

**APPENDIX D:**  
**Definitions of Covered Community Support Services**

Service	Definition
<b>Day Services</b>	<p>Day services provide for structured day activity typically for individuals with pervasive and extensive support needs who are not ready to join the general workforce. Services are individually designed around consumer choice and preferences with a focus on improvement or maintenance of the person's skills and their ability to live as independently as possible in the community. Day Services often include assistance to learn activities of daily living and functional skills; language and communication training; compensatory, cognitive and other strategies; interpersonal skills; prevocational skills and recreational/socialization skills.</p>
<b>Home Care Services</b>	<p>Home Care services include several types of home supports, including:</p> <ul style="list-style-type: none"> <li>• Providing a worker or support person to perform general household tasks such as preparing meals, doing laundry and routine housekeeping, and/or to provide companionship to the Enrollee;</li> <li>• Providing a range of personal support and assistance to enable an individual to accomplish tasks that they would normally do for themselves if they could, including such things as help with bathing, dressing, personal hygiene and other activities of daily living. This assistance may take the form of hands-on assistance or cuing and supervision to prompt the Enrollee to perform a task; and</li> <li>• A variety of activities to help the Enrollee acquire, retain or improve his/her skills related to personal finance, health, shopping, use of community resources, community safety, and other social and adaptive skills to live in the community. This may include skills training and education in self-determination and self-advocacy to enable the Enrollee to acquire skills to exercise control and responsibility over the services and supports they receive, and to become more independent, integrated, and productive in their communities.</li> </ul> <p>All such services/supports would be appropriate when the individual needs them and/or when the person who is regularly responsible for the activities, such as a family caregiver, is absent or unable to manage the tasks.</p>
<b>Respite Care</b>	<p>Respite includes services provided to a Enrollee to support his/her caregiver (family member, friend). Respite may be provided to relieve informal caregivers from the daily stresses and demands of caring for an Enrollee in order to strengthen or support the informal support system.</p>
<b>Peer Support/ Counseling/Navigation</b>	<p>Peer Support is designed to provide training, instruction and mentoring to individuals about self-advocacy, participant direction, civic participation, leadership, benefits, and participation in the community. Peer support may be provided in small groups or may involve one peer providing support to another peer to promote and support the individual's ability to participate in self-advocacy. The one-to-one peer support is instructional; it is not</p>

	counseling. The service enhances the skills of the individual to function in the community and/or family home.
<b>Care Transitions Assistance (across settings)</b>	<p>Services that facilitate safe and coordinated transitions across care settings, which may be particularly appropriate for Enrollees who have experienced or are expecting an inpatient stay, such as:</p> <ul style="list-style-type: none"> <li>• Ensuring appropriate two-way exchange of information about the Enrollee, including: <ul style="list-style-type: none"> <li>– Primary diagnoses and major health problems</li> <li>– Care plan that includes patient goals and preferences, diagnosis and treatment plan, and community care/service plan (if applicable)</li> <li>– Patient’s goals of care, advance directives, and power of attorney</li> <li>– Emergency plan and contact number and person</li> <li>– Reconciled medication list</li> <li>– Identification of, and contact information for, transferring clinician/institution</li> <li>– Patient’s cognitive and functional status</li> <li>– Test results/pending results and planned interventions</li> <li>– Follow-up appointment schedule with contact information</li> <li>– Formal and informal caregiver status and contact information</li> <li>– Designated community-based care provider, long-term services, and social supports as appropriate.</li> </ul> </li> <li>• Telephonic or other follow-up with Enrollees within 48 hours of an inpatient encounter;</li> <li>• Culturally and linguistically competent post-discharge education regarding symptoms that may indicate additional health problems or a deteriorating condition;</li> <li>• Patient-centered self-management support and relevant information specific to the Enrollee’s condition and any ongoing risks;</li> <li>• Referral to and care coordination with post-acute and outpatient providers as needed, including community-based support services providers.</li> </ul>
<b>Home Modifications</b>	<p>Home modifications are physical adaptations to an Enrollee’s private residence that are necessary to ensure the health, welfare and safety of an individual or that enable the individual to function with greater independence in the home. Such modifications include the installation of ramps and grab-bars, widening of doorways, modification of bathroom facilities, or the installation of specialized electric and plumbing systems that are necessary to accommodate the medical equipment and supplies required for the Enrollee.</p> <p>Excluded are those modifications or improvements to the home that are of</p>

	<p>general utility, and are not of direct medical or remedial benefit to the individual, or which would normally be considered the responsibility of the landlord. Home modifications that add to the total square footage of the home are excluded except when necessary to complete an adaptation (e.g., in order to improve entrance/egress to a residence or to configure a bathroom to accommodate a wheelchair).</p>
<b>Community Health Workers</b>	<p>Public health workers who apply their unique understanding of the experience, language, and/or culture of the populations they serve in order to carry out one or more of the following roles:</p> <ul style="list-style-type: none"> <li>• Providing culturally appropriate health education, information, and outreach in community-based settings, such as homes, schools, clinics, shelters, local businesses, and community centers;</li> <li>• Bridging/culturally mediating between individuals, communities, and health and human services, including actively building individual and community capacity;</li> <li>• Assuring that people access the services they need;</li> <li>• Providing direct services, such as informal counseling, social support, care coordination, and health screenings; and</li> <li>• Advocating for individual and community needs.</li> </ul> <p>CHWs are distinguished from other health professionals because they are hired primarily for their understanding of the populations and communities they serve; conduct outreach a significant portion of the time in one or more of the categories above; and have experience providing services in community settings.</p>
<b>Medication Management</b>	<p>Medication management is the provision of support to an Enrollee capable of self-administration of prescription and over-the-counter medications, including the following activities provided by a support worker: reminding the Enrollee to take the medication; checking the package to ensure that the name on the package is that of the Enrollee; observing the Enrollee taking the medication; and documenting in writing the observation of the Enrollee's actions regarding the medication (e.g., whether the Enrollee took or refused the medication, the date and time). If requested by the Enrollee, the support worker may open prepackaged medication or open containers, read the name of the medication and the directions on the label to the Enrollee, and respond to any questions the Enrollee may have regarding those directions.</p>
<b>Non-medical transportation</b>	<p>Non-medical transportation is provided to enable the Enrollee to access community services, activities and resources in order to foster the Enrollee's independence and support integration and full participation in his/her community. Non-emergency medical transportation (NEMT) provides transportation to medically-related services.</p>