

## RESIDENTIAL HABILITATION PROGRAM COORDINATION FOR CERTIFIED FAMILY HOME (CFH) PROVIDERS FREQUENTLY ASKED QUESTIONS

Questions	Answers
<b>When will the department implement the contract for residential habilitation program coordination with Community Partnerships of Idaho (CPI)?</b>	The department hasn't set an implementation date. The department was ordered through a federal, court-issued injunction to delay the implementation of the contract with CPI until the Centers for Medicare and Medicaid Services (CMS) approves the submitted amendment to the Developmental Disabilities (DD) Waiver. When the department receives approval of the waiver amendment, it will communicate the anticipated implementation date with providers.
<b>Will using a single contractor place participants in jeopardy of being institutionalized?</b>	No. The state has plenty of certified family home and supported living providers available so no participants will need to be institutionalized. If a participant needs a new living arrangement, the participant's service coordinator and the contractor will help with the transition process to ensure that another CFH or supported living provider is located and that all the services are implemented through the person centered planning process and the participant's Individual Support Plan (ISP).
<b>Why hasn't the department notified participants or their guardians about this change?</b>	Because the department isn't reducing or terminating any direct care services, and the Department did not want to confuse participants. Additionally, CMS doesn't require the department to send notices to participants in this circumstance. The Department is requesting that CFH providers review the change directly with the participants living in their home. To assist with this the contractor will review a document that the CFH provider may use to review the changes with their participants. CFH providers will receive this when they attend the Statewide meetings that will be established by the contractor. CFH providers will be able to obtain credit toward their training requirements by attending these meetings.
<b>What if I can no longer be there to provide care for my family member as a CFH provider?</b>	The IDAPA rules 16.03.19 require CFH providers to arrange for back-up coverage including incidental care (up to 4 hours), alternate care (care in another CFH provider's home), or substitute care (care provided to the resident in the current CFH provider's home). Please review your certification requirements. As explained above, the resident's service coordinator will work with the contractor to find a

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	<p>permanent CFH provider for the participant when this is necessary.</p>
<p><b>Who will monitor participants' residential habilitation plans?</b></p>	<p>The contractor will monitor participants' residential habilitation documentation and needs through progress data submitted by the CFH provider and will train the CFH provider on the documentation of this data. The contractor can modify the residential habilitation plan as necessary, and will review it according to individualized need but at least once a year.</p>
<p><b>Who is going to make sure that all participants' needs are being met?</b></p>	<p>The department oversees certification compliance issues to ensure that CFH providers comply with the certification requirements in IDAPA 16.03.19, which addresses their responsibilities to care for the participant's needs in their home.</p> <p>When a CFH resident is also a DD Waiver participant, the CFH provider is the direct service staff responsible for providing the participant's residential habilitation services as identified on the participant's residential habilitation plan. The contractor helps CFH providers develop, implement, and monitor residential habilitation services.</p> <p>Additionally, the participant's comprehensive service needs are identified on the ISP, which is developed by the participant's person centered planning team. The participant's service coordinator is responsible for monitoring the participant's service needs to ensure they are being met as outlined on the participant's ISP and for amending the plan when new services are required.</p> <p>Finally, the Division of Medicaid monitors all required waiver assurances, and investigates complaints and critical incidents regarding providers or participants until they are resolved.</p>
<p><b>Who will provide 24-hour a day crisis response like my current residential habilitation agency affiliation provider does?</b></p>	<p>Residential habilitation agencies that provide affiliation services aren't currently reimbursed to provide 24-hour crisis services. Crisis services are, however, available and should be addressed by contacting the service coordinator. Any services needed should be proactively included on the plan whenever possible to address behaviors that might cause crisis situations. Most importantly, CFH providers should always contact 9-1-1 for a medical emergency or a crisis involving the participant when there is an imminent threat of harm to self or</p>

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	others.
<b>What do I do if my current residential habilitation agency affiliation provider was doing my billing and I don't know how to do my own billing?</b>	The department doesn't currently reimburse or require the residential habilitation agency to bill your CFH services. To help those who had a residential habilitation agency affiliate that was doing this, the department has developed a step-by-step instruction guide for CFH providers about how to easily bill for services (either manually or on a computer). This information is available on the department's CFH Web site. Additionally, regional trainers from Molina will offer training specific to CFH providers. These opportunities will co-occur with the contractor's regional trainings and orientations once the department can implement the contract.
<b>What do I do if I don't know how to complete a status review form?</b>	The contractor will train all CFH providers on completing status reviews during orientation and training.
<b>When should I call the contractor for assistance?</b>	You should contact the contractor when a participant needs to move, or if you have any questions or concerns about the delivery and implementation of the participant's residential habilitation programming. For other issues and concerns related to the participant's service needs, please contact the participant's service coordinator.