

Application for a §1915 (c) HCBS Waiver

HCBS Waiver Application Version 3.5

Includes Changes Implemented through November 2014

Submitted by:

Transportation

Submission Date:

CMS Receipt Date (CMS Use)

Application for a §1915(c) Home and Community-Based Services Waiver

PURPOSE OF THE HCBS WAIVER PROGRAM

The Medicaid Home and Community-Based Services (HCBS) waiver program is authorized in §1915(c) of the Social Security Act. The program permits a State to furnish an array of home and community-based services that assist Medicaid beneficiaries to live in the community and avoid institutionalization. The Centers for Medicare & Medicaid Services (CMS) recognizes that the design and operational features of a waiver program will vary depending on the specific needs of the target population, the resources available to the State, service delivery system structure, State goals and objectives, and other factors.

State:	
Effective Date	

ABI-RH 2

1. Request Information

A. The State of **Massachusetts** requests approval for a Medicaid home and community-based services (HCBS) waiver under the authority of §1915(c) of the Social Security Act (the Act).

B. **Program Title** (optional – this title will be used to locate this waiver in the finder): **Acquired Brain Injury with Residential Habilitation (ABI-RH) Waiver**

C. **Type of Request:** (the system will automatically populate new, amendment, or renewal)

Requested Approval Period: (For new waivers requesting five year approval periods, the waiver must serve individuals who are dually eligible for Medicaid and Medicare.)

<input type="radio"/>	3 years
<input checked="" type="radio"/>	5 years

<input type="checkbox"/>	New to replace waiver Replacing Waiver Number:		
<input type="checkbox"/>	Migration Waiver – this is an existing approved waiver Provide the information about the original waiver being migrated		
	Base Waiver Number:		
	Amendment Number (if applicable):		
	Effective Date: (mm/dd/yy)		

D. **Type of Waiver** (select only one):

<input type="radio"/>	Model Waiver
<input checked="" type="radio"/>	Regular Waiver

E. **Proposed Effective Date:**

Approved Effective Date (CMS Use):

F. **Level(s) of Care.** This waiver is requested in order to provide home and community-based waiver services to individuals who, but for the provision of such services, would require the following level(s) of care, the costs of which would be reimbursed under the approved Medicaid State plan (check each that applies):

<input checked="" type="checkbox"/>	Hospital (select applicable level of care)
<input type="checkbox"/>	Hospital as defined in 42 CFR §440.10
If applicable, specify whether the State additionally limits the waiver to subcategories of the	

State:	
Effective Date:	

		hospital level of care:
		Chronic and Rehabilitation Hospital Level of Care.
<input type="radio"/>	Inpatient psychiatric facility for individuals under age 21 as provided in 42 CFR § 440.160	
<input checked="" type="checkbox"/>	Nursing Facility (select applicable level of care)	
	<input type="radio"/>	Nursing Facility as defined in 42 CFR §440.40 and 42 CFR §440.155 If applicable, specify whether the State additionally limits the waiver to subcategories of the nursing facility level of care:
	<input type="radio"/>	Institution for Mental Disease for persons with mental illnesses aged 65 and older as provided in 42 CFR §440.140
	<input type="checkbox"/>	Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) (as defined in 42 CFR §440.150) If applicable, specify whether the State additionally limits the waiver to subcategories of the ICF/IID facility level of care:

G. Concurrent Operation with Other Programs. This waiver operates concurrently with another program (or programs) approved under the following authorities

Select one:

<input type="radio"/>	Not applicable		
<input type="radio"/>	Applicable		
	Check the applicable authority or authorities:		
	<input type="checkbox"/>	Services furnished under the provisions of §1915(a)(1)(a) of the Act and described in Appendix I	
	<input type="checkbox"/>	Waiver(s) authorized under §1915(b) of the Act. <i>Specify the §1915(b) waiver program and indicate whether a §1915(b) waiver application has been submitted or previously approved:</i>	
Specify the §1915(b) authorities under which this program operates (<i>check each that applies</i>):			
<input type="checkbox"/>	§1915(b)(1) (mandated enrollment to managed care)	<input type="checkbox"/>	§1915(b)(3) (employ cost savings to furnish additional services)
<input type="checkbox"/>	§1915(b)(2) (central broker)	<input type="checkbox"/>	§1915(b)(4) (selective contracting/limit number of providers)
<input type="checkbox"/>	A program operated under §1932(a) of the Act.		

State:	
Effective Date	

	<i>Specify the nature of the State Plan benefit and indicate whether the State Plan Amendment has been submitted or previously approved:</i>
<input type="checkbox"/>	A program authorized under §1915(i) of the Act.
<input type="checkbox"/>	A program authorized under §1915(j) of the Act.
<input type="checkbox"/>	A program authorized under §1115 of the Act. Specify the program:

H. Dual Eligibility for Medicaid and Medicare.

Check if applicable:

<input checked="" type="checkbox"/>	This waiver provides services for individuals who are eligible for both Medicare and Medicaid.
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State:	
Effective Date	

2. Brief Waiver Description

Brief Waiver Description. *In one page or less*, briefly describe the purpose of the waiver, including its goals, objectives, organizational structure (e.g., the roles of state, local and other entities), and service delivery methods.

Goals and Objectives:

The goal of the Massachusetts Acquired Brain Injury Waiver with Residential Habilitation (ABI-RH) is to transition eligible adults with acquired brain injury from nursing facilities and chronic or rehabilitation hospitals to residential habilitation group home, shared living, or assisted living service settings, and to furnish home or community-based services to the waiver participants following their transition from the medical facility setting.

Organizational Structure:

The Department of Developmental Services (DDS), a state agency within the Executive Office of Health and Human Services (EOHHS), is the lead agency responsible for day-to-day operation of this waiver. The Executive Office of Health and Human Services, the Single State Medicaid Agency, oversees DDS's operation of the waiver. DDS and the Massachusetts Rehabilitation Commission (MRC), a state agency within the Executive Office of Health and Human Services, collaborate in the oversight of the contracted Level of Care Entity and Administrative Service Organization.

Case Management and Service Delivery:

Case Management for the ABI-RH waiver will be provided by staff of DDS. DDS will be responsible for participant needs assessment, service plan development and service authorization activities. Clinical determination of eligibility and level of care redetermination is conducted by nurses at the contracted Level of Care Entity. DDS will collaborate with MRC, a state agency within EOHHS, for the oversight of waiver clinical eligibility functions.

ABI-RH waiver services will be provided pursuant to a Plan of Care (POC) that is developed with the Waiver participant through a person-centered planning process. The POC is developed by an interdisciplinary team that is coordinated by the DDS Case Manager and includes the participant, his/her guardian if any, relevant waiver service providers, other persons as chosen by the participant and other appropriate professionals. The POC planning process will determine what ABI-RH waiver services, including their need for Residential Habilitation, Assisted Living Services or Shared Living - 24 Hour Supports services within the terms of the ABI-RH Waiver, and other supports that the waiver participant will need to live safely in the community.

State:	
Effective Date	

3. Components of the Waiver Request

The waiver application consists of the following components. *Note: Item 3-E must be completed.*

- A. **Waiver Administration and Operation.** Appendix A specifies the administrative and operational structure of this waiver.
- B. **Participant Access and Eligibility.** Appendix B specifies the target group(s) of individuals who are served in this waiver, the number of participants that the State expects to serve during each year that the waiver is in effect, applicable Medicaid eligibility and post-eligibility (if applicable) requirements, and procedures for the evaluation and reevaluation of level of care.
- C. **Participant Services.** Appendix C specifies the home and community-based waiver services that are furnished through the waiver, including applicable limitations on such services.
- D. **Participant-Centered Service Planning and Delivery.** Appendix D specifies the procedures and methods that the State uses to develop, implement and monitor the participant-centered service plan (of care).
- E. **Participant-Direction of Services.** When the State provides for participant direction of services, Appendix E specifies the participant direction opportunities that are offered in the waiver and the supports that are available to participants who direct their services. (Select one):

<input type="radio"/>	Yes. This waiver provides participant direction opportunities. Appendix E is required.
<input checked="" type="radio"/>	No. This waiver does not provide participant direction opportunities. Appendix E is not required.

- F. **Participant Rights.** Appendix F specifies how the State informs participants of their Medicaid Fair Hearing rights and other procedures to address participant grievances and complaints.
- G. **Participant Safeguards.** Appendix G describes the safeguards that the State has established to assure the health and welfare of waiver participants in specified areas.
- H. **Quality Improvement Strategy.** Appendix H contains the Quality Improvement Strategy for this waiver.
- I. **Financial Accountability.** Appendix I describes the methods by which the State makes payments for waiver services, ensures the integrity of these payments, and complies with applicable federal requirements concerning payments and federal financial participation.
- J. **Cost-Neutrality Demonstration.** Appendix J contains the State's demonstration that the waiver is cost-neutral.

State:	
Effective Date	

4. Waiver(s) Requested

A. **Comparability.** The State requests a waiver of the requirements contained in §1902(a)(10)(B) of the Act in order to provide the services specified in **Appendix C** that are not otherwise available under the approved Medicaid State plan to individuals who: (a) require the level(s) of care specified in Item 1.F and (b) meet the target group criteria specified in **Appendix B**.

B. **Income and Resources for the Medically Needy.** Indicate whether the State requests a waiver of §1902(a)(10)(C)(i)(III) of the Act in order to use institutional income and resource rules for the medically needy (*select one*):

<input type="radio"/>	Not Applicable
<input checked="" type="radio"/>	No
<input type="radio"/>	Yes

C. **Statewideness.** Indicate whether the State requests a waiver of the statewideness requirements in §1902(a)(1) of the Act (*select one*):

<input checked="" type="radio"/>	No
<input type="radio"/>	Yes

If yes, specify the waiver of statewideness that is requested (*check each that applies*):

<input type="checkbox"/>	Geographic Limitation. A waiver of statewideness is requested in order to furnish services under this waiver only to individuals who reside in the following geographic areas or political subdivisions of the State. <i>Specify the areas to which this waiver applies and, as applicable, the phase-in schedule of the waiver by geographic area:</i>
<input type="checkbox"/>	Limited Implementation of Participant-Direction. A waiver of statewideness is requested in order to make <i>participant direction of services</i> as specified in Appendix E available only to individuals who reside in the following geographic areas or political subdivisions of the State. Participants who reside in these areas may elect to direct their services as provided by the State or receive comparable services through the service delivery methods that are in effect elsewhere in the State. <i>Specify the areas of the State affected by this waiver and, as applicable, the phase-in schedule of the waiver by geographic area:</i>

State:	
Effective Date	

5. Assurances

In accordance with 42 CFR §441.302, the State provides the following assurances to CMS:

- A. Health & Welfare:** The State assures that necessary safeguards have been taken to protect the health and welfare of persons receiving services under this waiver. These safeguards include:
 1. As specified in **Appendix C**, adequate standards for all types of providers that provide services under this waiver;
 2. Assurance that the standards of any State licensure or certification requirements specified in **Appendix C** are met for services or for individuals furnishing services that are provided under the waiver. The State assures that these requirements are met on the date that the services are furnished; and,
 3. Assurance that all facilities subject to §1616(e) of the Act where home and community-based waiver services are provided comply with the applicable State standards for board and care facilities as specified in **Appendix C**.
- B. Financial Accountability.** The State assures financial accountability for funds expended for home and community-based services and maintains and makes available to the Department of Health and Human Services (including the Office of the Inspector General), the Comptroller General, or other designees, appropriate financial records documenting the cost of services provided under the waiver. Methods of financial accountability are specified in **Appendix I**.
- C. Evaluation of Need:** The State assures that it provides for an initial evaluation (and periodic reevaluations, at least annually) of the need for a level of care specified for this waiver, when there is a reasonable indication that an individual might need such services in the near future (one month or less) but for the receipt of home and community-based services under this waiver. The procedures for evaluation and reevaluation of level of care are specified in **Appendix B**.
- D. Choice of Alternatives:** The State assures that when an individual is determined to be likely to require the level of care specified for this waiver and is in a target group specified in **Appendix B**, the individual (or, legal representative, if applicable) is:
 1. Informed of any feasible alternatives under the waiver; and,
 2. Given the choice of either institutional or home and community-based waiver services.

Appendix B specifies the procedures that the State employs to ensure that individuals are informed of feasible alternatives under the waiver and given the choice of institutional or home and community-based waiver services.
- E. Average Per Capita Expenditures:** The State assures that, for any year that the waiver is in effect, the average per capita expenditures under the waiver will not exceed 100 percent of the average per capita expenditures that would have been made under the Medicaid State plan for the level(s) of care specified for this waiver had the waiver not been granted. Cost-neutrality is demonstrated in **Appendix J**.
- F. Actual Total Expenditures:** The State assures that the actual total expenditures for home and community-based waiver and other Medicaid services and its claim for FFP in expenditures for the services provided to individuals under the waiver will not, in any year of the waiver period, exceed 100 percent of the amount that would be incurred in the absence of the waiver by the State's Medicaid program for these individuals in the institutional setting(s) specified for this waiver.
- G. Institutionalization Absent Waiver:** The State assures that, absent the waiver, individuals served in the waiver would receive the appropriate type of Medicaid-funded institutional care for the level of care specified for this waiver.
- H. Reporting:** The State assures that annually it will provide CMS with information concerning the impact of the waiver on the type, amount and cost of services provided under the Medicaid State plan

State:	
Effective Date	

and on the health and welfare of waiver participants. This information will be consistent with a data collection plan designed by CMS.

- I. Habilitation Services.** The State assures that prevocational, educational, or supported employment services, or a combination of these services, if provided as habilitation services under the waiver are: (1) not otherwise available to the individual through a local educational agency under the Individuals with Disabilities Education Improvement Act of 2004 (IDEA) or the Rehabilitation Act of 1973; and, (2) furnished as part of expanded habilitation services.
- J. Services for Individuals with Chronic Mental Illness.** The State assures that federal financial participation (FFP) will not be claimed in expenditures for waiver services including, but not limited to, day treatment or partial hospitalization, psychosocial rehabilitation services, and clinic services provided as home and community-based services to individuals with chronic mental illnesses if these individuals, in the absence of a waiver, would be placed in an IMD and are: (1) age 22 to 64; (2) age 65 and older and the State has not included the optional Medicaid benefit cited in 42 CFR §440.140; or (3) age 21 and under and the State has not included the optional Medicaid benefit cited in 42 CFR §440.160.

State:	
Effective Date	

6. Additional Requirements

Note: Item 6-I must be completed.

- A. Service Plan.** In accordance with 42 CFR §441.301(b)(1)(i), a participant-centered service plan (of care) is developed for each participant employing the procedures specified in **Appendix D**. All waiver services are furnished pursuant to the service plan. The service plan describes: (a) the waiver services that are furnished to the participant, their projected frequency and the type of provider that furnishes each service and (b) the other services (regardless of funding source, including State plan services) and informal supports that complement waiver services in meeting the needs of the participant. The service plan is subject to the approval of the Medicaid agency. Federal financial participation (FFP) is not claimed for waiver services furnished prior to the development of the service plan or for services that are not included in the service plan.
- B. Inpatients.** In accordance with 42 CFR §441.301(b)(1)(ii), waiver services are not furnished to individuals who are in-patients of a hospital, nursing facility or ICF/IID.
- C. Room and Board.** In accordance with 42 CFR §441.310(a)(2), FFP is not claimed for the cost of room and board except when: (a) provided as part of respite services in a facility approved by the State that is not a private residence or (b) claimed as a portion of the rent and food that may be reasonably attributed to an unrelated caregiver who resides in the same household as the participant, as provided in **Appendix I**.
- D. Access to Services.** The State does not limit or restrict participant access to waiver services except as provided in **Appendix C**.
- E. Free Choice of Provider.** In accordance with 42 CFR §431.151, a participant may select any willing and qualified provider to furnish waiver services included in the service plan unless the State has received approval to limit the number of providers under the provisions of §1915(b) or another provision of the Act.
- F. FFP Limitation.** In accordance with 42 CFR §433 Subpart D, FFP is not claimed for services when another third-party (e.g., another third party health insurer or other federal or state program) is legally liable and responsible for the provision and payment of the service. FFP also may not be claimed for services that are available without charge, or as free care to the community. Services will not be considered to be without charge, or free care, when (1) the provider establishes a fee schedule for each service available and (2) collects insurance information from all those served (Medicaid, and non-Medicaid), and bills other legally liable third party insurers. Alternatively, if a provider certifies that a particular legally liable third party insurer does not pay for the service(s), the provider may not generate further bills for that insurer for that annual period.
- G. Fair Hearing:** The State provides the opportunity to request a Fair Hearing under 42 CFR §431 Subpart E, to individuals: (a) who are not given the choice of home and community-based waiver services as an alternative to institutional level of care specified for this waiver; (b) who are denied the service(s) of their choice or the provider(s) of their choice; or (c) whose services are denied, suspended, reduced or terminated. **Appendix F** specifies the State's procedures to provide individuals the opportunity to request a Fair Hearing, including providing notice of action as required in 42 CFR §431.210.
- H. Quality Improvement.** The State operates a formal, comprehensive system to ensure that the waiver meets the assurances and other requirements contained in this application. Through an ongoing process of discovery, remediation and improvement, the State assures the health and welfare of participants by monitoring: (a) level of care determinations; (b) individual plans and services delivery; (c) provider qualifications; (d) participant health and welfare; (e) financial oversight and (f) administrative oversight of the waiver. The State further assures that all problems identified through its discovery processes are addressed in an appropriate and timely manner, consistent with the severity

State:	
Effective Date	

and nature of the problem. During the period that the waiver is in effect, the State will implement the Quality Improvement Strategy specified throughout the application and in **Appendix H**.

