

Welcome to the
ElderChoices Webinar on
Documentation Requirements
for Homemaker, Adult
Companion and Respite Care

Presenters

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General

As we cover information, we will allow time for questions and answers. Please use your chat feature to send us questions to answer.

Background

In 2012, The Division of Legislative Audit conducted an audit of ElderChoices. The Division of Legislative Audit reviewed 25 recipients of EC and concluded 16 cases (64%) “lacked some form of documentation to support the services billed” during the year. Questioned costs of the review for EC was \$246,568.

ElderChoices Medicaid Policy Manual provides regulations regarding documentation requirements.

ElderChoices Medicaid Policy Manual can be found at this link:

<https://www.medicaid.state.ar.us/InternetSolution/Provider/docs/elder.aspx>

Homemaker Services

213.210

1-1-13

Homemaker services provide basic upkeep and management of the home and household assistance, such as:

- A. Menu planning,
- B. Meal preparation,
- C. Laundry,
- D. Essential shopping and errands and
- E. Simple household tasks.
- Simple household tasks may include, but are not limited to, washing windows, cleaning ceiling fans and light fixtures, cleaning the refrigerator and washing inside walls.
- Medically oriented personal care tasks are not included as a part of this service.
- Homemaker services must be provided according to the beneficiary ElderChoices written plan of care.
- A brief description of the service(s) provided, including the signature and title of the individual rendering the service, must be documented in the beneficiary's case record. See Section 214.000 for additional documentation requirements.
- One (1) unit of service equals 15 minutes. Homemaker services are limited to a maximum of 4 hours (16 units) per day, not to exceed an overall benefit limit of 172 units per month.

Respite Care

213.700

1-1-13

Respite care services provide temporary relief to persons providing long-term care for beneficiaries in their homes. Respite care may be provided outside of the beneficiary's home to meet an emergency need or to schedule relief periods in accordance with the regular caregiver's need for temporary relief from continuous care giving.

Adult Companion

213.800

1-1-13

Adult companion services include non-medical care, supervision and socialization services provided to a functionally impaired adult. Companions may assist or supervise the individual with such tasks as meal preparation, laundry and shopping, but do not perform these activities as discrete services. The provision of companion services does not entail hands-on nursing care. Providers may also perform light housekeeping tasks which are incidental to the care and supervision of the individual. This service is provided in accordance with a therapeutic goal in the plan of care, and is not diversionary in nature. When required and in accordance with a therapeutic goal in the plan of care, a companion who meets state standards for providing assistance with bathing, eating, dressing and personal hygiene may provide these services when they are essential to the health and welfare of the individual and in the absence of the individual's family. Companion services must be furnished outside the timeframe of other waiver services and state plan personal care.

Documentation Requirements

214.000

1-1-13

ElderChoices providers must develop and maintain sufficient written documentation to support each service for which billing is made. This documentation, at a minimum, must consist of:

- A. A copy of the beneficiary's plan of care
- B. A brief description of the specific service(s) provided
- C. The signature and title of the individual rendering the service(s)
- D. The date and actual time the service(s) was rendered

If more than one category of service is provided on the same date of service, such as homemaker, personal care, and respite care, the documentation must specifically delineate items A through D above for each service billed. For audit purposes, the auditor must readily be able to discern which service was billed in a particular time period based upon supporting documentation for that particular billing. A provider's failure to maintain sufficient documentation to support his or her billing practices may result in recoupment of Medicaid payment.

Office of the Medicaid Inspector General Program Integrity

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Role/Function of PI

- 110.700 Program Integrity (PI)
- Federal Regulations require the implementation of a statewide surveillance and utilization control program that safeguards against unnecessary or inappropriate utilization of care and services and excess reimbursements by the Medicaid program.
- The purpose of the Program Integrity Unit (PI) is to ensure Arkansas' Medicaid Program Integrity compliance. [Title XIX of the Social Security Act, Arkansas Code Annotated, 42C.F.R. Section 455 and the Arkansas State Plan].

Role/Function of PI (Cont.)

- The goal of the unit is to verify the nature and extent of services reimbursed by the Medicaid program, while ensuring reimbursements made are consistent with the quality of care being provided and protecting the integrity of both state and federal funds.
- Responsibilities of the unit include the following:
 - Verifying medical services meet an accepted standard of care and are rendered as billed
 - Verifying services are provided by qualified providers to eligible beneficiaries
 - Verifying reimbursement for services is correct and that all funds identified for collection prior to Medicaid reimbursement are pursued

Role/Function of PI (Cont.)

- The PI Section is responsible for conducting on-site medical reviews for the purpose of verifying the above tasks as well as record keeping and other specified information. Providers selected for an on-site review will not be notified in advance. Review analysts may request additional information regarding the provider's medical practice.
- Additionally, the PI Section is responsible for the identification and recoupment of questioned costs claimed for reimbursement from Medicaid funds when warranted.

Findings common to EC programs (Homemaker, Respite, Adult Companion)

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- A. A copy of the beneficiary’s POC
- B. A brief description of the specific service provided.
- C. The signature and title of the individual rendering the service(s).
- D. The date and actual time the service(s) was rendered.

➤ **Homemaker Services**

- Lack of specificity in documentation
- No POC
- Improper number of units billed
- Overlaps by provider
- Overlaps in services

➤ **Respite**

- Lack of specificity in documentation
- No POC
- Improper number of units billed
- Overlaps by provider
- Overlaps in services
- Documentation of Caregiver relief

➤ **Adult Companion**

- Lack of specificity documentation
- No POC
- Improper number of units billed
- Overlaps by provider
- Overlaps in services

Remember

- For audit purposes, the auditor must readily be able to discern which service was billed in a particular time period based upon supporting documentation for that particular billing.
- A provider's failure to maintain sufficient documentation to support his or her billing practices may result in recoupment of Medicaid payment.

Thank you for participating in this webinar. After the close of the webinar, you will receive an evaluation survey. Please complete it as it will help us in planning future webinars.

If you have questions following the webinar, please email connie.parker@arkansas.gov.