

OPTIONS SERVICE STANDARDS

OPTIONS Core Services (OCS)

A. OCS - Adult Day Service

- Any Adult Day Service funded by an AAA must take place in an Adult Day Services Center that is licensed by PDA and governed by [6 PA Code Chapter 11 - Older Adult Daily Living Centers](#).
- Licensed Adult Day Service operators are responsible for reporting unusual incidents to the Department of Aging, Division of Licensing as defined in [6 PA Code Chapter 11, Section 11.3 - Definitions](#) and to submit the reports within the timeframes outlined in [6 PA Code Chapter 11, Section 11.16 - Reporting of Unusual Incidents](#).
- Adult Day Service may be requested by Domiciliary Care Home (DCH) and Personal Care Home (PCH) residents. The same provisions that apply to any person age 60 or older requesting this service will apply. The PCH or DCH residents must meet the admission criteria for Adult Day service. This does not supersede the current DCH and PCH regulations but works in conjunction with those regulations.
- All Adult Day Service provided must be consistent with the care plan authorized by the AAA.

B. OCS - Care Management

For Service Standards, reference the Aging Service Policy and Procedure Manual, Chapter XIII – Care Management.

C. OCS - Consumer Reimbursement

- The AAA must identify and develop reasonable, appropriate standards for the authorization for reimbursement of specific services and apply these standards consistently in all cases.
- The AAA must develop a procedure for timely submission, review, approval, and payment of the submitted receipts for authorized services

and apply the procedure consistently in all cases. The Care Manager must review and approve all receipts to assure consistency with the care plan.

1) Consumer Reimbursement: Consumer Directed Personal Care Service

A consumer may choose to hire a personal care/home care worker who is an individual chosen by the consumer or the consumer's representative to meet his/her individualized service needs. The personal care worker must be:

1. A self-employed/independent contractor and attest to understanding the local and state employment requirements for tax implications or
2. The personal care worker must be employed through a licensed home care agency/home care registry that is in good standing with the requirements outlined by the PA Department of Health (DOH) under [28 PA Code Chapter 611 \(Home Care Agencies and Home Care Registries\)](#). The consumer's personal care worker may be employed through an agency that does not have a contract with the AAA.

In addition, all personal care workers must meet the qualifications outlined below:

1. Be 18 years of age or older
2. Have the required skills to perform personal care services as specified in the consumer's care plan
3. It is the consumer's or their representative's responsibility to educate and train the personal care worker on the consumer's specific needs and to ensure that he/she is able to provide the services required
4. All personal care services provided must be consistent with the care plan authorized by the AAA.

2) Pest Control/ Fumigation Service

- To be eligible for reimbursement, the provider chosen by the consumer must be a licensed Pesticide business as outlined in [7 PA Code Chapter 128 - Pesticides](#).
- The Care Manager or other designated AAA staff person must inspect the consumer's home upon completion of this service prior to reimbursement to determine that the work has been completed in a satisfactory manner.

D. OCS - Emergent Service

- The AAA is responsible for developing consistent standards, policies and procedures to review, authorize, and reimburse for emergent services.
 - The AAA must clearly document in the Journal notes in SAMS the immediate need for the service, the other options explored, and the authorized service chosen. The Supervisor must approve the authorization of services.
1. OPTIONS Core Service Standards
 - Reference Standards under OPTIONS Core Services
 2. Overnight Shelter Service Standards
 - This service is intended to serve as a temporary measure to improve the consumer's situation until a more permanent solution can be determined.
 - If a Nursing Home or Personal Care home is used for Overnight Shelter/Supervision, it must have an appropriate current license.
 3. Emergency Life Sustaining Supplies Standards
 - The AAA is responsible for insuring that these specific items are acceptable, practical, and safe and in good working order/condition. The provision of these items is based on the individual consumer's needs and the needs in the community and all specific standards must be applied consistently in all cases.

E. OCS - Essential Shared-Ride Transportation Service

- Reference APD # 85-07-01 – Policies for Transportation Services and APD # 14-07-01 – Transportation Payer of Last Resort
- The Shared-Ride provider will be responsible for documenting that the passenger is at least 65 years of age and will submit a monthly invoice to the AAA for trips taken by consumer's authorized for this service.
- The local shared ride provider is responsible to follow all appropriate laws, rules and regulations.

- Type of trips scheduled for transportation must be consistent with the authorization provided by the AAA.

F. OCS - Non-Congregate/In-Home Meal Service

Meals must meet nutritional standards as set forth by APD # 06-03-01 - Nutrition Service Programs.

G. OCS - Personal Emergency Response System (PERS) Service

Equipment Standards

All PERS units need to be certified as meeting the standards for safety and use as outlined in the National Electric Code, NEC requirements (see Appendix F).

The PERS will be leased from an emergency medical response system vendor. As part of the monthly charge, the vendor shall, either directly or through subcontracting with another vendor, provide for ongoing provision of on-line emergency response center services. This shall include:

- Response to consumer testing and daily provider testing
- Self-auditing and quality control
- Repair and replacement
- 24-hour staffing by trained operators of the emergency response center 365 days a year

Each system shall include:

- Installation in the consumer's home, including any needed phone jack modifications and devices
- Two-way voice communication
- Inactivity timer
- Average range, waterproof, portable help button
- Ability to self-test on-line status of all functions

All services provided must be consistent with care plan authorized by the AAA.