I. Public Input. Describe how the State secures public input into the development of the waiver:

This section will be populated after the public comment period, prior to submission to CMS.

J. Notice to Tribal Governments. The State assures that it has notified in writing all federally-recognized Tribal Governments that maintain a primary office and/or majority population within the State of the State's intent to submit a Medicaid waiver request or renewal request to CMS at least 60 days before the anticipated submission date as provided by Presidential Executive Order 13175 of November 6, 2000. Evidence of the applicable notice is available through the Medicaid Agency.

K. Limited English Proficient Persons. The State assures that it provides meaningful access to waiver services by Limited English Proficient persons in accordance with: (a) Presidential Executive Order 13166 of August 11, 2000 (65 FR 50121) and (b) Department of Health and Human Services "Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons" (68 FR 47311 - August 8, 2003). **Appendix B** describes how the State assures meaningful access to waiver services by Limited English Proficient persons.

State:	
Effective Date	

ABI-RH 12

7. Contact Person(s)

A. The Medicaid agency representative with whom CMS should communicate regarding the waiver is:

Last Name:	Bernstein			
First Name:	Amy			
Title:	Director, Community Based Waivers			
Agency:	MassHealth			
Address :	One Ashburton Place			
Address 2:	5th Floor			
City:	Boston			
State:	Massachusetts			
Zip:	02108			
Phone:	(617) 573-1751	Ext:	•	TTY
Fax:	(617) 573-1894			
E-mail:	Amy.Bernstein@state.ma.us			

B. If applicable, the State operating agency representative with whom CMS should communicate regarding the waiver is:

Last Name:	Cahill			
First Name:	Tim			
Title:	Assistant Commissioner of Field Operations			
Agency:	Department of Developmental Services			
Address:	500 Harrison Ave.			
Address 2:				
City:	Boston			
State:	Massachusetts			
Zip :	02118			
Phone:	(617) 624-7749	Ext:	•	TTY
Fax:	(617) 624-7578			
E-mail:	Timothy.Cahill@MassMail.State.MA.US			

State:	
Effective Date	

8. Authorizing Signature

This document, together with Appendices A through J, constitutes the State's request for a waiver under §1915(c) of the Social Security Act. The State assures that all materials referenced in this waiver application (including standards, licensure and certification requirements) are *readily* available in print or electronic form upon request to CMS through the Medicaid agency or, if applicable, from the operating agency specified in Appendix A. Any proposed changes to the waiver will be submitted by the Medicaid agency to CMS in the form of waiver amendments.

Upon approval by CMS, the waiver application serves as the State's authority to provide home and community-based waiver services to the specified target groups. The State attests that it will abide by all provisions of the approved waiver and will continuously operate the waiver in accordance with the assurances specified in Section 5 and the additional requirements specified in Section 6 of the request.

Signature:	Submission Date:
State Medicaid Director or Designee	

Note: The Signature and Submission Date fields will be automatically completed when the State Medicaid Director submits the application.

Last Name:	Tsai			
First Name:	Daniel			
Title:	Assistant Secretary and Director of MassHealth			
Agency:	Executive Office of Health and Human Services			
Address:	One Ashburton Place			
Address 2:	11th Floor			
City:	Boston			
State:	Massachusetts			
Zip:	02108			
Phone:	(617) 573-1600	Ext:	•	TTY
Fax:	(617) 573-1894			
E-mail:				

State:	
Effective Date	

Attachment #1: Transition Plan

Specify the transition plan for the waiver:

Adding service limits: The state is adding the following waiver service: Community Based Day Supports (CBDS). The addition of CBDS to this waiver will increase participants' options for and access to flexible, individualized and meaningful day activities in keeping with the intent of the Community Rule. In order to appropriately plan for provision of this service in the participants' care plans, a limit is necessary in that this service would be duplicative of an existing (and continuing) waiver service: Day Services. The new CBDS service will be billed on a quarter hour basis, while Day Services is billed on a per diem. Therefore, on any day an individual receives Day Services, it would be duplicative to also receive CBDS. The limit being added is that Day Services may not be provided to a participant on the same day as CBDS, pre-vocational services, or supported employment. Further, an aggregate limit of 156 hours per month will apply for the following set of services: Day Services, CBDS, and supported employment services.

MassHealth, DDS, and MRC have reviewed utilization data to identify all participants currently using Day Services as well as supported employment services. DDS Service Coordinators will support participants whose service utilization will be affected by the new limits described above through the person centered planning process to ensure the participants' needs are met.

State:	
Effective Date	

ABI-RH 15

Attachment #2: Home and Community-Based Settings Waiver Transition Plan

Specify the state's process to bring this waiver into compliance with federal home and community-based (HCB) settings requirements at 42 CFR 441.301(c)(4)-(5), and associated CMS guidance.

Consult with CMS for instructions before completing this item. This field describes the status of a transition process at the point in time of submission. Relevant information in the planning phase will differ from information required to describe attainment of milestones.

To the extent that the state has submitted a statewide HCB settings transition plan to CMS, the description in this field may reference that statewide plan. The narrative in this field must include enough information to demonstrate that this waiver complies with federal HCB settings requirements, including the compliance and transition requirements at 42 CFR 441.301(c)(6), and that this submission is consistent with the portions of the statewide HCB settings transition plan that are germane to this waiver. Quote or summarize germane portions of the statewide HCB settings transition plan as required.

Note that Appendix C-5 HCB Settings describes settings that do not require transition; the settings listed there meet federal HCB setting requirements as of the date of submission. Do not duplicate that information here.

Update this field and Appendix C-5 when submitting a renewal or amendment to this waiver for other purposes. It is not necessary for the state to amend the waiver solely for the purpose of updating this field and Appendix C-5. At the end of the state's HCB settings transition process for this waiver, when all waiver settings meet federal HCB setting requirements, enter "Completed" in this field, and include in Section C-5 the information on all HCB settings in the waiver.

The Massachusetts Executive Office of Health and Human Services (EOHHS), the single State Medicaid Agency (MassHealth) convened an interagency workgroup to address how best to comply with the requirements of the federal Home and Community Based Services (HCBS) settings at 42 CFR 441.301(c)(4)-(5). The Department of Developmental Services (DDS), an agency within EOHHS that has primary responsibility for day-to-day operation of the ABI-RH waiver, participated in the workgroup. All relevant regulations, policies, standards, certifications and procedures have been reviewed against the Community Rule HCBS Regulations and necessary changes identified. These include:

- Revisions to DDS regulations 115 CMR 7.00 (complete)
- Revisions to DDS regulations 115 CMR 8.00 (anticipated promulgation November 2017)
- Issue guidance on requirement for locks on bedroom doors (complete)
- Incorporation of requirements for locks on bedroom doors into Licensure and Certification tool (complete)
- Incorporation of requirements for residency agreements into Licensure and Certification tool (complete)
- Develop and implement policy manual (complete)
- Develop and distribute the waiver participant handbook (complete)

DDS conducted a review of existing residential settings in the ABI-RH and MFP-RS waivers to determine those settings that had a license and certification in good standing. For Assisted Living sites, where licensure is not applicable, the review determined whether they were credentialed in good standing. This review included development of a review tool that borrowed extensively from the CMS exploratory questions and review of settings by DDS Central Office, Regional and Area Office staff to categorize settings as compliant, requiring minor changes to comply, requiring more extensive changes to comply, or

State:	
Effective Date	

ABI-RH 16

unable to comply. Based upon the DDS review and assessment, all the 24 hour residential settings serving participants in the MFP-RS and the ABI-RH waivers were determined to be in compliance with federal HCB settings requirements with the exception of consistently having locks on all individual participant's bedroom doors and legally enforceable leases. The state is taking a system-wide approach to transitioning residential settings to compliance in these areas by issuing guidance and incorporating the requirements for locks on bedroom doors and for residency agreements into the Licensure and Certification tool, as noted above. Compliance will be monitored on a site-specific basis through the licensing and certification process.

DDS developed and distributed a survey to providers of day services in collaboration with the Massachusetts Rehabilitation Commission (MRC). DDS staff reviewed survey results along with site-specific program data for providers that contract with both DDS and MRC. Based on this review, it was determined that all of the Day Services providers that contract with both DDS and MRC require some level of modification to come into full compliance with the Community Rule. The state is taking a system-wide approach to transitioning day service settings to compliance by developing clear programmatic standards and incorporating changes in the Licensure and Certification tool to facilitate stronger monitoring of Day Services settings. These activities are in process, with completion anticipated March 2019. Compliance will be monitored on a site-specific, on-going basis through the licensing and certification process.

The assessment process for group supported employment settings occurred against the backdrop of the state's existing Blueprint for Success, including Next Steps and Progress Reports associated with that document. DDS reviewed site-specific data across a range of group employment settings and determined that state-wide, all group employment settings that are licensed or certified by DDS require some level of modification to achieve full compliance with the Community Rule, particularly regarding policies or practices in one or more of the following domains: meaningful integration into the workplace; access to workplace amenities to the same degree as non-disabled workers; and assurance that individuals are earning at least the minimum wage. The state is taking a system-wide approach to transitioning group employment settings to compliance by developing clear definitions, standards, and criteria for integration for group employment. These activities are in process, with completion anticipated March 2019. At the site-specific level, compliance will be monitored through the licensing and certification process.

All waiver providers will be subject to ongoing review on the schedule outlined in Appendix C of the waiver application.

Individuals receiving services in settings that cannot meet requirements will be notified by the state agency providing case management. The case manager will review with the participant the services available and the list of qualified and fully compliant providers, and will assist the participant in choosing the services and providers, from such list, that best meet the participant's needs and goals.

For all settings in which changes will be required, DDS has instituted an on-going compliance review process to assure that the changes are monitored and occur timely and appropriately. This process will include consultation and support to providers to enable them to successfully transition, quarterly reporting by providers to update DDS on progress towards compliance, and reviews by designated Area, Regional and Central Office DDS staff to assure adherence to transition plans and processes.

All settings in which waiver services are delivered will be fully compliant with the HCBS Community Rule no later than March 2022.

The State is committed to transparency during the waiver renewal process as well as in all its activities related to Community Rule compliance planning and implementation in order to fully comply with the HCBS settings requirements by or before March 2022. If, in the course of monitoring activities, DDS determines that additional substantive changes are necessary for certain providers or settings, MassHealth

State:	
Effective Date	

and DDS will engage in activities to ensure full compliance by the required dates, and in conformance with CMS requirements for public input.

State:	
Effective Date	

ABI-RH 18

Additional Needed Information (Optional)

Provide additional needed information for the waiver (optional):

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State:	
Effective Date	

Appendix A: Waiver Administration and Operation

1. **State Line of Authority for Waiver Operation.** Specify the state line of authority for the operation of the waiver (*select one*):

<ul style="list-style-type: none">• The waiver is operated by the State Medicaid agency. Specify the Medicaid agency division/unit that has line authority for the operation of the waiver program (<i>select one</i>):	<input type="radio"/> The Medical Assistance Unit (<i>specify the unit name</i>) (<i>Do not complete Item A-2</i>)	
	<ul style="list-style-type: none">• Another division/unit within the State Medicaid agency that is separate from the Medical Assistance Unit. Specify the division/unit name. This includes administrations/divisions under the umbrella agency that has been identified as the Single State Medicaid Agency. (<i>Complete item A-2-a</i>)	The Department of Developmental Services. While DDS is organized under EOHHS & subject to its oversight authority, it is a separate agency established by & subject to its own enabling legislation.
<input type="radio"/> The waiver is operated by a separate agency of the State that is not a division/unit of the Medicaid agency. Specify the division/unit name:		
	In accordance with 42 CFR §431.10, the Medicaid agency exercises administrative discretion in the administration and supervision of the waiver and issues policies, rules and regulations related to the waiver. The interagency agreement or memorandum of understanding that sets forth the authority and arrangements for this policy is available through the Medicaid agency to CMS upon request. (<i>Complete item A-2-b</i>).	

2. **Oversight of Performance.**

a. **Medicaid Director Oversight of Performance When the Waiver is Operated by another Division/Unit within the State Medicaid Agency.** When the waiver is operated by another division/administration within the umbrella agency designated as the Single State Medicaid Agency. Specify (a) the functions performed by that division/administration (i.e., the Developmental Disabilities Administration within the Single State Medicaid Agency), (b) the document utilized to outline the roles and responsibilities related to waiver operation, and (c) the methods that are employed by the designated State Medicaid Director (in some instances, the head of umbrella agency) in the oversight of these activities.

a) The Executive Office of Health and Human Services (EOHHS) contracts with a Level of Care entity which is responsible for determinations of clinical eligibility for the waiver and level of care redetermination.

EOHHS also contracts with an Administrative Service Organization (ASO) which is responsible for managing the expansion and oversight of the waiver service provider network of MassHealth providers.

As indicated in Appendix A-1 this waiver is operated by the Department of Developmental Services (DDS), a state agency within the single state agency, the Executive Office of Health and Human

State:	
Effective Date	

ABI-RH 20

Services (EOHHS). Consistent with the concurrently operating ABI-Non Residential Habilitation Waiver (MA.40702) the Massachusetts Rehabilitation Commission (MRC), another state agency within EOHHS has primary responsibility for oversight of the contracted Level of Care entity and Administrative Service Organization. MRC and DDS collaborate in the oversight of these contracts as they relate to this waiver.

This oversight includes ensuring that the Level of Care entity adheres to the contractual obligations imposed on them for performing clinical eligibility, provide any necessary training, and collect and report information on waiver enrollment.

MRC, with the collaboration of DDS, works with the contractors to provide any necessary training, regarding their performance of waiver functions and will collect and report information on waiver enrollees' utilization and experience with waiver enrollment.

MRC and DDS, in collaboration with MassHealth, oversee and assess the Level of Care entity on a continuous and ongoing basis through activities including but not limited to monitoring weekly, monthly, and quarterly reporting by the LOC entity; onsite participation in the LOC entity's weekly clinical eligibility process; reviewing all clinical denials; and monitoring appeals of clinical denials.

The MRC, with the collaboration of DDS, will audit the Administrative Services Organization (ASO) annually. The audit includes review of all waiver functions this entity performs on behalf of MassHealth. Review of the ASO will include examination of the functions outlined in A-3, including recordkeeping, efficiencies and general performance.

MassHealth

b) DDS and MRC have entered into Interagency Services Agreements with)MassHealth to document the responsibility for performing and reporting on these functions.

c) MassHealth, within the Executive Office of Health and Human Services (EOHHS) the single state agency, administers and oversees performance of the waiver. MassHealth also oversees MRC and DDS in their oversight of the contracted Level of Care and Administrative Service Organization contractors in the performance of their duties for this waiver. The Medicaid Director reviews and signs all waiver applications, amendments and waiver reports to CMS.

b. Medicaid Agency Oversight of Operating Agency Performance. When the waiver is not operated by the Medicaid agency, specify the functions that are expressly delegated through a memorandum of understanding (MOU) or other written document, and indicate the frequency of review and update for that document. Specify the methods that the Medicaid agency uses to ensure that the operating agency performs its assigned waiver operational and administrative functions in accordance with waiver requirements. Also specify the frequency of Medicaid agency assessment of operating agency performance:

3. Use of Contracted Entities. Specify whether contracted entities perform waiver operational and administrative functions on behalf of the Medicaid agency and/or the operating agency (if applicable) (select one):

State:	
Effective Date	

<ul style="list-style-type: none"> ● Yes. Contracted entities perform waiver operational and administrative functions on behalf of the Medicaid agency and/or operating agency (if applicable). Specify the types of contracted entities and briefly describe the functions that they perform. <i>Complete Items A-5 and A-6.</i> 	<p>MassHealth contracts with a Level of Care entity to perform initial waiver eligibility assessments and annual redeterminations of clinical eligibility for the waiver. The Level of Care entity will verify MassHealth eligibility for participants. The Registered Nurses who are responsible for performing level of care re-evaluations will be staff of the Level of Care entity as previously described.</p> <p>MassHealth contracts with an Administrative Service Organization (ASO). The ASO solicits direct service providers, assists these providers in executing MassHealth provider agreements, verifies vendor qualifications and conducts vendor and quality monitoring activities. The ASO assumes or subcontracts billing agent responsibilities, and conducts customer service activities for both direct service providers and waiver participants.</p> <p>The ASO engages in multiple third party administrator activities including the following:</p> <ul style="list-style-type: none"> - Recruiting and facilitating enrollment of waiver service providers in MassHealth so that waiver services and service locations are available and accessible to waiver participants. - Establishing and using MassHealth-approved enrollment criteria for ensuring that waiver service providers are qualified to provide the appropriate waiver services. - Assisting waiver service providers, as needed, with various aspects of waiver service claims processing and other related transactions. - Identifying quality issues and concerns for MassHealth and DDS. - Undertaking training activities as appropriate for providers and their staff.
<input type="radio"/>	<p>No. Contracted entities do not perform waiver operational and administrative functions on behalf of the Medicaid agency and/or the operating agency (if applicable).</p>

4. **Role of Local/Regional Non-State Entities.** Indicate whether local or regional non-state entities perform waiver operational and administrative functions and, if so, specify the type of entity (*Select one*):

<input checked="" type="radio"/>	<p>Not applicable</p>
<input type="radio"/>	<p>Applicable - Local/regional non-state agencies perform waiver operational and administrative functions. Check each that applies:</p>
<input type="checkbox"/>	<p>Local/Regional non-state public agencies conduct waiver operational and administrative functions at the local or regional level. There is an interagency agreement or memorandum of understanding between the Medicaid agency and/or the operating agency (when authorized by the Medicaid agency) and each local/regional non-state agency that sets forth the responsibilities and performance requirements of the local/regional agency. The interagency agreement or memorandum of understanding is available through the Medicaid agency or the operating agency (if applicable). <i>Specify the nature of these agencies and complete items A-5 and A-6:</i></p>

State:	
Effective Date	

	<input type="checkbox"/> Local/Regional non-governmental non-state entities conduct waiver operational and administrative functions at the local or regional level. There is a contract between the Medicaid agency and/or the operating agency (when authorized by the Medicaid agency) and each local/regional non-state entity that sets forth the responsibilities and performance requirements of the local/regional entity. The contract(s) under which private entities conduct waiver operational functions are available to CMS upon request through the Medicaid agency or the operating agency (if applicable). <i>Specify the nature of these entities and complete items A-5 and A-6:</i>

5. **Responsibility for Assessment of Performance of Contracted and/or Local/Regional Non-State Entities.** Specify the state agency or agencies responsible for assessing the performance of contracted and/or local/regional non-state entities in conducting waiver operational and administrative functions:

The Massachusetts Rehabilitation Commission (MRC), with the collaboration of the Department of Developmental Services (DDS) will oversee and assess the performance of the administrative services organization that will monitor the performance of waiver service providers. DDS will report to MassHealth on at least a semi-annual basis regarding these activities and any issues or concerns regarding same.

