HCBS Rules Implementation in a COVID-19 World

DDD Day Program

March 29, 2021

AHCCCS
Arizona Health Care Cost Containment System

Housekeeping

- Everyone will be muted until the end of the presentation.

- After the presentation, please use the "raise your hand" feature or type a question/comment through the chat box during the presentation

- Feel free to "like" 👍 questions/comments if they are similar to something you would ask/share rather than create a new chat. This will help us prioritize discussion items.

- If you have an idea you want to share, please type it in the chat box.

Session Objectives

- Refresher on the intent of the HCBS Rules

- Overview of HCBS Rules in practice

- Overview of the quality monitoring assessment and process

- Facilitated brainstorming and discussion session

  - You can share with your peers about changing business practices you have employed to align with specific person-centered practices required by the HCBS Rules, **OR**

  - You can share some of the challenges you have experienced and brainstorm solutions with your peers

Intent of the HCBS Rules

- Purpose
  - Enhance the quality of HCBS
  - Provide protections to participants
  - Assure full access to benefits of community living
    - Receive services in the most integrated setting
    - Receive services to the same degree of access as individuals not receiving HCBS
- Culture Shift
  - Rules are rights afforded to members; they don't have to be "earned"
  - Services, supports and restrictions are individualized

Overview of the HCBS Rules In Practice:
DDD Day Programs

Employment Services and Supports

HCBS Rules in Practice – DDD Day Program

- Does the program support individuals to have support to learn new skills or instruction for skill development?

- Does the program support individuals to have career exploration opportunities?

Engagement in Community Life

HCBS Rules in Practice – DDD Day Program

- Do individuals interact with the general public either through visitation to the program and/or activities in the general community?

- Are individuals learning and engaging in activities in the community comparable to peers (e.g. people of similar age; people without disabilities, etc.)?

- Do individuals have staff support to assist them in participating in activities in the community (e.g. personal care assistance)?

Control of Personal Resources

HCBS Rules in Practice – DDD Day Program

- Do individuals have someone assist them in managing their personal funds?

- Do individuals decide how to spend their money, earned or unearned?

- Do individuals access the community to purchase goods and services?

- Is pay for work rendered directly to the individual or their representative?

- Are individuals, either employed or preparing for employment, or their representative, provided with information about how benefits are affected by employment income?

Receive services in the community to the same degree of access as other people

HCBS Rules in Practice – DDD Day Program

- Can individuals engage in activities that are specific to their skills, abilities, desires, needs and preferences including engaging in activities with people of their own choosing and in areas of their own choosing (indoor and outdoor space)?

- Are individuals given the choice and opportunity to freely come and go from the setting?

- Do individuals have access to transportation (provider-related or otherwise) to and from the setting for the purposes for engaging in community life?

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Setting Selection

HCBS Rules in Practice – DDD Day Program

- Does the setting allow individuals to visit the setting prior to choosing to receive services there (i.e. tours, share a meal, participate in an activity, offer respite stay, etc.)?

Person Centered Plan

HCBS Rules in Practice – DDD Day Program

- Does the setting provide supports so that individuals can participate in the Person-Centered Service Plan meetings?

- Does the setting participate in the Person-Centered Service Plan meetings?

- Does the setting provide updates on the individual's progress and/or significant changes that impact goals/care?

- Does the program plan align with the person-centered plan?

Privacy, Dignity and Respect

HCBS Rules in Practice – DDD Day Program

- Do individuals receive personal care assistance in private?
- Do individuals receive information about their rights in plain language?
- Do individuals know who to contact if they have concerns or complaints?
- Do individuals have protection against restrictive measures, including isolation and chemical/pharmacological and physical restraints?

Autonomy and Accessibility

HCBS Rules in Practice – DDD Day Program

- Do individuals get to make informed decisions about what they want to do every day, including scheduling changes?

- Is the setting accessible for people to safely and freely move around the setting including entering and exiting the setting?

Individual Choice

HCBS Rules in Practice – DDD Day Program

- Do individuals have the option to make requests for an alternate staff member to assist them?

- Are requests for an alternative staff member honored when the setting can accommodate due to staffing constraints?

- Can individuals freely make requests for changes in the way their services and supports are delivered?

Quality Monitoring Tools and Process

- HCBS Assessment Tool Suite

  o Provider Self–Assessment

  o Member Interviews

  o Observations

  o Community Interviews

- Some MCOs may work with providers to determine if there is an opportunity to conduct a onsite review

Tips for HCBS Rules Compliance

- Be creative with:
  - Developing new practices to support compliance
  - Documenting or demonstrating how you meet or will meet the standard
- View and use the Transition Plan as a tool to highlight the efforts you have made to meet member's needs during the Public Health Emergency.

Reflection

- Have you experienced social isolation in the past year as a result of COVID?

- Has COVID restricted your ability to engage in meaningful activities?

- During COVID, have you tried creative ways to connect with people and engage in activities that were meaningful to you?

Brainstorming and Discussion Session

Question #1

- Relative to the HCBS areas of **involving members in the community, individualizing member choice & Integrating your settings with the community,** what practices and activities did you have to curtail in order to assure member health and safety and what innovative practices and activities did you replace them with?

Question #2

- Again considering these three HCBS rule areas; would you share some examples of your plans to either return to where you were pre-COVID-19 or your plans for increasing your organization's alignment with the intent of the HCBS Rules after the COVID-19 risk is minimalized?

HCBS Rules Resources

- www.azahcccs.gov/hcbs

  - Please be sure to sign up for the Constant Contact email list under Stay Informed

  - Recorded training sessions

    - HCBS Rules Overview

    - Provider Self-Assessment Tool

    - HCBS Rules Assessments Reimagined

- hcbs@azahcccs.gov

  - Submit questions to the AHCCCS team

Thank You.