested medical records), etc. using the AHCCCS Online Provider Portal and the Transaction Insight Portal.
- The AHCCCS Provider Training team also offers periodic trainings whenever there are significant changes in AHCCCS policy or to the AHCCCS billing manuals.
- Training questions may be directed to: [ProviderTrainingFFS@azahcccs.gov](mailto:ProviderTrainingFFS@azahcccs.gov)

# Question?



# Thank You.