6. **Assessment Methods and Frequency.** Describe the methods that are used to assess the performance of contracted and/or local/regional non-state entities to ensure that they perform assigned waiver operational and administrative functions in accordance with waiver requirements. Also specify how frequently the performance of contracted and/or local/regional non-state entities is assessed:

MRC and DDS, in collaboration with MassHealth, oversee and assess the Level of Care entity on a continuous and ongoing basis through activities including but not limited to monitoring weekly, monthly, and quarterly reporting by the LOC entity; onsite participation in the LOC entity's clinical eligibility process; reviewing all clinical denials; and monitoring appeals of clinical denials.

MRC, with the collaboration of DDS, will audit the Administrative Services Organization (ASO) annually. The audit includes review of all waiver functions this entity performs on behalf of MassHealth. Review of the ASO will include examination of the functions outlined in A-3, including recordkeeping, efficiencies and general performance.

In addition, the ASO and the Level of Care entity will submit reports of identified performance and management indicators to DDS/MassHealth on at least a semi-annual basis. MRC, with the collaboration of DDS, will be responsible for the annual submission of specific indicators and summary findings for waiver service and administrative oversight to MassHealth.

7. **Distribution of Waiver Operational and Administrative Functions.** In the following table, specify the entity or entities that have responsibility for conducting each of the waiver operational and administrative functions listed (*check each that applies*):

In accordance with 42 CFR §431.10, when the Medicaid agency does not directly conduct a function, it supervises the performance of the function and establishes and/or approves policies that affect the function. All functions not performed directly by the Medicaid agency must be delegated in writing and monitored by the Medicaid Agency. *Note: More than one box may be checked per item. Ensure that Medicaid is checked when the Single State Medicaid Agency (1) conducts the function directly; (2)*

State:	
Effective Date	

supervises the delegated function; and/or (3) establishes and/or approves policies related to the function.

Function	Medicaid Agency	Other State Operating Agency	Contracted Entity	Local Non-State Entity
Participant waiver enrollment	✓	□	□	□
Waiver enrollment managed against approved limits	✓	□	□	□
Waiver expenditures managed against approved levels	✓	□	□	□
Level of care evaluation	✓	□	✓	□
Review of Participant service plans	✓	□	□	□
Prior authorization of waiver services	✓	□	□	□
Utilization management	✓	□	□	□
Qualified provider enrollment	✓	□	✓	□
Execution of Medicaid provider agreements	✓	□	□	□
Establishment of a statewide rate methodology	✓	□	□	□
Rules, policies, procedures and information development governing the waiver program	✓	□	□	□
Quality assurance and quality improvement activities	✓	□	✓	□

Quality Improvement: Administrative Authority of the Single State Medicaid Agency

As a distinct component of the State's quality improvement strategy, provide information in the following fields to detail the State's methods for discovery and remediation.

a. Methods for Discovery: Administrative Authority

State:	
Effective Date	

The Medicaid Agency retains ultimate administrative authority and responsibility for the operation of the waiver program by exercising oversight of the performance of waiver functions by other state and local/regional non-state agencies (if appropriate) and contracted entities..

i ***Performance Measures***

For each performance measure the State will use to assess compliance with the statutory assurance complete the following. Performance measures for administrative authority should not duplicate measures found in other appendices of the waiver application. As necessary and applicable, performance measures should focus on:

- Uniformity of development/execution of provider agreements throughout all geographic areas covered by the waiver***
- Equitable distribution of waiver openings in all geographic areas covered by the waiver***
- Compliance with HCB settings requirements and other new regulatory components (for waiver actions submitted on or after March 17, 2014).***

Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

<i>Performance Measure:</i>	<i>Participants are supported by competent and qualified case managers. (Number of Case Managers with a rating of “meets expectations” or “exceeds expectations” on their performance evaluations/ Number of Case Managers due for performance evaluation.)</i>		
<i>Data Source (Select one) (Several options are listed in the on-line application): Other</i>			
<i>If ‘Other’ is selected, specify: Performance Evaluations</i>			
	<i>Responsible Party for data collection/generation (check each that applies)</i>	<i>Frequency of data collection/generation: (check each that applies)</i>	<i>Sampling Approach (check each that applies)</i>
	<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>	<input checked="" type="checkbox"/> <i>100% Review</i>
	<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>	<input type="checkbox"/> <i>Less than 100% Review</i>
	<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>	<input type="checkbox"/> <i>Representative Sample; Confidence Interval =</i>
	<input type="checkbox"/> <i>Other Specify:</i>	<input checked="" type="checkbox"/> <i>Annually</i>	
		<input type="checkbox"/> <i>Continuously and Ongoing</i>	<input type="checkbox"/> <i>Stratified: Describe Group:</i>

State:	
Effective Date	

		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	The ASO reviews waiver service providers in accordance with the requirements and schedule outlined in the contact with the Medicaid Agency. (Number of service provider reviews conducted by ASO/ Number of service provider reviews due for review)					
Data Source (Select one) (Several options are listed in the on-line application):						
<i>If 'Other' is selected, specify:</i>						
Reports to State Medicaid Agency on delegated Administrative functions						
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)			
	<input type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review			
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review			
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =			
	<input checked="" type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually				
	Administrative Services Organization	<input type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:			
		<input type="checkbox"/> Other				

State:	
Effective Date	

		<i>Specify:</i>	
			<input type="checkbox"/> <i>Other Specify:</i>

Add another Data Source for this performance measure

Data Aggregation and Analysis

<i>Responsible Party for data aggregation and analysis (check each that applies)</i>	<i>Frequency of data aggregation and analysis: (check each that applies)</i>
<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>
<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>
<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>
<input type="checkbox"/> <i>Other Specify:</i>	<input checked="" type="checkbox"/> <i>Annually</i>
	<input type="checkbox"/> <i>Continuously and Ongoing</i>
	<input type="checkbox"/> <i>Other Specify:</i>

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	<i>% of annual redeterminations with a completed Waiver LOC determination instrument before the end of 365 days. (Number of annual redeterminations with a completed Waiver LOC determination instrument before the end of 365 days/ Total number of individuals needing annual redeterminations)</i>
-----------------------------	---

Data Source (Select one) (Several options are listed in the on-line application): Other

If 'Other' is selected, specify:

Level of Care Entity reports

	<i>Responsible Party for data collection/generation (check each that applies)</i>	<i>Frequency of data collection/generation: (check each that applies)</i>	<i>Sampling Approach (check each that applies)</i>
	<input type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>	<input checked="" type="checkbox"/> <i>100% Review</i>
	<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>	<input type="checkbox"/> <i>Less than 100% Review</i>
	<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>	<input type="checkbox"/> <i>Representative Sample; Confidence Interval =</i>
	<input checked="" type="checkbox"/> <i>Other Specify:</i>	<input checked="" type="checkbox"/> <i>Annually</i>	
	<i>Level of Care Entity</i>	<input type="checkbox"/> <i>Continuously and Ongoing</i>	<input type="checkbox"/> <i>Stratified: Describe Group:</i>
		<input type="checkbox"/> <i>Other</i>	

<i>State:</i>	
<i>Effective Date</i>	

		<i>Specify:</i>	
			<input type="checkbox"/> <i>Other Specify:</i>

Add another Data Source for this performance measure

Data Aggregation and Analysis

<i>Responsible Party for data aggregation and analysis (check each that applies)</i>	<i>Frequency of data aggregation and analysis: (check each that applies)</i>
<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>
<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>
<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>
<input type="checkbox"/> <i>Other Specify:</i>	<input checked="" type="checkbox"/> <i>Annually</i>
	<input type="checkbox"/> <i>Continuously and Ongoing</i>
	<input type="checkbox"/> <i>Other Specify:</i>

Add another Performance measure (button to prompt another performance measure)

ii If applicable, in the textbox below provide any necessary additional information on the strategies employed by the State to discover/identify problems/issues within the waiver program, including frequency and parties responsible.

b. Methods for Remediation/Fixing Individual Problems

i Describe the State's method for addressing individual problems as they are discovered. Include information regarding responsible parties and GENERAL methods for problem correction. In addition, provide information on the methods used by the State to document these items.

The Department of Developmental Services (DDS) and MassHealth are responsible for ensuring effective oversight of the waiver program, including administrative and operational functions performed by the Level of Care entity and the Administrative Service Organization. As problems are discovered with the management of the waiver program, the Administrative Services Organization, or waiver service providers, MassHealth/DDS will ensure that a corrective action plan is created, approved and implemented within appropriate timelines. Timelines for remediation will be dependent on the nature and severity of the issue to be addressed. Further, MassHealth is responsible for

<i>State:</i>	
<i>Effective Date</i>	

identifying and analyzing trends related to the operation of the waiver and determining strategies to address quality-related issues.

ii Remediation Data Aggregation

Remediation-related Data Aggregation and Analysis (including trend identification)	Responsible Party (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
	<input type="checkbox"/> Other Specify: 	<input checked="" type="checkbox"/> Annually
		<input type="checkbox"/> Continuously and Ongoing
		<input type="checkbox"/> Other Specify:

c. Timelines

When the State does not have all elements of the Quality Improvement Strategy in place, provide timelines to design methods for discovery and remediation related to the assurance of Administrative Authority that are currently non-operational.

<input checked="" type="radio"/>	No
<input type="radio"/>	Yes

Please provide a detailed strategy for assuring Administrative Authority, the specific timeline for implementing identified strategies, and the parties responsible for its operation.

State:	
Effective Date	

Appendix B: Participant Access and Eligibility

Appendix B-1: Specification of the Waiver Target Group(s)

a. **Target Group(s).** Under the waiver of Section 1902(a)(10)(B) of the Act, the State limits waiver services to a group or subgroups of individuals. *In accordance with 42 CFR §441.301(b)(6), select one waiver target group, check each subgroup in the selected target group that may receive services under the waiver, and specify the minimum and maximum (if any) age of individuals served in each subgroup:*

SELECT ONE WAIVER TARGET GROUP	TARGET GROUP/SUBGROUP	MINIMUM AGE	MAXIMUM AGE	
			MAXIMUM AGE LIMIT: THROUGH AGE –	NO MAXIMUM AGE LIMIT
<input type="checkbox"/>	Aged or Disabled, or Both - General			
	<input type="checkbox"/> Aged (age 65 and older)			<input type="checkbox"/>
	<input type="checkbox"/> Disabled (Physical)			
	<input type="checkbox"/> Disabled (Other)			
<input checked="" type="checkbox"/>	Aged or Disabled, or Both - Specific Recognized Subgroups			
	<input checked="" type="checkbox"/> Brain Injury	22		<input checked="" type="checkbox"/>
	<input type="checkbox"/> HIV/AIDS			<input type="checkbox"/>
	<input type="checkbox"/> Medically Fragile			<input type="checkbox"/>
	<input type="checkbox"/> Technology Dependent			<input type="checkbox"/>
<input type="checkbox"/>	Intellectual Disability or Developmental Disability, or Both			
	<input type="checkbox"/> Autism			<input type="checkbox"/>
	<input type="checkbox"/> Developmental Disability			<input type="checkbox"/>
	<input type="checkbox"/> Mental Retardation			<input type="checkbox"/>
<input type="checkbox"/>	Mental Illness (check each that applies)			
	<input type="checkbox"/> Mental Illness			<input type="checkbox"/>
	<input type="checkbox"/> Serious Emotional Disturbance			

b. **Additional Criteria.** The State further specifies its target group(s) as follows:

When used anywhere in this waiver, “acquired brain injury,” or “ABI” refers to all forms of brain injuries that occur after attaining the age of 22, including without limitation brain injuries caused by external force, which are often referred to as “traumatic brain injuries” or “TBI” but not including Alzheimer’s Disease and similar neuro-degenerative diseases the primary manifestation of which is dementia. ABI-RH waiver participants must have sustained a brain injury after age 22.

Applicants to the Acquired Brain Injury with Residential Habilitation (ABI-RH) Waiver must also meet the following program criteria to participate in the waiver:

1. The individual must be diagnosed to have ABI;
2. Reside (and have resided for a period of not less than 90 consecutive days) in an inpatient facility (specifically, a nursing facility or chronic disease/rehabilitation hospital);
3. The individual must meet the level of care criteria;
4. The individual must be able to be safely served in the community within the terms of the ABI-RH

State:	
Effective Date	

ABI-RH 30

Waiver.

5. The applicant must be assessed to need a residential support service within the terms of the ABI-RH Waiver.

c. **Transition of Individuals Affected by Maximum Age Limitation.** When there is a maximum age limit that applies to individuals who may be served in the waiver, describe the transition planning procedures that are undertaken on behalf of participants affected by the age limit (*select one*):

<input checked="" type="radio"/>	Not applicable. There is no maximum age limit
<input type="radio"/>	The following transition planning procedures are employed for participants who will reach the waiver's maximum age limit. <i>Specify:</i> Not applicable. There is no maximum age limit

State:	
Effective Date	

Appendix B-2: Individual Cost Limit

a. **Individual Cost Limit.** The following individual cost limit applies when determining whether to deny home and community-based services or entrance to the waiver to an otherwise eligible individual (*select one*). Please note that a State may have only ONE individual cost limit for the purposes of determining eligibility for the waiver:

<input checked="" type="radio"/> No Cost Limit. The State does not apply an individual cost limit. <i>Do not complete Item B-2-b or Item B-2-c.</i>
--

b. **Method of Implementation of the Individual Cost Limit.** When an individual cost limit is specified in Item B-2-a, specify the procedures that are followed to determine in advance of waiver entrance that the individual's health and welfare can be assured within the cost limit:

c. **Participant Safeguards.** When the State specifies an individual cost limit in Item B-2-a and there is a change in the participant's condition or circumstances post-entrance to the waiver that requires the provision of services in an amount that exceeds the cost limit in order to assure the participant's health and welfare, the State has established the following safeguards to avoid an adverse impact on the participant (*check each that applies*):

<input type="checkbox"/> The participant is referred to another waiver that can accommodate the individual's needs.
<input type="checkbox"/> Additional services in excess of the individual cost limit may be authorized. Specify the procedures for authorizing additional services, including the amount that may be authorized: <div style="border: 1px solid black; height: 120px;"></div>
<input type="checkbox"/> Other safeguard(s) (Specify): <div style="border: 1px solid black; height: 120px;"></div>

State:	
Effective Date	

Appendix B-3: Number of Individuals Served

a. **Unduplicated Number of Participants.** The following table specifies the maximum number of unduplicated participants who are served in each year that the waiver is in effect. The State will submit a waiver amendment to CMS to modify the number of participants specified for any year(s), including when a modification is necessary due to legislative appropriation or another reason. The number of unduplicated participants specified in this table is basis for the cost-neutrality calculations in Appendix J:

Table: B-3-a	
	Unduplicated Number of Participants
Current Waiver Year	531
Renewal Waiver Year	
Year 1	596
Year 2	636
Year 3	676
Year 4	706
Year 5	736

b. **Limitation on the Number of Participants Served at Any Point in Time.** Consistent with the unduplicated number of participants specified in Item B-3-a, the State may limit to a lesser number the number of participants who will be served at any point in time during a waiver year. Indicate whether the State limits the number of participants in this way: (select one):

<input checked="" type="radio"/>	The State does not limit the number of participants that it serves at any point in time during a waiver year.
<input type="radio"/>	The State limits the number of participants that it serves at any point in time during a waiver year.

