

From the Current One Care Three-Way Contract

(as of February 13, 2018)

Section 2.5.C.4 Independent Living and Long-Term Services and Supports (IL-LTSS) Coordinator

- a. The Contractor will contract with multiple Community-Based Organizations (CBOs) for the IL-LTSS Coordinator role, including at least one Independent Living Center (ILC), where geographically feasible in its Service Area.
- b. IL-LTSS Coordinators may have specific knowledge or skill sets to serve certain Enrollees, such as individuals who are Deaf or hard of hearing, or individuals with behavioral health needs. Additional CBOs may include, but are not limited to Recovery Learning Communities, Aging Service Access Points (ASAPs), and other CBOs serving people with disabilities.
- c. Enrollees over the age of 60 must be offered the option of receiving IL-LTSS Coordinator services through an ASAP.
- d. The Contractor shall contract with an adequate number of CBOs to allow Enrollees a choice of at least two IL-LTSS Coordinators, except that with EOHHS prior approval, Contractor may offer Enrollee only one IL-LTSS Coordinator.
- e. The Contractor shall not have a direct or indirect financial ownership interest in an entity that serves as a CBO that is contracted to provide IL-LTSS Coordinators. Providers of facility- or community-based LTSS on a compensated basis by an ICO may not function as IL-LTSS Coordinators, except if the Contractor obtains a waiver of this requirement from EOHHS. For the purpose of this provision, an organization compensated by the Contractor to provide only evaluation, assessment, coordination, skills training, peer supports, and Fiscal Intermediary services is not considered a provider of LTSS.
- f. The IL-LTSS Coordinator is responsible for the following activities:
 - (1) Representing the LTSS needs of the Enrollee, advocating for the Enrollee and providing education on LTSS to the ICT and the Enrollee;
 - (2) As a member of the ICT, participating in Comprehensive Assessments of the health and Functional Status of Enrollees with

LTSS needs, and, at the Enrollee's direction, assisting in the development of the community-based services component of an ICP as necessary to improve or maintain Enrollee health and Functional Status;

- (3) Arranging and, with the agreement of the ICT, coordinating the authorization and the provision of appropriate community LTSS and resources;
 - (4) Assisting Enrollees in accessing Personal Care Attendant Services;
 - (5) Monitoring the appropriate provision and functional outcomes of community LTSS, according to the ICP, as deemed appropriate by the ICT;
 - (6) Determining community-based alternatives to long-term care; and
 - (7) Assessing appropriateness for facility-based LTSS, if indicated; including assessing any accommodation or access needs, including accessibility requirements and equipment needs.
- g. The IL-LTSS Coordinator will participate as a full member of the ICT for all Enrollees with LTSS needs, at the discretion of the Enrollee. The Contractor must provide information about the IL-LTSS Coordinator to all Enrollees and offer an IL-LTSS Coordinator to all Enrollees within 90 days of each Enrollee's Effective Enrollment Date. The Contractor must make an IL-LTSS Coordinator available:
- (1) During Comprehensive Assessments for all Enrollees in C3, including C3A and C3B, and in F1 Rating Categories, and for all Enrollees in any Rating Category who request it;
 - (2) At any other time at an Enrollee's request;
 - (3) When the need for community-based LTSS is identified by the Enrollee or ICT;
 - (4) If the Enrollee is receiving targeted case management, is receiving rehabilitation services provided by the Department of Mental Health, or has an affiliation with any state agency; or
 - (5) In the event of a contemplated admission to a nursing facility, psychiatric hospital, or other institution.

- h. The IL-LTSS Coordinator will assist in identifying a more appropriate IL-LTSS Coordinator if, after a Comprehensive Assessment, it is determined that the Enrollee has specific needs outside of the IL-LTSS Coordinator's expertise.
- i. The Contractor must establish written qualifications for the IL-LTSS Coordinator that include, at a minimum:
 - (1) Bachelor's degree in social work or human services, or at least two years working in a human service field with the population eligible for the Demonstration;
 - (2) Completion of person-centered planning and person-centered direction training;
 - (3) Experience working with people with disabilities or elders in need of LTSS;
 - (4) Knowledge of the home and community-based service system and how to access and arrange for services;
 - (5) Experience conducting LTSS needs assessments and monitoring LTSS delivery;
 - (6) Cultural competency and the ability to provide informed advocacy;
 - (7) Ability to write an ICP and communicate effectively, both verbally and in writing across complicated service and support systems; and
 - (8) Meet all requirements of their CBO employer.