H. OCS - Personal Care/ Home Care Service

- Consumers receiving Personal Care services must need some degree or amount of hands on Personal Care service to assist with the completion of activities of daily living (ADLs) during each authorized visit. This requirement does not preclude the simultaneous provision of home support services; however, it serves to ensure that personal care service is the primary service being provided during the authorized visit.
- Consumers receiving Personal Care services must reside in a private home or apartment.
- The AAA must only enter into contracts with Personal Care providers who are in compliance with [28 PA Code Chapter 51 \(General Regulatory Requirements\)](#) and [28 PA Code Chapter 611 \(Home Care Agencies and Home Care Registries\)](#).
- All personal care services provided must be consistent with the care plan authorized by the AAA.
- The provider must have a system in place to verify dates, times and tasks performed by the personal care worker and that the information is consistent with the consumer's care plan.
- The provider must have documentation to support services delivered including date, time, and what actual services were delivered.

Training Standards for Personal Care Workers

- The Provider is responsible for ensuring that all personal care/home care workers receive the basic training that includes competency requirements as listed in [28 PA Code Chapter 611 Home Care Agencies and Home Care Registries](#) and ensure that the worker receives specific training for tasks identified in the consumer's care plan.

OPTIONS Supplemental Services (OSS)

A. OSS - Consumer Reimbursement

Reference the Standards for Consumer Reimbursement (Core)

1. Minor Home Repairs and Maintenance

- Minor home repair or maintenance service to be reimbursable must be absolutely necessary to allow a consumer to continue to live in his/her home.
- Documentation should be evident in the Needs Assessment Tool and/or in the SAMS journal notes.
- The Care Manager or other designated AAA staff person must inspect the consumer's home upon completion of this service prior to reimbursement to determine that the work has been completed in a satisfactory manner.

2. Counseling

- Counseling services must be provided by a licensed/certified professional.
- Counseling services may include but not be limited to:
 - a) individual counseling
 - b) marital/couple counseling
 - c) family counseling
 - d) group counseling
 - e) nutrition counseling

3. Other services/items not provided by OPTIONS but that are needed and that the consumer can obtain at a more cost effective rate

- In order for other services/item to be reimbursed they must be essential to support a consumer's continued ability to reside in the community and comply with the service standards for the specific service.
- The AAA must identify and develop reasonable, appropriate standards for reimbursement for these specific services/items and apply these standards consistently in all cases.

B. OSS - Elective/Shared Ride Transportation Service

- Refer to Essential Shared Ride Transportation in Section III E. for Standards and also refer to APD 85-07-01 – Policies for Transportation Services and APD 14-07-01 Transportation Payer of Last Resort.
- The AAA must use the PA Screen form for consumers in need of this service.
- The transportation provider is responsible to follow all appropriate laws, rules and regulations.
- Type of trips scheduled for transportation must be consistent with the authorization provided by the AAA.

C. OSS - Home Health Services

- As Medicare certified providers, agencies providing Home Health services must meet the requirements for training and supervision as established in regulation by the Centers for Medicaid and Medicare Services (CMS), Code Of Federal Regulations [“42CFR484” Subpart C - Furnishing of Services](#), and [“42CFR484.4” Personnel qualifications](#), [“42CFR484.3” Conditions of Participation](#). Agencies providing Home Health services must also meet the requirements for training and supervision as established by the [PA Dept. of Health in 28 PA Code Chapter 601 Home Health Care Agencies](#).
- All home health services provided must be consistent with the care plan authorized by the AAA.
- The provider must have documentation to support services delivered including date, time, and what actual services were delivered.

D. OSS - Home Modification Service

- Home Modifications must be completed by a PA licensed contractor who is in compliance with [34 PA Code Labor and Industry Part XIV Chapter 401 Uniform Construction Code Training and Certification of Code Administrators](#) and [34 PA Code Part XIV Chapter 403 Administration](#).

- The contractor must carry all the necessary insurances as outlined in [34 PA Code 401.12 Liability Insurance](#). The contractor is responsible for obtaining all necessary building permits, following all local codes and scheduling the inspections of the work in progress and upon completion if applicable.
- The home modification cannot be for cosmetic or decorative purposes.
- The owner of the property, if not the consumer, must approve the work in writing prior to its start. The agreement must list the responsibilities of the consumer/owner, must indicate that the rent will not increase as a result of the modification and must indicate the responsibilities and the expectations of the contractor. The AAA must keep a copy of this agreement in the consumer's file.
- The Care Manager or AAA designated staff must review the work for quality and consumer satisfaction before final payment is made.

*A stair glide is a home modification.

E. OSS - Home Support Service

- The Provider must ensure that home support workers:
 - Be 18 years of age or older
 - Have the ability to carry out the tasks outlined in the consumer's care plan authorized by the AAA.
 - Have the required skills to perform home support services as specified in the consumer's service plan
- All home support services provided must be consistent with the care plan authorized by the AAA.
- The provider must have a system in place to verify dates, times and tasks performed by the home support worker and that the information is consistent with the consumer's care plan.

F. OSS - Medical Equipment, Supplies, Assistive/Adaptive Devices

- In certain cases when reimbursement for equipment or supplies has been denied by Medicare or other third parties because it does not match the coverage conditions of the insurance, the equipment or supplies can be paid for under the OPTIONS Program if the consumer's physician makes the determination that it is necessary.
- The AAA must identify and develop reasonable, appropriate standards for reimbursement for specific services or items and apply these standards consistently in all cases.