State:	
Effective Date	

c. **Reserved Waiver Capacity.** The State may reserve a portion of the participant capacity of the waiver for specified purposes (e.g., provide for the community transition of institutionalized persons or furnish waiver services to individuals experiencing a crisis) subject to CMS review and approval. The State (*select one*):

<input checked="" type="radio"/>	Not applicable. The state does not reserve capacity.
----------------------------------	--

d. **Scheduled Phase-In or Phase-Out.** Within a waiver year, the State may make the number of participants who are served subject to a phase-in or phase-out schedule (*select one*):

<input checked="" type="radio"/>	The waiver is not subject to a phase-in or a phase-out schedule.
<input type="radio"/>	The waiver is subject to a phase-in or phase-out schedule that is included in Attachment #1 to Appendix B-3. This schedule constitutes an <i>intra-year</i> limitation on the number of participants who are served in the waiver.

e. **Allocation of Waiver Capacity.**

Select one:

<input checked="" type="radio"/>	Waiver capacity is allocated/managed on a statewide basis.
<input type="radio"/>	Waiver capacity is allocated to local/regional non-state entities. Specify: (a) the entities to which waiver capacity is allocated; (b) the methodology that is used to allocate capacity and how often the methodology is reevaluated; and, (c) policies for the reallocation of unused capacity among local/regional non-state entities:

f. **Selection of Entrants to the Waiver.** Specify the policies that apply to the selection of individuals for entrance to the waiver:

I. Nursing Facility Residents and Chronic/Rehabilitation Hospital Inpatients:

- Applicants for the ABI-RH waiver shall meet all requirements for eligibility in Massachusetts' Medicaid program, including, without limitation, all regulations establishing medical assistance eligibility requirements related to the filing of applications for assistance, verifications, re-determinations, existence of a disabling condition, citizenship status, residency, institutional status, assistance unit composition and income and asset limits.
- Applicants for the ABI-RH waiver are assessed in the order in which applications are received for pre-assessment for the ABI-RH waiver. The pre-assessment will be undertaken in advance of waiver participation and will assess the applicant to determine whether the applicant meets all eligibility criteria for the ABI-RH waiver. Pre-assessments shall be performed until such time as the participant cap for the ABI-RH waiver is reached for a particular waiver year. Once the participant cap is reached for a particular waiver year, any additional applicants will receive a denial notice including notification of their right to appeal.
- The pre-assessment will confirm whether the applicant has an ABI. It will consider the applicant's medical, functional, psychosocial, and supportive needs along with an assessment of the applicant's needs for residential habilitation. This pre-assessment will generate a preliminary summary of services which the individual would require to be served safely in the community within the terms of the ABI-RH Waiver.
- Any applicants who are denied entry to the waiver will be offered the opportunity to request a fair

State:	
Effective Date	

hearing as noted in Appendix F. Applicants who are denied entry into the waiver will receive a list of other resources.

II. ABI-Non Residential Habilitation (ABI-N) and Moving Forward Plan Community Living (MFP-CL) Waiver Participants

1. Participants in the ABI-N or MFP-CL waiver may request enrollment in the ABI-RH waiver. These applicants will be accepted based on availability of open capacity in the waiver on the date of their determination of eligibility. Based on their enrollment in the ABI-N or MFP-CL waiver, these applicants will be considered to have met the requirement of applying for the waiver during a nursing home or chronic/rehabilitation hospital stay. Participants in the ABI-N or MFP-CL waiver who request enrollment in the ABI-RH waiver will be subject to all other requirements for enrollment in the ABI-RH waiver.
2. Any applicants who are denied entry to the waiver will be offered the opportunity to request a fair hearing as noted in Appendix F. Applicants who are denied entry into the waiver will receive a list of other resources.

State:	
Effective Date	

B-3: Number of Individuals Served - Attachment #1

Answers provided in Appendix B-3-d indicate that you do not need to complete this section.

State:	
Effective Date	

ABI-RH 36

Appendix B-4: Medicaid Eligibility Groups Served in the Waiver

a. 1. **State Classification.** The State is a (*select one*):

<input checked="" type="radio"/>	§1634 State
<input type="radio"/>	SSI Criteria State
<input type="radio"/>	209(b) State

2. **Miller Trust State.**

Indicate whether the State is a Miller Trust State (*select one*).

<input checked="" type="radio"/>	No
<input type="radio"/>	Yes

b. **Medicaid Eligibility Groups Served in the Waiver.** Individuals who receive services under this waiver are eligible under the following eligibility groups contained in the State plan. The State applies all applicable federal financial participation limits under the plan. *Check all that apply:*

Eligibility Groups Served in the Waiver (excluding the special home and community-based waiver group under 42 CFR §435.217)

<input type="checkbox"/>	Low income families with children as provided in §1931 of the Act	
<input checked="" type="checkbox"/>	SSI recipients	
<input type="checkbox"/>	Aged, blind or disabled in 209(b) states who are eligible under 42 CFR §435.121	
<input checked="" type="checkbox"/>	Optional State supplement recipients	
<input checked="" type="checkbox"/>	Optional categorically needy aged and/or disabled individuals who have income at: (<i>select one</i>)	
	<input checked="" type="radio"/>	100% of the Federal poverty level (FPL)
	<input type="radio"/>	% of FPL, which is lower than 100% of FPL Specify percentage:
<input type="checkbox"/>	Working individuals with disabilities who buy into Medicaid (BBA working disabled group as provided in §1902(a)(10)(A)(ii)(XIII) of the Act)	
<input type="checkbox"/>	Working individuals with disabilities who buy into Medicaid (TWWIIA Basic Coverage Group as provided in §1902(a)(10)(A)(ii)(XV) of the Act)	
<input type="checkbox"/>	Working individuals with disabilities who buy into Medicaid (TWWIIA Medical Improvement Coverage Group as provided in §1902(a)(10)(A)(ii)(XVI) of the Act)	
<input type="checkbox"/>	Disabled individuals age 18 or younger who would require an institutional level of care (TEFRA 134 eligibility group as provided in §1902(e)(3) of the Act)	
<input type="checkbox"/>	Medically needy in 209(b) States (42 CFR §435.330)	
<input type="checkbox"/>	Medically needy in 1634 States and SSI Criteria States (42 CFR §435.320, §435.322 and §435.324)	
<input type="checkbox"/>	Other specified groups (include only the statutory/regulatory reference to reflect the additional groups in the State plan that may receive services under this waiver) <i>specify:</i>	

State:	
Effective Date	

Special home and community-based waiver group under 42 CFR §435.217) Note: When the special home and community-based waiver group under 42 CFR §435.217 is included, Appendix B-5 must be completed

<input type="radio"/>	No. The State does not furnish waiver services to individuals in the special home and community-based waiver group under 42 CFR §435.217. Appendix B-5 is not submitted.												
<input checked="" type="radio"/>	Yes. The State furnishes waiver services to individuals in the special home and community-based waiver group under 42 CFR §435.217. Select one and complete Appendix B-5.												
<input type="radio"/>	All individuals in the special home and community-based waiver group under 42 CFR §435.217												
<input checked="" type="radio"/>	Only the following groups of individuals in the special home and community-based waiver group under 42 CFR §435.217 (check each that applies):												
<input checked="" type="checkbox"/> A special income level equal to (select one): <table border="1"> <tr> <td><input checked="" type="radio"/></td> <td>300% of the SSI Federal Benefit Rate (FBR)</td> </tr> <tr> <td><input type="radio"/></td> <td>% A percentage of FBR, which is lower than 300% (42 CFR §435.236)</td> </tr> <tr> <td colspan="2">Specify percentage:</td> </tr> <tr> <td><input type="radio"/></td> <td>\$ A dollar amount which is lower than 300%</td> </tr> <tr> <td colspan="2">Specify percentage:</td> </tr> </table>				<input checked="" type="radio"/>	300% of the SSI Federal Benefit Rate (FBR)	<input type="radio"/>	% A percentage of FBR, which is lower than 300% (42 CFR §435.236)	Specify percentage:		<input type="radio"/>	\$ A dollar amount which is lower than 300%	Specify percentage:	
<input checked="" type="radio"/>	300% of the SSI Federal Benefit Rate (FBR)												
<input type="radio"/>	% A percentage of FBR, which is lower than 300% (42 CFR §435.236)												
Specify percentage:													
<input type="radio"/>	\$ A dollar amount which is lower than 300%												
Specify percentage:													
<input type="checkbox"/> Aged, blind and disabled individuals who meet requirements that are more restrictive than the SSI program (42 CFR §435.121)													
<input type="checkbox"/> Medically needy without spend down in States which also provide Medicaid to recipients of SSI (42 CFR §435.320, §435.322 and §435.324)													
<input type="checkbox"/> Medically needy without spend down in 209(b) States (42 CFR §435.330)													
<input type="checkbox"/> Aged and disabled individuals who have income at: (select one)													
<input type="radio"/> 100% of FPL													
<input type="radio"/> % of FPL, which is lower than 100%													
<input type="checkbox"/> Other specified groups (include only the statutory/regulatory reference to reflect the additional groups in the State plan that may receive services under this waiver) specify:													

State:	
Effective Date	

Appendix B-5: Post-Eligibility Treatment of Income

In accordance with 42 CFR §441.303(e), Appendix B-5 must be completed when the State furnishes waiver services to individuals in the special home and community-based waiver group under 42 CFR §435.217, as indicated in Appendix B-4. Post-eligibility applies only to the 42 CFR §435.217 group.

a. **Use of Spousal Impoverishment Rules.** Indicate whether spousal impoverishment rules are used to determine eligibility for the special home and community-based waiver group under 42 CFR §435.217.

Note: For the five-year period beginning January 1, 2014, the following instructions are mandatory. The following box should be checked for all waivers that furnish waiver services to the 42 CFR §435.217 group effective at any point during this time period.

<input checked="" type="checkbox"/>	Spousal impoverishment rules under §1924 of the Act are used to determine the eligibility of individuals with a community spouse for the special home and community-based waiver group. In the case of a participant with a community spouse, the State uses <i>spousal</i> post-eligibility rules under §1924 of the Act. <i>Complete Items B-5-e (if the selection for B-4-a-i is SSI State or §1634) or B-5-f (if the selection for B-4-a-i is 209b State) and Item B-5-g unless the state indicates that it also uses spousal post-eligibility rules for the time periods before January 1, 2014 or after December 31, 2018.</i>
-------------------------------------	--

Note: The following selections apply for the time periods before January 1, 2014 or after December 31, 2018 (select one).

<input type="radio"/>	Spousal impoverishment rules under §1924 of the Act are used to determine the eligibility of individuals with a community spouse for the special home and community-based waiver group. In the case of a participant with a community spouse, the State elects to (select one):
<input type="radio"/>	● Use <i>spousal</i> post-eligibility rules under §1924 of the Act. <i>Complete Items B-5-b-2 (SSI State and §1634) or B-5-c-2 (209b State) and Item B-5-d.</i>
<input type="radio"/>	○ Use <i>regular</i> post-eligibility rules under 42 CFR §435.726 (SSI State and §1634) (<i>Complete Item B-5-b-1</i>) or under §435.735 (209b State) (<i>Complete Item B-5-c-1</i>). <i>Do not complete Item B-5-d.</i>
<input type="radio"/>	Spousal impoverishment rules under §1924 of the Act are not used to determine eligibility of individuals with a community spouse for the special home and community-based waiver group. The State uses regular post-eligibility rules for individuals with a community spouse. <i>Complete Item B-5-c-1 (SSI State and §1634) or Item B-5-d-1 (209b State). Do not complete Item B-5-d.</i>

NOTE: Items B-5-b-1 and B-5-c-1 are for use by states that do not use spousal eligibility rules or use spousal impoverishment eligibility rules but elect to use regular post-eligibility rules. However, for the five-year period beginning on January 1, 2014, post-eligibility treatment-of-income rules may not be determined in accordance with B-5-b-1 and B-5-c-1, because use of spousal eligibility and post-eligibility rules are mandatory during this time period.

State:	
Effective Date	

Note: The following selections apply for the time periods before January 1, 2014 or after December 31, 2018.

b. **Regular Post-Eligibility Treatment of Income: SSI State.** The State uses the post-eligibility rules at 42 CFR §435.726. Payment for home and community-based waiver services is reduced by the amount remaining after deducting the following allowances and expenses from the waiver participant's income:

i. **Allowance for the needs of the waiver participant (select one):**

<ul style="list-style-type: none"> <input checked="" type="radio"/> The following standard included under the State plan (Select one): 			
<ul style="list-style-type: none"> <input type="radio"/> SSI standard <input type="radio"/> Optional State supplement standard <input type="radio"/> Medically needy income standard <input checked="" type="radio"/> The special income level for institutionalized persons (select one): 			
<ul style="list-style-type: none"> <input checked="" type="radio"/> 300% of the SSI Federal Benefit Rate (FBR) <input type="radio"/> % A percentage of the FBR, which is less than 300% Specify the percentage: <input type="radio"/> \$ A dollar amount which is less than 300%. Specify dollar amount: <input type="radio"/> % A percentage of the Federal poverty level Specify percentage: <input type="radio"/> Other standard included under the State Plan Specify: 			
<ul style="list-style-type: none"> <input type="radio"/> The following dollar amount <input style="width: 50px;" type="text"/> \$ If this amount changes, this item will be revised. Specify dollar amount: <input type="radio"/> The following formula is used to determine the needs allowance: Specify: <input type="radio"/> Other Specify: 			
<p>ii. <u>Allowance for the spouse only (select one):</u></p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Not Applicable <p>Specify the amount of the allowance (select one):</p>			
<ul style="list-style-type: none"> <input type="radio"/> SSI standard <input type="radio"/> Optional State supplement standard <input type="radio"/> Medically needy income standard <input type="radio"/> The following dollar amount: <input style="width: 50px;" type="text"/> \$ If this amount changes, this item will be revised. Specify dollar amount: <input type="radio"/> The amount is determined using the following formula: 			

State:	
Effective Date	

	<i>Specify:</i>
iii. Allowance for the family (select one):	
<input checked="" type="radio"/>	Not Applicable (see instructions)
<input type="radio"/>	AFDC need standard
<input type="radio"/>	Medically needy income standard
<input type="radio"/>	The following dollar amount: <input type="text" value="\$"/> The amount specified cannot exceed the higher of the need standard for a family of the same size used to determine eligibility under the State's approved AFDC plan or the medically needy income standard established under 42 CFR §435.811 for a family of the same size. If this amount changes, this item will be revised.
<input type="radio"/>	The amount is determined using the following formula: <i>Specify:</i>
<input type="radio"/>	Other <i>Specify:</i>
iv. Amounts for incurred medical or remedial care expenses not subject to payment by a third party, specified in 42 §CFR 435.726:	
a.	Health insurance premiums, deductibles and co-insurance charges
b.	Necessary medical or remedial care expenses recognized under State law but not covered under the State's Medicaid plan, subject to reasonable limits that the State may establish on the amounts of these expenses.
Select one:	
<input checked="" type="radio"/>	Not applicable (see instructions) <i>Note: If the State protects the maximum amount for the waiver participant, not applicable must be selected.</i>
<input type="radio"/>	The State does not establish reasonable limits.
<input type="radio"/>	The State establishes the following reasonable limits <i>Specify:</i>

State:	
Effective Date	

Note: The following selections apply for the time periods before January 1, 2014 or after December 31, 2018.

c-1. Regular Post-Eligibility Treatment of Income: 209(B) State.

Answers provided in Appendix B-4 indicate that you do not need to complete this section and therefore this section is not visible.

Note: The following selections apply for the time periods before January 1, 2014 or after December 31, 2018.

d. Post-Eligibility Treatment of Income Using Spousal Impoverishment Rules

The State uses the post-eligibility rules of §1924(d) of the Act (spousal impoverishment protection) to determine the contribution of a participant with a community spouse toward the cost of home and community-based care if it determines the individual's eligibility under §1924 of the Act. There is deducted from the participant's monthly income a personal needs allowance (as specified below), a community spouse's allowance and a family allowance as specified in the State Medicaid Plan. The State must also protect amounts for incurred expenses for medical or remedial care (as specified below).

i. Allowance for the personal needs of the waiver participant	
<i>(select one):</i>	
<input type="radio"/> SSI Standard	
<input type="radio"/> Optional State supplement standard	
<input type="radio"/> Medically needy income standard	
<input checked="" type="radio"/> The special income level for institutionalized persons	
<input type="radio"/> % Specify percentage: 300% of the SSI Federal Benefit Rate (FBR)	
<input type="radio"/> The following dollar amount: \$ If this amount changes, this item will be revised	
<input type="radio"/> The following formula is used to determine the needs allowance: <i>Specify formula:</i>	
<input type="radio"/> Other <i>Specify:</i>	
ii. If the allowance for the personal needs of a waiver participant with a community spouse is different from the amount used for the individual's maintenance allowance under 42 CFR §435.726 or 42 CFR §435.735, explain why this amount is reasonable to meet the individual's maintenance needs in the community.	
Select one:	
<input checked="" type="radio"/> Allowance is the same	
<input type="radio"/> Allowance is different. <i>Explanation of difference:</i>	

State:	
Effective Date	

<p>iii. Amounts for incurred medical or remedial care expenses not subject to payment by a third party, specified in 42 CFR §435.726:</p> <p>a. Health insurance premiums, deductibles and co-insurance charges b. Necessary medical or remedial care expenses recognized under State law but not covered under the State's Medicaid plan, subject to reasonable limits that the State may establish on the amounts of these expenses.</p> <p><i>Select one:</i></p> <p><input checked="" type="radio"/> Not applicable (see instructions) <i>Note: If the State protects the maximum amount for the waiver participant, not applicable must be selected.</i></p> <p><input type="radio"/> The State does not establish reasonable limits.</p> <p><input type="radio"/> The State uses the same reasonable limits as are used for regular (non-spousal) post-eligibility.</p>	

NOTE: Items B-5-e, B-5-f and B-5-g only apply for the five-year period beginning January 1, 2014. If the waiver is effective during the five-year period beginning January 1, 2014, and if the state indicated in B-5-a that it uses spousal post-eligibility rules under §1924 of the Act before January 1, 2014 or after December 31, 2018, then Items B-5-e, B-5-f and/or B-5-g are not necessary. The state's entries in B-5-b-2, B-5-c-2, and B-5-d, respectively, will apply.

State:	
Effective Date	

Note: The following selections apply for the five-year period beginning January 1, 2014.

e. **Regular Post-Eligibility Treatment of Income: SSI State and §1634 state – 2014 through 2018.** The State uses the post-eligibility rules at 42 CFR §435.726 for individuals who do not have a spouse or have a spouse who is not a community spouse as specified in §1924 of the Act. Payment for home and community-based waiver services is reduced by the amount remaining after deducting the following allowances and expenses from the waiver participant's income:

Answers provided in Appendix B-5-a indicate the selections in B-5-b also apply to B-5-e.

State:	
Effective Date	

Note: The following selections apply for the five-year period beginning January 1, 2014.

f. **Regular Post-Eligibility: 209(b) State – 2014 through 2018.** The State uses more restrictive eligibility requirements than SSI and uses the post-eligibility rules at 42 CFR §435.735 for individuals who do not have a spouse or have a spouse who is not a community spouse as specified in §1924 of the Act. Payment for home and community-based waiver services is reduced by the amount remaining after deducting the following amounts and expenses from the waiver participant's income:

Answers provided in Appendix B-4 indicated that you do not need to complete this section and therefore this section is not visible.

State:	
Effective Date	

Note: The following selections apply for the five-year period beginning January 1, 2014.

g. Post-Eligibility Treatment of Income Using Spousal Impoverishment Rules – 2014 through 2018

The State uses the post-eligibility rules of §1924(d) of the Act (spousal impoverishment protection) to determine the contribution of a participant with a community spouse toward the cost of home and community-based care. There is deducted from the participant's monthly income a personal needs allowance (as specified below), a community spouse's allowance and a family allowance as specified in the State Medicaid Plan. The State must also protect amounts for incurred expenses for medical or remedial care (as specified below).

Answers provided in Appendix B-5-a indicate the selections in B-5-d also apply to B-5-g.

State:	
Effective Date	

Appendix B-6: Evaluation / Reevaluation of Level of Care

As specified in 42 CFR §441.302(c), the State provides for an evaluation (and periodic reevaluations) of the need for the level(s) of care specified for this waiver, when there is a reasonable indication that an individual may need such services in the near future (one month or less), but for the availability of home and community-based waiver services.

a. **Reasonable Indication of Need for Services.** In order for an individual to be determined to need waiver services, an individual must require: (a) the provision of at least one waiver service, as documented in the service plan, and (b) the provision of waiver services at least monthly or, if the need for services is less than monthly, the participant requires regular monthly monitoring which must be documented in the service plan. Specify the State's policies concerning the reasonable indication of the need for waiver services:

i.	Minimum number of services. The minimum number of waiver services (one or more) that an individual must require in order to be determined to need waiver services is: <div style="border: 1px solid black; padding: 2px; width: 50px; height: 1.2em; vertical-align: middle; margin-top: 5px;"></div> 1
ii.	Frequency of services. The State requires (select one): <input type="radio"/> The provision of waiver services at least monthly <input checked="" type="radio"/> Monthly monitoring of the individual when services are furnished on a less than monthly basis If the State also requires a minimum frequency for the provision of waiver services other than monthly (e.g., quarterly), specify the frequency: Waiver services must be scheduled on at least a monthly basis. The participant's case manager will be responsible for monitoring on at least a monthly basis when the individual doesn't receive scheduled services for longer than one month (for example when absent from the home due to hospitalization). Monitoring may include face-to-face or telephone contact with the participant and may also include collateral contact with formal or informal supports. These contacts will be documented in the participant's case record.

b. **Responsibility for Performing Evaluations and Reevaluations.** Level of care evaluations and reevaluations are performed (select one):

<input type="radio"/> Directly by the Medicaid agency
<input type="radio"/> By the operating agency specified in Appendix A
<input checked="" type="radio"/> By an entity under contract with the Medicaid agency. <i>Specify the entity:</i> Registered nurses from the level of care entity are responsible for making initial level of care decisions and performing level of care reevaluations.
<input type="radio"/> Other <i>Specify:</i>

State:	
Effective Date	

c. **Qualifications of Individuals Performing Initial Evaluation:** Per 42 CFR §441.303(c)(1), specify the educational/professional qualifications of individuals who perform the initial evaluation of level of care for waiver applicants:

The registered nurse performing waiver evaluations must:

Possess a valid license issued by the Massachusetts Board of Registration of Nursing and be in good standing;

Have knowledge and applicable experience working with frail elders, individuals with disabilities and their families;

Have knowledge of Medicaid, state agencies and the provider service system and community based resources available to serve persons with disabilities or elders; and

Have a minimum of two years of experience with home care, discharge planning, service planning and performing clinical eligibility determinations.

d. **Level of Care Criteria.** Fully specify the level of care criteria that are used to evaluate and reevaluate whether an individual needs services through the waiver and that serve as the basis of the State's level of care instrument/tool. Specify the level of care instrument/tool that is employed. State laws, regulations, and policies concerning level of care criteria and the level of care instrument/tool are available to CMS upon request through the Medicaid agency or the operating agency (if applicable), including the instrument/tool utilized.

Level of Care Criteria for Reevaluation:

Category I (NF) - The individual must require one skilled service listed in 130 CMR 456.409(A) daily or the individual must have a medical or mental condition requiring a combination of at least three services from 130 CMR 456.409(B) and (C), including at least one of the nursing services listed in 130 CMR 456.409(C).

Category II (C|RH) - The individual must meet the level of care criteria for chronic care in a chronic disease hospital as described in 130 CMR 435.409 or require an intensive rehabilitation program that includes a multidisciplinary approach to improve the member's ability to function to his or her maximum potential as described in 130 CMR 435.410.

An individual will be considered to meet a Facility Level of Care (LOC) under Category II if the individual has a confirmed diagnosis of a brain injury and he or she requires daily assistance to address at least three needs in the following areas: Instrumental Activities of Daily Living (IADL); Activities of Daily Living (ADL); Behavior Intervention; or Cognitive Abilities, as described below. Regardless of whether an individual exhibits one or more IADL needs, IADL needs will count as a maximum of one deficit for purposes of determining eligibility. Likewise, regardless of whether an individual exhibits one or more ADL needs, ADL needs will count as a maximum of one deficit for purposes of determining eligibility.

I. Instrumental Activities of Daily Living (IADL) includes some help (help some of the time), full help (performed with help all of the time) or task done by others (performed by others), per MDS-HC definitions, for needs with the following activities:

1. Meal Preparation
2. Ordinary Housework (includes laundry)
3. Managing Finances

State:	
Effective Date	

4. Managing Medications
5. Phone Use
6. Shopping
7. Transportation

II. Activities of Daily Living (ADL) includes supervision required throughout the task or activity, or daily limited, extensive, maximal physical assistance, or total dependence per MDS-HC, for needs with the following activities:

1. bathing - complete body bath via tub, shower or bathing system
2. dressing - dressed in street clothes including underwear
3. toileting - assistance to & from toilet, includes catheter, urostomy or colostomy care
4. transfers - assistance to & from bed, chair or wheelchair
5. mobility/ambulation - 1:1 supervision, 1:1 stand-by guard, or physical assistance
6. eating -does not include meal or tray preparation

III. Behavior Intervention - Staff intervention required for selected types of behaviors that are generally considered dependent or disruptive, such as disrobing, screaming, or being physically abusive to oneself or others; getting lost or wandering into inappropriate places; being unable to avoid simple dangers; or requiring a consistent staff one-to-one ratio for reality orientation when it relates to a specific diagnosis or behavior as determined by a mental-health professional. Behaviors as described in the MDS-HC include:

1. wandering
2. verbally abusive
3. physically abusive
4. socially inappropriate

IV. Cognitive Abilities - includes deficits in any of the following areas:

1. Receptive language (comprehension) - ability to understand through any means such as verbal, written, sign language, Braille, or communication board;
2. Expressive language - ability to express needs through any means such as verbal, written, sign language, Braille, or communication board;
3. Learning - ability to learn, retain or retrieve information for purposes of habilitating day to day and generally managing within one's environment;
4. Capacity for independent living - ability to live alone related to safety issues, ability to exit building in case of fire or natural disaster, ability to call 911 in case of an emergency, ability to safely cross the street.

e. **Level of Care Instrument(s).** Per 42 CFR §441.303(c)(2), indicate whether the instrument/tool used to evaluate level of care for the waiver differs from the instrument/tool used to evaluate institutional level of care (*select one*):

<input type="radio"/> The same instrument is used in determining the level of care for the waiver and for institutional care under the State Plan.
<input checked="" type="radio"/> A different instrument is used to determine the level of care for the waiver than for institutional care under the State plan. <p>Describe how and why this instrument differs from the form used to evaluate institutional level of care and explain how the outcome of the determination is reliable, valid, and fully comparable.</p> <p>The MDS-HC, plus several additional assessment questions, are used for re-evaluation of level of care for the waiver. The additional questions are used to document the skilled nursing needs and their frequency, staff monitoring, oversight or intervention required for behavior intervention and</p>

State:	
Effective Date	

staff intervention needed for memory and learning and reality orientation.

The MDS-HC is the same tool used by MassHealth's agents to evaluate level of care of nursing facility residents to determine eligibility for payment. Chronic and rehabilitation hospitals assess for level of care utilizing the Medicare Adult Appropriateness Evaluation Protocol (AEP) utilized by the Peer Review Organization.

f. **Process for Level of Care Evaluation/Reevaluation.** Per 42 CFR §441.303(c)(1), describe the process for evaluating waiver applicants for their need for the level of care under the waiver. If the reevaluation process differs from the evaluation process, describe the differences:

Evaluation- A Registered Nurse from the Level of Care entity will be responsible for reviewing the most recent assessment performed in the medical facility. The nurse will use this information to screen each waiver applicant to determine whether they meet the criteria outlined in Appendix B-1-a and B-1-b. For participants transferring from the ABI-N or MFP-CL waiver the Registered Nurse may either review the most recent level of care assessment performed for that waiver, or conduct an updated assessment to confirm that the participant meets a nursing facility or hospital level of care.

Re-evaluation- A registered nurse from the contracted level of care entity makes an evaluation of each waiver participant. Information gathered for the reevaluation of level of care is derived from face to face interviews and includes a thorough evaluation of the client's individual circumstances and medical records.

g. **Reevaluation Schedule.** Per 42 CFR §441.303(c)(4), reevaluations of the level of care required by a participant are conducted no less frequently than annually according to the following schedule (*select one*):

<input type="radio"/>	Every three months
<input type="radio"/>	Every six months
<input checked="" type="radio"/>	Every twelve months
<input type="radio"/>	Other schedule <i>Specify the other schedule:</i>

h. **Qualifications of Individuals Who Perform Reevaluations.** Specify the qualifications of individuals who perform reevaluations (*select one*):

<input checked="" type="radio"/>	The qualifications of individuals who perform reevaluations are the same as individuals who perform initial evaluations.
<input type="radio"/>	The qualifications are different. <i>Specify the qualifications:</i>

i. **Procedures to Ensure Timely Reevaluations.** Per 42 CFR §441.303(c)(4), specify the procedures that the State employs to ensure timely reevaluations of level of care (*specify*):

The Level of Care entity will maintain a database of waiver participants, the dates of level of care evaluations and dates for re-evaluation. They will be responsible for ensuring that the re-evaluation is triggered 60 days prior to the date it is due. Through the use of management reports registered nurses are provided with the data needed to ensure timely completion of reevaluation. The nurse documents the results of the re-evaluation using the MDS-HC, additional assessment questions and case notes.

State:	
Effective Date	

Level of Care entity reports to DDS include the date each Level of Care (LOC) re-evaluation is completed and the results of the level of care determination. State monitoring is conducted on a sample of records to ensure that re-evaluations have been conducted in accordance with all requirements. In addition, MRC, in collaboration with DDS, will conduct periodic site visits and annual assessments of the Level of Care entity.

j. **Maintenance of Evaluation/Reevaluation Records.** Per 42 CFR §441.303(c)(3), the State assures that written and/or electronically retrievable documentation of all evaluations and reevaluations are maintained for a minimum period of 3 years as required in 45 CFR §92.42. Specify the location(s) where records of evaluations and reevaluations of level of care are maintained:

Determinations of level of care are maintained by the Level of Care entity. Records are maintained for each waiver participant in accordance with 808 CMR 1.00 (the State's Division of Purchased Services regulations that describe the contract compliance, financial reporting, and auditing requirements applicable to state procurements of human and social services).

Quality Improvement: Level of Care

As a distinct component of the State's quality improvement strategy, provide information in the following fields to detail the State's methods for discovery and remediation.

a. Methods for Discovery: **Level of Care Assurance/Sub-assurances**

The state demonstrates that it implements the processes and instrument(s) specified in its approved waiver for evaluating/reevaluating an applicant's/waiver participant's level of care consistent with level of care provided in a hospital, NF or ICF/IID.

i. **Sub-assurances:**

a. Sub-assurance: An evaluation for LOC is provided to all applicants for whom there is reasonable indication that services may be needed in the future.

i. Performance Measures

For each performance measure the State will use to assess compliance with the statutory assurance complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

Performance	% of applicants who received an initial clinical eligibility assessment
State:	
Effective Date	

Measure:	<i>within 90 days of waiver application. (Number of individuals who received an initial clinical eligibility assessment within 90 days of waiver application/ Number of individuals who received an initial clinical eligibility assessment)</i>		
Data Source (Select one) (Several options are listed in the on-line application): Other			
<i>If 'Other' is selected, specify:</i>			
Level of Care Entity reports			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input checked="" type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually	
	<i>Level of Care Entity</i>	<input type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

State:	
Effective Date	

b Sub-assurance: The levels of care of enrolled participants are reevaluated at least annually or as specified in the approved waiver.

i. Performance Measures

For each performance measure the State will use to assess compliance with the statutory assurance complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

Performance Measure:	No longer needed given new QM system.		
Data Source (Select one) (Several options are listed in the on-line application):			
If 'Other' is selected, specify: No longer needed			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input checked="" type="checkbox"/> Other Specify: No longer needed	<input type="checkbox"/> Annually	<input type="checkbox"/> Stratified: Describe Group:
		<input checked="" type="checkbox"/> Other Specify: No longer needed	<input checked="" type="checkbox"/> Other Specify: No longer needed

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly

State:	
Effective Date	

<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
✓ Other Specify:	<input type="checkbox"/> Annually
No longer needed	<input type="checkbox"/> Continuously and Ongoing
	✓ Other Specify:
	No longer needed

Add another Performance measure (button to prompt another performance measure)

c **Sub-assurance:** *The processes and instruments described in the approved waiver are applied appropriately and according to the approved description to determine the initial participant level of care.*

i. Performance Measures

For each performance measure the State will use to assess compliance with the statutory assurance complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

Performance Measure:	% of applicants whose clinical eligibility assessment is documented in accordance with waiver requirements. (Number of applicants whose clinical eligibility assessment was documented in accordance with waiver requirements/ Number of applicants whose clinical eligibility assessment was documented)
-----------------------------	---

Data Source (Select one) (Several options are listed in the on-line application):

If 'Other' is selected, specify:

Level of Care Entity reports			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence

State:	
Effective Date	

			<i>Interval =</i>
	<input checked="" type="checkbox"/> <i>Other Specify:</i>	<input checked="" type="checkbox"/> <i>Annually</i>	
	<i>Level of Care Entity</i>	<input type="checkbox"/> <i>Continuously and Ongoing</i>	<input type="checkbox"/> <i>Stratified: Describe Group:</i>
		<input type="checkbox"/> <i>Other Specify:</i>	
			<input type="checkbox"/> <i>Other Specify:</i>

Add another Data Source for this performance measure

Data Aggregation and Analysis

<i>Responsible Party for data aggregation and analysis (check each that applies)</i>	<i>Frequency of data aggregation and analysis: (check each that applies)</i>
<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>
<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>
<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>
<input type="checkbox"/> <i>Other Specify:</i>	<input checked="" type="checkbox"/> <i>Annually</i>
	<input type="checkbox"/> <i>Continuously and Ongoing</i>
	<input type="checkbox"/> <i>Other Specify:</i>

Add another Performance measure (button to prompt another performance measure)

<i>Performance Measure:</i>	<i>% of clinical determinations of "denial" that have been reviewed for appropriateness of denial. (Number of denials reviewed/ Number of denials)</i>					
<i>Data Source (Select one) (Several options are listed in the on-line application):</i>						
<i>If 'Other' is selected, specify:</i>						
<i>Level of Care Entity reports</i>						
	<i>Responsible Party for data collection/generation (check each that applies)</i>	<i>Frequency of data collection/generation: (check each that applies)</i>	<i>Sampling Approach (check each that applies)</i>			
	<input type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>	<input checked="" type="checkbox"/> <i>100% Review</i>			
	<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>	<input type="checkbox"/> <i>Less than 100% Review</i>			
	<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>	<input type="checkbox"/> <i>Representative Sample; Confidence</i>			

<i>State:</i>	
<i>Effective Date</i>	

			Interval =
	<input checked="" type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually	
	Level of Care Entity	<input type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

ii *If applicable, in the textbox below provide any necessary additional information on the strategies employed by the State to discover/identify problems/issues within the waiver program, including frequency and parties responsible.*

b. Methods for Remediation/Fixing Individual Problems

i *Describe the State's method for addressing individual problems as they are discovered. Include information regarding responsible parties and GENERAL methods for problem correction. In addition, provide information on the methods used by the State to document these items.*

The Department of Developmental Services (DDS) and MassHealth are responsible for ensuring effective oversight of the waiver program, including administrative and operational functions performed by the Level of Care entity and the Administrative Service Organization. As problems are

State:	
Effective Date	

discovered at the level of care entity, the Administrative Services Organization, or waiver service providers, MassHealth/DDS will ensure that a corrective action plan is created, approved and implemented within appropriate timelines. Timelines for remediation will be dependent on the nature and severity of the issue to be addressed. Further, MassHealth is responsible for identifying and analyzing trends related to the operation of the waiver and determining strategies to address quality-related issues.

ii Remediation Data Aggregation

Remediation-related Data Aggregation and Analysis (including trend identification)

Remediation-related Data Aggregation and Analysis (including trend identification)	Responsible Party (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
	<input type="checkbox"/> Other: Specify: _____	<input checked="" type="checkbox"/> Annually
		<input type="checkbox"/> Continuously and Ongoing
		<input type="checkbox"/> Other: Specify: _____

c. Timelines

When the State does not have all elements of the Quality Improvement Strategy in place, provide timelines to design methods for discovery and remediation related to the assurance of Level of Care that are currently non-operational.

•	No
○	Yes

Please provide a detailed strategy for assuring Level of Care, the specific timeline for implementing identified strategies, and the parties responsible for its operation.

State:	_____
Effective Date	_____

Appendix B-7: Freedom of Choice

Freedom of Choice. As provided in 42 CFR §441.302(d), when an individual is determined to be likely to require a level of care for this waiver, the individual or his or her legal representative is:

- i. informed of any feasible alternatives under the waiver; and
- ii. given the choice of either institutional or home and community-based services.

a. **Procedures.** Specify the State's procedures for informing eligible individuals (or their legal representatives) of the feasible alternatives available under the waiver and allowing these individuals to choose either institutional or waiver services. Identify the form(s) that are employed to document freedom of choice. The form or forms are available to CMS upon request through the Medicaid agency or the operating agency (if applicable).

Once initial waiver eligibility has been determined, the Case Manager delivers a Recipient Choice Form to the participant (or legal representative) either in person or by mail. This form includes written notification that the participant has been determined eligible for the waiver and offers the applicant the opportunity to choose between community-based or facility-based services. The participant indicates his/her preference on the Recipient Choice Form. The signed and dated form is maintained, for all waiver participants, by the case manager in the client record.

If the participant chooses to receive community-based services, the Case Manager informs the participant of the services available under the waiver as part of the person-centered service plan development process.

b. **Maintenance of Forms.** Per 45 CFR § 92.42, written copies or electronically retrievable facsimiles of Freedom of Choice forms are maintained for a minimum of three years. Specify the locations where copies of these forms are maintained.

The Recipient Choice Form is maintained in the client record at DDS' offices.

State:	
Effective Date	

Appendix B-8: Access to Services by Limited English Proficient Persons

Access to Services by Limited English Proficient Persons. Specify the methods that the State uses to provide meaningful access to the waiver by Limited English Proficient persons in accordance with the Department of Health and Human Services “Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons” (68 FR 47311 - August 8, 2003):

MassHealth eligibility notices and information regarding appeal rights are available in English and Spanish. In addition, these notices include a card instructing individuals in multiple languages that the information affects their health benefit, and to contact MassHealth Customer Service for assistance with translation.

DDS has developed multiple approaches to promote and help ensure access to the waiver for Limited English Proficient persons. One of the central methods is a contractual relationship established between DDS and the Multicultural Services Translation Center in order to provide written information to families and individuals with Limited English Proficiency in their primary language. This includes information such as applications, brochures, forms that need to be signed by individuals and family members/guardians, service plans, etc. General Waiver and service information needed by families is typically translated into six languages, other than English, which are most commonly spoken by residents in Massachusetts. This includes Spanish, Portuguese, Chinese, Russian, Vietnamese, and Khmer. The Translation Center has a roster of translators and interpreters for other languages as well so that DDS can respond to the need of families who speak languages beyond those listed previously, such as Haitian Creole or French. In addition to providing translated information, interpreters are made available when needed to enable individuals and family members to fully participate in planning meetings. These interpreters can be made available through the Multicultural Services Translation Center or through other local providers under state contract.

Another important method DDS utilizes to promote access to Waiver services is by working to build capacity among service providers to become more culturally responsive in their delivery of services. One central effort involves building in contractual requirements stipulating that providers must be responsive to the specific ethnic, cultural, and linguistic needs of families in the geographic area they serve. It is expected that this is addressed in multiple ways including outreach efforts, hiring of bi-lingual and bicultural staff, providing information in the primary languages of the individuals and families receiving services, and developing working relationships with other multi-cultural community organizations in their communities. Another approach involves working collaboratively with minority community organizations that provide an array of social services to help in outreach to identify individuals and families who may be eligible for services from DDS and through the Waiver, as well as to build their capacity to provide waiver services. This is especially relevant in certain communities in which the presence of a “trusted member” from that particular ethnic and linguistic community is critical for individuals and families to be open to accepting disability related support services, such as in the Vietnamese, Cambodian, and Haitian communities.

DDS is committed to continue to develop and enhance efforts to provide meaningful access to services by individuals with Limited English Proficiency.

State:	
Effective Date	

Appendix C: Participant Services

Appendix C-1/C-3: Summary of Services Covered and Services Specifications

C-1-a. Waiver Services Summary. Appendix C-3 sets forth the specifications for each service that is offered under this waiver. *List the services that are furnished under the waiver in the following table. If case management is not a service under the waiver, complete items C-1-b and C-1-c:*

Statutory Services (check each that applies)		
Service	Included	Alternate Service Title (if any)
Residential Habilitation	<input checked="" type="checkbox"/>	
Home Health Aide	<input type="checkbox"/>	
Homemaker	<input type="checkbox"/>	
Personal Care	<input type="checkbox"/>	
Prevocational Services	<input checked="" type="checkbox"/>	
Respite	<input type="checkbox"/>	
Supported Employment	<input checked="" type="checkbox"/>	
Day Treatment	<input type="checkbox"/>	
Partial Hospitalization	<input type="checkbox"/>	
Psychosocial Rehabilitation	<input type="checkbox"/>	
Clinic Services	<input type="checkbox"/>	

Other Services (select one)	
<input type="radio"/>	Not applicable
<input checked="" type="radio"/>	As provided in 42 CFR §440.180(b)(9), the State requests the authority to provide the following additional services not specified in statute (<i>list each service by title</i>):
a.	Assisted Living Services
b.	Community Based Day Supports
c.	Day Services
d.	Occupational Therapy
e.	Physical Therapy
f.	Shared Living – 24 Hour Supports
g.	Specialized Medical Equipment

State:	
Effective Date	

h.	Speech Therapy
i.	Transitional Assistance - RH
j.	Transportation

Supports for Participant Direction (check each that applies))

<input type="checkbox"/>	The waiver provides for participant direction of services as specified in Appendix E. The waiver includes Information and Assistance in Support of Participant Direction, Financial Management Services or other supports for participant direction as waiver services.
<input checked="" type="checkbox"/>	The waiver provides for participant direction of services as specified in Appendix E. Some or all of the supports for participant direction are provided as administrative activities and are described in Appendix E.
<input type="radio"/>	Not applicable

C-1/C-3: Service Specification

Service Type: Statutory Service

Service: Residential Habilitation

Service Specification

Service Definition (Scope):

Residential Habilitation consists of ongoing services and supports, by paid staff in a provider-operated residential setting, that are designed to assist individuals to acquire, maintain or improve the skills necessary to live in a non-institutional setting. Residential Habilitation provides individuals with daily staff intervention for care, supervision and skills training in activities of daily living, home management and community integration in a qualified provider-operated residence with 24 hour staffing. Residential Habilitation includes individually tailored supports that assist with the acquisition, retention, or improvement in skills related to living in the community. These supports include adaptive skill development, assistance with activities of daily living, community inclusion, transportation, adult educational supports (such as safety sign recognition and money management), and social and leisure skill development, that assist the participant to reside in the most integrated setting appropriate to their needs. Residential Habilitation also includes personal care and protective oversight and supervision. This service may include the provision of medical and health care services that are integral to meeting the daily needs of participants. Transportation between the participant's place of residence and other service sites or places in the community may be provided as a component of residential habilitation services and included in the rate paid to providers of residential habilitation services.

Provider owned or leased facilities where Residential Habilitation services are furnished must be compliant with the Americans with Disabilities Act and must meet the applicable requirements of the Community Rule (42 CFR 441.301(c)(4)). Residential Habilitation will be provided in settings with at least two and no more than four individuals residing in the setting and receiving the service. Settings with more than four individuals require state approval.

Residential Habilitation is not available to individuals who live with their immediate family unless the immediate family member (grandparent, parent, sibling or spouse) is also eligible for Residential Habilitation supports and had received prior authorization, as applicable for Residential Habilitation. Payment is not made for the cost of room and board, including the cost of building maintenance, upkeep and improvement. The

State:	
Effective Date	

method by which the costs of room and board are excluded from payment for Residential Habilitation is specified in Appendix I-5. Payment is not made, directly or indirectly, to members of the individual's family, except as provided in Appendix C-2.

Specify applicable (if any) limits on the amount, frequency, or duration of this service:

Service Delivery Method <i>(check each that applies):</i>	<input type="checkbox"/>	Participant-directed as specified in Appendix E			<input checked="" type="checkbox"/>	Provider managed
Specify whether the service may be provided by <i>(check each that applies):</i>	<input type="checkbox"/>	Legally Responsible Person	<input checked="" type="checkbox"/>	Relative	<input type="checkbox"/>	Legal Guardian
Provider Specifications						
Provider Category(s) <i>(check one or both):</i>	<input type="checkbox"/>	Individual. List types:	<input checked="" type="checkbox"/>	Agency. List the types of agencies:		
			Residential Habilitation Service Agencies			

Provider Qualifications

Provider Type:	License <i>(specify)</i>	Certificate <i>(specify)</i>	Other Standard <i>(specify)</i>
Residential Habilitation Service Agencies	115 CMR 7.00 (Department of Developmental Services Standards for all Services and Supports) and 115 CMR 8.00 (Department of Developmental Services Certification, Licensing and Enforcement Regulations) or 104 CMR Chapter 28 (Department of Mental Health regulations governing Licensing and Operational Standards for Community Programs).	Residential Habilitation Provider employees must have a High School diploma, GED or relevant equivalencies or competencies.	Residential Habilitation Provider employees must possess appropriate qualifications as evidenced by interview(s), two personal or professional references and a Criminal Offender Records Inquiry (CORI), be age 18 years or older, be knowledgeable about what to do in an emergency; be knowledgeable about how to report abuse and neglect, have the ability to communicate effectively in the language and communication style of the participant, maintain confidentiality and privacy of the consumer, respect and accept different values, nationalities, races, religions, cultures and standards of living.

Verification of Provider Qualifications

Provider Type:	Entity Responsible for Verification:	Frequency of Verification
Residential Habilitation Service Agencies	Department of Developmental Services (DDS) Office of Quality Enhancement, Survey and Certification staff.	Every two years

State:	
Effective Date	

C-1/C-3: Service Specification

Service Type: Statutory Service

Service: Supported Employment

Service Specification

Service Definition (Scope):

Supported employment services consist of intensive, ongoing supports that enable participants, for whom competitive employment at or above the minimum wage is unlikely absent the provision of supports, and who, because of their disabilities, need supports, to perform in a regular work setting. Supported employment may include assisting the participant to locate a job or develop a job on behalf of the participant. Supported employment is conducted in a variety of settings, particularly work sites where persons without disabilities are employed. Supported employment includes activities needed to sustain paid work by participants, including supervision and training. When supported employment services are provided at a work site where persons without disabilities are employed, payment is made only for the adaptations, supervision and training required by participants receiving waiver services as a result of their disabilities but does not include payment for the supervisory activities rendered as a normal part of the business setting.

Documentation is maintained in the file of each participant receiving this service that the service is not available under a program funded under section 110 of the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.).

Federal financial participation is not claimed for incentive payments, subsidies, or unrelated vocational training expenses such as the following:

1. Incentive payments made to an employer to encourage or subsidize the employer's participation in a supported employment program;
2. Payments that are passed through to users of supported employment programs; or
3. Payments for training that is not directly related to an individual's supported employment program.

Specify applicable (if any) limits on the amount, frequency, or duration of this service:

This service is not for use to provide continuous long-term 1:1 on the job support to enable an individual to complete work activities.

Service Delivery Method <i>(check each that applies):</i>		<input type="checkbox"/>	Participant-directed as specified in Appendix E			<input checked="" type="checkbox"/>	Provider managed
Specify whether the service may be provided by <i>(check each that applies):</i>		<input type="checkbox"/>	Legally Responsible Person	<input checked="" type="checkbox"/>	Relative	<input type="checkbox"/>	Legal Guardian
Provider Specifications							
Provider Category(s) <i>(check one or both):</i>	<input type="checkbox"/>	Individual. List types:		<input checked="" type="checkbox"/>	Agency. List the types of agencies:		
			Community-Based Employment Services Agencies				
Provider Qualifications							
Provider Type:	License (<i>specify</i>)		Certificate (<i>specify</i>)		Other Standard (<i>specify</i>)		

State:	
Effective Date	

Community-Based Employment Services Agencies		<p>Any not-for-profit or proprietary organization that responds satisfactorily to the Waiver provider enrollment process and as such, has demonstrated the experience and ability to successfully provide four components of supported employment programs, including Assessment, Placement, Initial Employment Supports and Extended Employment Supports, as specified by the MassHealth agency and to meet, at a minimum, the following requirements:</p> <p>Program:</p> <ul style="list-style-type: none"> - Experience providing supported employment services - Demonstrated experience and/or willingness to work effectively with the MassHealth agency or its designee, with the Case Managers responsible for oversight and monitoring of the participants receiving these services, with the participants and their family/significant others; - Adequate organizational structure to support the delivery and supervision of supported employment services, including: <ul style="list-style-type: none"> - Ability to appropriately assess participants' needs; obtain evaluative consultations; provide job development, matching and placement services; ensure necessary supports for employment (coaching/counseling/ training, transportation, accommodations, assistive technology); provide initial and extended supports to maintain job stability and retention, as appropriate; and respond to crisis situations; - Demonstrated ability to produce timely, complete and quality documentation including but not limited to assessments, incident reports, progress reports and program-specific service plans - Demonstrated compliance with health and safety standards, as applicable. - Demonstrated ability to work with and have established linkages with community employers; proven participant marketing/employer outreach strategies; developed employer education materials; plan for regular and on-going employer communication - Demonstrated compliance with health and safety, and Department of Labor standards, as applicable. <p>Staff and Training:</p> <ul style="list-style-type: none"> - Experience recruiting and maintaining
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State:	
Effective Date	

			<p>qualified staff; assurance that all staff will be CORI checked; policies/practices which ensure that:</p> <ul style="list-style-type: none"> - There is a team approach to service delivery - Program management and staff meet the minimum qualifications established by the MassHealth agency and understand the principals of participant choice, as it relates to those with disabilities. <p>Quality:</p> <ul style="list-style-type: none"> - Providers must have the ability to meet all quality improvement requirements, as specified by the MassHealth agency or its designee and ability to provide program and participant quality data and reports, as required.
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Verification of Provider Qualifications

Provider Type:	Entity Responsible for Verification:	Frequency of Verification
Community-Based Employment Services Agencies	Administrative Service Organization	Every two years

C-1/C-3: Service Specification

Service Type: Other

Service: Assisted Living Services

Service Specification

Service Definition (Scope):

These services consist of personal care and supportive services (homemaker, chore, personal care services, meal preparation) that are furnished to waiver participants who reside in an assisted living residence (ALR) that meets the applicable requirements of the Community Rule (42 CFR 441.301(c)(4)), and includes 24-hour on-site response capability to meet scheduled or unpredictable resident needs and to provide supervision, safety and security. Services also may include social and recreational programming, and medication assistance (consistent with ALR Certification and to the extent permitted under State law).

Nursing and skilled therapy services are incidental rather than integral to the provision of Assisted Living Services. Intermittent skilled nursing services and therapy services may be provided to the extent allowed by applicable regulations.

Assisted Living Services do not include, and payment will not be made for, 24-hour skilled care. The following waiver services are not available to participants receiving Assisted Living Services: chore, homemaker, personal care, home health aide, and supportive home care aide. Duplicative waiver and state plan services are not available to participants receiving Assisted Living Services.

Federal financial participation is not available for room and board, items of comfort or convenience, or the costs of facility maintenance, upkeep and improvement.

State:	
Effective Date	

Specify applicable (if any) limits on the amount, frequency, or duration of this service:					
Service Delivery Method <input type="checkbox"/> Participant-directed as specified in Appendix E <input checked="" type="checkbox"/> Provider managed <i>(check each that applies):</i>					
Specify whether the service may be provided by <i>(check each that applies):</i>		<input type="checkbox"/>	Legally Responsible Person	<input checked="" type="checkbox"/> Relative	<input type="checkbox"/> Legal Guardian
Provider Specifications					
Provider Category(s)	<input type="checkbox"/>	Individual. List types:	<input checked="" type="checkbox"/>	Agency. List the types of agencies:	
			Assisted Living Service Agencies		
Provider Qualifications					
Provider Type:	License <i>(specify)</i>	Certificate <i>(specify)</i>			Other Standard <i>(specify)</i>
Assisted Living Service Agencies		Certified by the Executive Office of Elder Affairs in accordance with 651 CMR 12.00 (Department of Elder Affairs regulations describing the certification procedures and standards for Assisted Living Residences in Massachusetts).			Must meet the applicable requirements of the Community Rule (42 CFR 441.301(c)(4))
Verification of Provider Qualifications					
Provider Type:	Entity Responsible for Verification:			Frequency of Verification	
Assisted Living Service Agencies	Administrative Service Organization			Annually	

C-1/C-3: Service Specification

Service Type: Other Service

Service: Community Based Day Supports

Service Specification	
Service Definition (Scope):	
<p>Community Based Day Supports (CBDS) is designed to enable an individual to enrich his or her life and enjoy a full range of community activities by providing opportunities for developing, enhancing, and maintaining competency in personal, social interactions and community integration. The service may include career exploration, including assessment of interests through volunteer experiences or situational assessments; community integration experiences to support fuller participation in community life; development and support of activities of daily living and independent living skills, socialization experiences and enhancement of interpersonal skills and pursuit of personal interests and hobbies. The service is intended for individuals of working age who may be on a pathway to employment, a supplemental service for individuals who are employed part-time and need a structured and supervised program of services during the time that they are not working, and for individuals who are of retirement age. Using a small group model, CBDS provides a flexible array of individualized supports through community activities that promote socialization, peer interaction and community integration.</p>	

State:	
Effective Date	

Specify applicable (if any) limits on the amount, frequency, or duration of this service:							
Service Delivery Method:		<input type="checkbox"/>	Participant-directed as specified in Appendix E			<input checked="" type="checkbox"/>	Provider managed
Specify whether the service may be provided by (<i>check each that applies</i>):		<input type="checkbox"/>	Legally Responsible Person	<input checked="" type="checkbox"/>	Relative	<input type="checkbox"/>	Legal Guardian
Provider Specifications							
Provider Category(s) (<i>check one or both</i>):	<input type="checkbox"/>	Individual. List types:		<input checked="" type="checkbox"/>	Agency. List the types of agencies:		
						Human Service Agencies	
						Rehabilitation Agencies	
Provider Qualifications							
Provider Type:	License	Certificate	Other Standard (<i>specify</i>)				
Human Service Agencies			<p>Any not-for-profit or proprietary organization that responds satisfactorily to the waiver provider enrollment process, which includes meeting requirements for staffing qualifications and training, and all prescribed operational policies and procedures, including, but not limited to:</p> <p>Program:</p> <ul style="list-style-type: none"> - Understanding and compliance with all required policies, and procedures - Experience providing functional, community-based services and living skills training and understanding of the philosophy of maximizing independence, participant participation, community integration and a comprehensive blend of services; - Demonstrated experience and/or willingness to work effectively with the MassHealth agency or its designee and with the Case Managers responsible for oversight and monitoring of the participants receiving these services; - Adequate organizational structure to support the delivery and supervision of day services, including: - Ability to plan and deliver services - Demonstrated ability to produce timely, complete and quality documentation including but not limited to assessments, incident reports, progress reports and program-specific service plans <p>Staff and Training:</p> <ul style="list-style-type: none"> - Individuals who provide CBDS services must meet all requirements for individuals in such roles, including, but not limited to: have been CORI checked, have a college degree plus experience in providing community-based services to individuals with disabilities, or at least five years comparable work experience providing community-based services to individuals with disabilities; can handle 				

State:	
Effective Date	

			<p>emergency situations; can set limits, and communicate effectively with participants, families, other providers and agencies; have ability to meet legal requirements in protecting confidential information; and certification in CPR is required.</p> <p>- Provider agencies must demonstrate:</p> <ul style="list-style-type: none"> - A team approach to service delivery including the ability to define, track and monitor service interventions that meet participant goals and objectives; - Ability to access relevant clinical support as needed; - Experience recruiting and maintaining qualified staff, including assurance that all staff will be CORI checked; - Policies/practices which ensure that program management and staff meet the minimum qualifications established by the MassHealth agency and understand the principles of participant choice; and that individuals who provide CBDS services receive effective training in all aspects of their job duties, including handling emergency situations. <p>Quality:</p> <ul style="list-style-type: none"> - Providers must have the ability to meet all quality improvement requirements, as specified by the MassHealth agency or its designee and ability to provide program and participant quality data and reports, as required. <p>Compliance with the licensure and/or certification standards of another Executive Office of Health and Human Services agency may be substituted for the above qualifications. For example Department of Developmental Services requirements at 115 CMR 7.00 & 8.00 (Department of Developmental Services (DDS) regulations for all DDS supports and services provided by public and private providers and those services subject to regulation by the Massachusetts Rehabilitation Commission, which provide social and pre-vocational supports and work training) or Department of Mental Health requirements at 104 CMR Subpart B (Department of Mental Health regulations for licensing and operational standards for mental health related community programs and which address protection from mistreatment and physical restraints) may be substituted for the above qualifications.</p>
Rehabilitation Agencies			<p>Any not-for-profit or proprietary organization that responds satisfactorily to the waiver provider enrollment process, which includes meeting requirements for staffing qualifications and training, and all prescribed operational policies and procedures, including, but not limited to:</p> <p>Program:</p> <ul style="list-style-type: none"> - Understanding and compliance with all required

State:	
Effective Date	

		<p>polices, and procedures</p> <ul style="list-style-type: none"> - Experience providing functional, community-based services and living skills training and understanding of the philosophy of maximizing independence, participant participation, community integration and a comprehensive blend of services; - Demonstrated experience and/or willingness to work effectively with the MassHealth agency or its designee and with the Case Managers responsible for oversight and monitoring of the participants receiving these services; - Adequate organizational structure to support the delivery and supervision of day services, including:- - Ability to plan and deliver services - Demonstrated ability to produce timely, complete and quality documentation including but not limited to assessments, incident reports, progress reports and program-specific service plans <p>Staff and Training:</p> <ul style="list-style-type: none"> - Individuals who provide CBDS services must meet all requirements for individuals in such roles, including, but not limited to: have been CORI checked, have a college degree plus experience in providing community-based services to individuals with disabilities, or at least five years comparable work experience providing community-based services to individuals with disabilities; can handle emergency situations; can set limits, and communicate effectively with participants, families, other providers and agencies; have ability to meet legal requirements in protecting confidential information; and certification in CPR is required. - Demonstrates a team approach to service delivery including the ability to define, track and monitor service interventions that meet participant goals and objectives - Ability to access relevant clinical support as needed - Experience recruiting and maintaining qualified staff; assurance that all staff will be CORI checked; policies/practices which ensure that: - Program management and staff meet the minimum qualifications established by the MassHealth agency and understand the principles of participant choice <p>Quality:</p> <ul style="list-style-type: none"> - Providers must have the ability to meet all quality improvement requirements, as specified by the MassHealth agency or its designee and ability to provide program and participant quality data and reports, as required. <p>Compliance with the licensure and/or certification standards of another Executive Office of Health and Human Services agency may be substituted for the above</p>
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State:	
Effective Date	

qualifications. For example Department of Developmental Services requirements at 115 CMR 7.00 & 8.00 (Department of Developmental Services (DDS) regulations for all DDS supports and services provided by public and private providers and those services subject to regulation by the Massachusetts Rehabilitation Commission, which provide social and pre-vocational supports and work training) or Department of Mental Health requirements at 104 CMR Subpart B (Department of Mental Health regulations for licensing and operational standards for mental health related community programs and which address protection from mistreatment and physical restraints) may be substituted for the above qualifications.

Verification of Provider Qualifications

Provider Type:	Entity Responsible for Verification:	Frequency of Verification
Human Service Agencies	Administrative Service Organization	Annually
Rehabilitation Facilities	Administrative Service Organization	Annually

C-1/C-3: Service Specification

Service Type: Other Service

Service: Day Services

Service Specification

Service Definition (Scope):

Day services/supports provide for structured day activity typically for individuals with pervasive and extensive support needs who are not ready to join the general workforce, or who are employed part-time and need a structured and supervised program of services during the time that they are not working, or who are of retirement age. Day 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; recreational/socialization skills and other skills training to prepare the individual to undertake various community inclusion activities. This service may reinforce some aspects of other waiver and state plan services by allowing individuals to continue to strengthen skills, which are necessary for greater independence, productivity and community inclusion. Day Services are provided in a provider operated setting in the community and not in a participant's residence, and do not duplicate any services under the state plan.

Specify applicable (if any) limits on the amount, frequency, or duration of this service:

Service Delivery Method <i>(check each that applies):</i>	<input type="checkbox"/>	Participant-directed as specified in Appendix E	<input checked="" type="checkbox"/>	Provider managed
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Specify whether the service may be provided by (<i>check each that applies</i>):	<input type="checkbox"/>	Legally Responsible Person	<input checked="" type="checkbox"/>	Relative	<input type="checkbox"/>	Legal Guardian
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Provider Specifications

State:	
Effective Date	

Provider Category(s) (check one or both):	<input type="checkbox"/>	Individual. List types:	<input checked="" type="checkbox"/>	Agency. List the types of agencies:
				Human Service Agencies
				Rehabilitation Facilities

Provider Qualifications

Provider Type:	License	Certificate	Other Standard (specify)	
Human Service Agencies			<p>Any not-for-profit or proprietary organization that responds satisfactorily to the waiver provider enrollment process, which includes meeting requirements for staffing qualifications and training, and all prescribed operational policies and procedures, including, but not limited to:</p> <p>Program and Physical Plant:</p> <ul style="list-style-type: none"> - Understanding and compliance with all required policies, procedures, and physical plant standards - Experience providing functional, community-based services and living skills training and understanding of the philosophy of maximizing independence, participant participation, community integration and a comprehensive blend of services; - Demonstrated experience and/or willingness to work effectively with the MassHealth agency or its designee and with the Case Managers responsible for oversight and monitoring of the participants receiving these services; - Adequate organizational structure to support the delivery and supervision of day services, including:- - Ability to plan and deliver services in the prescribed settings - Demonstrated ability to produce timely, complete and quality documentation including but not limited to assessments, incident reports, progress reports and program-specific service plans - Demonstrated compliance with health and safety, accessibility standards and the ADA, as applicable. <p>Staff and Training:</p> <ul style="list-style-type: none"> - Demonstrates a team approach to service delivery including the ability to define, track and monitor service interventions that meet participant goals and objectives - Ability to access relevant clinical support as needed - Experience recruiting and maintaining qualified staff; assurance that all staff will be CORI checked; policies/practices which ensure that: <ul style="list-style-type: none"> - Program management and staff meet the minimum qualifications established by the MassHealth agency and understand the principles of participant choice <p>Quality:</p> <ul style="list-style-type: none"> - Providers must have the ability to meet all quality improvement requirements, as specified by the MassHealth agency or its designee and ability to provide program and participant quality data and reports, as required. <p>Compliance with the licensure and/or certification standards of another</p>	

State:	
Effective Date	

		<p>Executive Office of Health and Human Services agency may be substituted for the above qualifications. For example Department of Developmental Services requirements at 115 CMR 7.00 & 8.00 (Department of Developmental Services (DDS) regulations for all DDS supports and services provided by public and private providers and those services subject to regulation by the Massachusetts Rehabilitation Commission, which provide social and pre-vocational supports and work training) or Department of Mental Health requirements at 104 CMR Subpart B (Department of Mental Health regulations for licensing and operational standards for mental health related community programs and which address protection from mistreatment and physical restraints) may be substituted for the above qualifications.</p>
Rehabilitation Facilities		<p>Any not-for-profit or proprietary organization that responds satisfactorily to the waiver provider enrollment process, which includes meeting requirements for staffing qualifications and training, and all prescribed operational policies and procedures, including, but not limited to:</p> <p>Program and Physical Plant:</p> <ul style="list-style-type: none"> - Understanding and compliance with all required policies, procedures, and physical plant standards - Experience providing functional, community-based services and living skills training and understanding of the philosophy of maximizing independence, participant participation, community integration and a comprehensive blend of services; - Demonstrated experience and/or willingness to work effectively with the MassHealth agency or its designee and with the Case Managers responsible for oversight and monitoring of the participants receiving these services; - Adequate organizational structure to support the delivery and supervision of day services, including:- - Ability to plan and deliver services in the prescribed settings - Demonstrated ability to produce timely, complete and quality documentation including but not limited to assessments, incident reports, progress reports and program-specific service plans - Demonstrated compliance with health and safety, accessibility standards and the ADA, as applicable. <p>Staff and Training:</p> <ul style="list-style-type: none"> - Demonstrates a team approach to service delivery including the ability to define, track and monitor service interventions that meet participant goals and objectives - Ability to access relevant clinical support as needed - Experience recruiting and maintaining qualified staff; assurance that all staff will be CORI checked; policies/practices which ensure that: <ul style="list-style-type: none"> - Program management and staff meet the minimum qualifications established by the MassHealth agency and understand the principles of participant choice <p>Quality:</p> <ul style="list-style-type: none"> - Providers must have the ability to meet all quality improvement requirements, as specified by the MassHealth agency or its designee and ability to provide program and participant quality data and reports, as

State:	
Effective Date	

		<p>required.</p> <p>Compliance with the licensure and/or certification standards of another Executive Office of Health and Human Services agency may be substituted for the above qualifications. For example Department of Developmental Services requirements at 115 CMR 7.00 & 8.00 (Department of Developmental Services (DDS) regulations for all DDS supports and services provided by public and private providers and those services subject to regulation by the Massachusetts Rehabilitation Commission, which provide social and pre-vocational supports and work training) or Department of Mental Health requirements at 104 CMR Subpart B (Department of Mental Health regulations for licensing and operational standards for mental health related community programs and which address protection from mistreatment and physical restraints) may be substituted for the above qualifications.</p>
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Verification of Provider Qualifications

Provider Type:	Entity Responsible for Verification:	Frequency of Verification
Human Service Agencies	Administrative Service Organization	Annually
Rehabilitation Facilities	Administrative Service Organization	Annually

C-1/C-3: Service Specification

Service Type: Other Service

Service: Occupational Therapy

Service Specification

Service Definition (Scope):

Occupational Therapy services, including the performance of a maintenance program beyond the scope of coverage in the State plan, provided by a licensed occupational therapist. Occupational therapy programs are designed to improve the quality of life by recovering competence, preventing further injury or disability, and to improve the individual's ability to perform tasks required for independent functioning, so that the individual can engage in activities of daily living. Services must be considered by the therapist to be necessary for the participant either to improve, develop, correct, rehabilitate, or prevent the worsening of physical, cognitive or sensory functions that have been lost, impaired or reduced as a result of acute or chronic medical conditions, congenital anomalies or injuries; or required to maintain or prevent the worsening of function. Services may also include the training and oversight necessary for the participant, family member or other person, to carry out the maintenance program. The provider qualifications specified in the State plan apply.

Occupational Therapy services must be authorized by the Case Manager in the service plan. This service is not subject to the Medical Referral Requirements found at 130 CMR 432.415 (MassHealth Therapist Regulations that describe the medical referral requirements necessary as a prerequisite to MassHealth payment) or the requirements for Prior Authorization found in the following regulations: 130 CMR 432.417 (MassHealth Therapist Regulations that describe the prior authorization process for therapy services) or 130 CMR 410.408 (MassHealth Chronic Disease and Rehabilitation Outpatient Hospital Regulations that describe the prior authorization process for therapy services) or 130 CMR 403.413 (MassHealth Home Health Agency Regulations that describe the prior authorization process for therapy services) or 130 CMR 430.601 (MassHealth Rehabilitation Center Regulations that describe the prior authorization process for therapy services). This service cannot be provided in Adult Day Health or when the participant is receiving other services that include occupational therapy as part of the program.

State:	
Effective Date	

MassHealth All Provider regulations at 130 CMR 450.140 through 149 detail the ESPDT requirements for MassHealth providers and Appendix W of the MassHealth provider manuals for therapists services lists EPSDT screening schedules.

Specify applicable (if any) limits on the amount, frequency, or duration of this service:

These services are subject to the Service Limitations included in 130 CMR 432. 414 (A) and (B) (MassHealth Therapist Regulations that describe the service limitations for therapy treatment per day). No more than one individual treatment and one group therapy session per day may be authorized. Payment will not be made for a treatment claimed for the same date of service as a comprehensive evaluation.

Service Delivery Method <i>(check each that applies):</i>	<input type="checkbox"/>	Participant-directed as specified in Appendix E				<input checked="" type="checkbox"/>	Provider managed
Specify whether the service may be provided by <i>(check each that applies):</i>	<input type="checkbox"/>	Legally Responsible Person	<input checked="" type="checkbox"/>	Relative	<input type="checkbox"/>	Legal Guardian	
Provider Specifications							
Provider Category(s) <i>(check one or both):</i>	<input checked="" type="checkbox"/>	Individual. List types:	<input checked="" type="checkbox"/>	Agency. List the types of agencies:			
	Occupational Therapist			Chronic Disease and Rehabilitation Inpatient and Outpatient Hospital			
				Health Care Agencies			

Provider Qualifications

Provider Type:	License (<i>specify</i>)	Certificate	Other Standard
Occupational Therapist	Occupational Therapist licensed in accordance with 130 CMR 432.000 (MassHealth Therapist Regulations that define provider eligibility requirements and program rules).		
Chronic Disease and Rehabilitation Inpatient and Outpatient Hospital	The hospital must be licensed as a Chronic Disease and Rehabilitation Inpatient Hospital in accordance with 130 CMR 435.000 (MassHealth Chronic Disease and Rehabilitation Inpatient Regulations that describe the provider eligibility requirements) or as a Chronic Disease and Rehabilitation Outpatient Hospital in accordance with 130 CMR 410.000 (MassHealth Chronic Disease and Rehabilitation Outpatient Regulations that describe the provider eligibility requirements)		
Health Care Agencies	The agency must be licensed as a Group Practice in accordance with 130 CMR 432.404 (MassHealth Therapist Regulations that describe the provider eligibility requirements for in-State therapy providers) or as a Rehabilitation Center in accordance with 130 CMR 430.600 (MassHealth Rehabilitation Center Regulations that define provider eligibility requirements and program rules) or as a Home Health Agency in		

State:	
Effective Date	

	accordance with 130 CMR 403.000 (MassHealth Home Health Agency regulations that define provider eligibility requirements and program rules). Services must be performed by an Occupational Therapist licensed in accordance with 130 CMR 432.000 (MassHealth Therapist Regulations that define provider eligibility requirements and program rules)		
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Verification of Provider Qualifications

Provider Type:	Entity Responsible for Verification:	Frequency of Verification
Occupational Therapist	Administrative Service Organization	Annually
Chronic Disease and Rehabilitation Inpatient and Outpatient Hospital	Administrative Service Organization	Annually
Health Care Agencies	Administrative Service Organization	Annually

C-1/C-3: Service Specification

Service Type: Other Service

Service: Physical Therapy

Service Specification

Service Definition (Scope):

Physical Therapy services, including the performance of a maintenance program beyond the scope of coverage in the State plan, provided by a licensed physical therapist. Services must be considered by the therapist to be necessary for the participant either to improve, develop, correct, rehabilitate, or prevent the worsening of the physical functions that have been lost, impaired or reduced as a result of acute or chronic medical conditions, congenital anomalies or injuries; or required to maintain or prevent the worsening of function. Services may also include the training and oversight necessary for the participant, family member or other person, to carry out the maintenance program. The provider qualifications specified in the State plan apply.

Physical Therapy services must be authorized by the Case Manager in the service plan. This service is not subject to the Medical Referral Requirements found at 130 CMR 432.415 (MassHealth Therapist Regulations that describe the medical referral requirements necessary as a prerequisite to MassHealth payment) or the requirements for Prior Authorization found in the following regulations: 130 CMR 432.417 (MassHealth Therapist Regulations that describe the prior authorization process for therapy services) or 130 CMR 410.408 (MassHealth Chronic Disease and Rehabilitation Outpatient Hospital Regulations that describe the prior authorization process for therapy services) or 130 CMR 403.413 (MassHealth Home Health Agency Regulations that describe the prior authorization process for therapy services) or 130 CMR 430.601 (MassHealth Rehabilitation Center Regulations that describe the prior authorization process for therapy services). This service can not be provided in Adult Day Health or when the participant is receiving other services that include physical therapy as part of the program.

MassHealth All Provider regulations at 130 CMR 450.140 through 149 detail the ESPDT requirements for MassHealth providers and the MassHealth provider manuals for therapists services lists EPSDT screening schedules at Appendix W.

Specify applicable (if any) limits on the amount, frequency, or duration of this service:

State:	
Effective Date	

These services are subject to the Service Limitations included in 130 CMR 432. 414 (A) and (B) (MassHealth Therapist Regulations that describe the service limitations for therapy treatment per day). No more than one individual treatment and one group therapy session per day may be authorized. Payment will not be made for a treatment claimed for the same date of service as a comprehensive evaluation.

Service Delivery Method <i>(check each that applies):</i>	<input type="checkbox"/>	Participant-directed as specified in Appendix E				<input checked="" type="checkbox"/>	Provider managed
Specify whether the service may be provided by <i>(check each that applies):</i>	<input type="checkbox"/>	Legally Responsible Person	<input checked="" type="checkbox"/>	Relative	<input type="checkbox"/>	Legal Guardian	

Provider Specifications

Provider Category(s) <i>(check one or both):</i>	<input checked="" type="checkbox"/>	Individual. List types:	<input checked="" type="checkbox"/>	Agency. List the types of agencies:	
	Physical Therapist		Health Care Agencies		
			Chronic Disease and Rehabilitation Inpatient and Outpatient Hospital		

Provider Qualifications

Provider Type:	License (<i>specify</i>)	Certificate	Other Standard
Health Care Agencies	The agency must be licensed as a Group Practice in accordance with 130 CMR 432.404 (MassHealth Therapist Regulations that describe the provider eligibility requirements for in-State therapy providers) or as a Rehabilitation Center in accordance with 130 CMR 430.600 (MassHealth Rehabilitation Center Regulations that define provider eligibility requirements and program rules) or as a Home Health Agency in accordance with 130 CMR 403.000 (MassHealth Home Health Agency regulations that define provider eligibility requirements and program rules). Services must be performed by a Physical Therapist licensed in accordance with 130 CMR 432.000 (MassHealth Therapist Regulations that define provider eligibility requirements and program rules).		
Chronic Disease and Rehabilitation Inpatient and Outpatient Hospital	The hospital must be licensed as a Chronic Disease and Rehabilitation Inpatient Hospital in accordance with 130 CMR 435.000 (MassHealth Chronic Disease and Rehabilitation Inpatient Regulations that describe the provider eligibility requirements) or as a Chronic Disease and Rehabilitation Outpatient Hospital in accordance with 130 CMR 410.000 (MassHealth Chronic Disease and Rehabilitation Outpatient Regulations that describe the provider eligibility requirements)		
Physical Therapist	Physical Therapist licensed in accordance with 130 CMR 432.000 (MassHealth Therapist Regulations that define provider eligibility requirements and program rules).		

Verification of Provider Qualifications

Provider Type:	Entity Responsible for Verification:	Frequency of Verification
Health Care Agencies	Administrative Service Organization	Annually

State:	
Effective Date	

Chronic Disease and Rehabilitation Inpatient and Outpatient Hospital	Administrative Service Organization	Annually
Physical Therapist	Administrative Service Organization	Annually

C-1/C-3: Service Specification

Service Type: Other

Service: Shared Living - 24 Hour Supports

Service Specification	
Service Definition (Scope):	
<p>Shared Living - 24 Hour Supports is a residential option that matches a participant with a Shared Living caregiver. This arrangement is overseen by a Residential Support Agency. The match between participant and caregiver is the keystone to the success of this model. Shared Living is an individually tailored 24 hour/7 day per week, supportive service.</p> <p>Shared Living is available to participants who need daily structure and supervision. Shared Living includes supportive services that assist with the acquisition, retention, or improvement of skills related to living in the community. This includes such supports as: adaptive skill development, assistance with activities of daily living (ADLs) and instrumental activities of daily living (IADLs), adult educational supports, social and leisure skill development, protective oversight and supervision.</p> <p>Shared Living integrates the participant into the usual activities of the caregiver's family life. In addition, there will be opportunities for learning, developing and maintaining skills including in such areas as ADLs, IADLs, social and recreational activities, and personal enrichment. The Residential Support Agency provides regular and ongoing oversight and supervision of the caregiver.</p> <p>The caregiver lives with the participant at the residence of the caregiver or the participant. Shared Living agencies recruit caregivers, assess their abilities, coordinate placement of participant or caregiver, train and provide guidance, supervision and oversight for caregivers and provide oversight of participants' living situations. The caregiver may not be a legally responsible family member.</p> <p>Duplicative waiver and state plan services are not available to participants receiving Shared Living services.</p> <p>Shared Living services are not available to individuals who live with their immediate family unless the family member is not legally responsible for the individual and is employed as the caregiver, or the immediate family member (grandparent, parent, sibling or spouse) is also eligible for shared living and had received prior authorization, as applicable. Payment is not made for the cost of room and board, including the cost of building maintenance, upkeep and improvement. The method by which the costs of room and board are excluded from payment is specified in Appendix I-5.</p> <p>Shared Living may be provided to no more than two participants in a home.</p>	
Specify applicable (if any) limits on the amount, frequency, or duration of this service:	

State:	
Effective Date	

Service Delivery Method <input type="checkbox"/> Participant-directed as specified in Appendix E <input checked="" type="checkbox"/> Provider managed <i>(check each that applies):</i>					
Specify whether the service may be provided by <i>(check each that applies):</i>					
Provider Specifications					
Provider Category(s)	<input type="checkbox"/>	Individual. List types:	<input checked="" type="checkbox"/>	Agency. List the types of agencies:	
					Residential Support Agencies
Provider Qualifications					
Provider Type:	License (specify)		Certificate (specify)	Other Standard (specify)	
Residential Support Agencies	115 CMR 7.00 (Department of Developmental Services Standards for all Services and Supports) and 115 CMR 8.00 (Department of Developmental Services Certification, Licensing and Enforcement Regulations) or 104 CMR Chapter 28 (Department of Mental Health regulations governing Licensing and Operational Standards for Community Programs).		Residential Support Agency Provider employees must have a High School diploma, GED or relevant equivalencies or competencies.	Residential Support Agency Provider employees must possess appropriate qualifications as evidenced by interview(s), two personal or professional references and a Criminal Offender Records Inquiry (CORI), be age 18 years or older, be knowledgeable about what to do in an emergency; be knowledgeable about how to report abuse and neglect, have the ability to communicate effectively in the language and communication style of the participant, maintain confidentiality and privacy of the consumer, respect and accept different values, nationalities, races, religions, cultures and standards of living.	
Verification of Provider Qualifications					
Provider Type:	Entity Responsible for Verification:			Frequency of Verification	
Residential Support Agencies	Department of Developmental Services (DDS) Office of Quality Enhancement, Survey and Certification staff.			Every two years	

C-1/C-3: Service Specification

Service Type: Other Service

Service: Specialized Medical Equipment

Service Specification

Service Definition (Scope):

Specialized Medical Equipment includes: (a) devices, controls, or appliances, specified in the plan of care, that enable participants to increase their ability to perform activities of daily living; (b) devices, controls, or appliances that enable the participant to perceive, control, or communicate with the environment in which they live; (c) items necessary for life support or to address physical conditions along with ancillary supplies and

State:	
Effective Date	

equipment necessary to the proper functioning of such items; (d) such other durable and non-durable medical equipment not available under the State plan that is necessary to address participant functional limitations; and, (e) necessary medical supplies not available under the State plan.

In addition to the acquisition of the Specialized Medical Equipment itself this service may include:

- Evaluations necessary for the selection, design, fitting or customizing of the equipment needs of a participant
- Customization, adaptations, fitting, set-up, maintenance or repairs to the equipment or devices
- Temporary replacement of equipment
- Training or technical assistance for the participant, or, where appropriate, the family members, guardians, or other caregivers of the participant on the use and maintenance of the equipment or devices.

Items reimbursed with waiver funds are in addition to any medical equipment and supplies furnished under the State plan and exclude those items that are not of direct medical or remedial benefit to the participant. All items shall meet applicable standards of manufacture, design and installation. This service does not include vehicle modifications or home accessibility adaptations.

Specify applicable (if any) limits on the amount, frequency, or duration of this service:

Service Delivery Method (<i>check each that applies</i>):	<input type="checkbox"/>	Participant-directed as specified in Appendix E			<input checked="" type="checkbox"/>	Provider managed
Specify whether the service may be provided by (<i>check each that applies</i>):	<input type="checkbox"/>	Legally Responsible Person	<input checked="" type="checkbox"/>	Relative	<input type="checkbox"/>	Legal Guardian

Provider Specifications

Provider Category(s) (<i>check one or both</i>):	<input checked="" type="checkbox"/>	Individual. List types:	<input checked="" type="checkbox"/>	Agency. List the types of agencies:
		Individual Assistive Technology Provider		Pharmacies
				Medical Equipment Suppliers
				Assistive Technology Agencies

Provider Qualifications

Provider Type:	License	Certificate	Other Standard
Pharmacies			<p>Any not-for-profit or proprietary organization that responds satisfactorily to the Waiver provider enrollment process and as such, has successfully demonstrated, at a minimum, the following:</p> <ul style="list-style-type: none"> - Providers shall ensure that individual workers employed by the agency have been CORI checked, and are able to perform assigned duties and responsibilities. - Providers of specialized medical equipment and supplies must ensure that all devices and supplies have been examined and/or tested by Underwriters Laboratory (or other appropriate organization), and comply with FCC regulations, as appropriate.
Medical Equipment			Any not-for-profit or proprietary organization that responds satisfactorily to the Waiver provider enrollment process and

State:	
Effective Date	

Suppliers		<p>as such, has successfully demonstrated, at a minimum, the following:</p> <ul style="list-style-type: none"> - Providers shall ensure that individual workers employed by the agency have been CORI checked, and are able to perform assigned duties and responsibilities. - Providers of specialized medical equipment and supplies must ensure that all devices and supplies have been examined and/or tested by Underwriters Laboratory (or other appropriate organization), and comply with FCC regulations, as appropriate.
Assistive Technology Agencies		<p>Any not-for-profit or proprietary organization that responds satisfactorily to the Waiver provider enrollment process and as such, has successfully demonstrated, at a minimum, the following:</p> <ul style="list-style-type: none"> - Providers shall ensure that individual workers employed by the agency have been CORI checked, and are able to perform assigned duties and responsibilities. - Providers of specialized medical equipment and supplies must ensure that all devices and supplies have been examined and/or tested by Underwriters Laboratory (or other appropriate organization), and comply with FCC regulations, as appropriate. <p>Staff providing services must have:</p> <ul style="list-style-type: none"> - Bachelor's degree in a related technological field and at least one year of demonstrated experience providing adaptive technological assessment or training; or - A Bachelor's degree in a related health or human service field with at least two years of demonstrated experience providing adaptive technological assessment or training; or - Three years of demonstrated experience providing adaptive technological assessment or training. <p>Individuals providing services must also have:</p> <ul style="list-style-type: none"> - Knowledge and experience in the evaluation of the needs of an individual with a disability, including functional evaluation of the individual in the individual's customary environment. - Knowledge and experience in the purchasing, or otherwise providing for the acquisition of assistive technology devices by individuals with disabilities. - Knowledge and/or experience in selecting, designing, fitting, customizing, adapting, applying, maintaining,

State:	
Effective Date	

			<p>repairing, or replacing assistive technology devices.</p> <ul style="list-style-type: none"> - Knowledge and/or experience in coordinating and using other therapies, interventions, or services with assistive technology devices. - Knowledge and/or experience in training or providing technical assistance for an individual with disabilities, or, when appropriate, the family of an individual with disabilities or others providing support to the individual. - Knowledge and/or experience in training and/or providing technical assistance for professionals or other individuals whom provide services to or are otherwise substantially involved in the major life functions of individuals with disabilities.
Individual Assistive Technology Provider			<p>Individuals who provide Assistive Technology services must have responded satisfactorily to the Waiver provider enrollment process and must meet requirements for individuals in such roles, including, but not limited to must:</p> <p>have been CORI checked and communicate effectively with participants, families, other providers and agencies; have ability to meet legal requirements in protecting confidential information.</p> <p>Individuals providing services must have:</p> <ul style="list-style-type: none"> - Bachelor's degree in a related technological field and at least one year of demonstrated experience providing adaptive technological assessment or training; or - A bachelor's degree in a related health or human service field with at least two years of demonstrated experience providing adaptive technological assessment or training; or - Three years of demonstrated experience providing adaptive technological assessment or training. <p>Individuals providing services must also have:</p> <ul style="list-style-type: none"> - Knowledge and experience in the evaluation of the needs of an individual with a disability, including functional evaluation of the individual in the individual's customary environment. - Knowledge and experience in the purchasing, or otherwise providing for the acquisition of assistive technology devices by individuals with disabilities. - Knowledge and/or experience in selecting, designing, fitting, customizing, adapting, applying, maintaining, repairing, or replacing assistive technology devices. - Knowledge and/or experience in coordinating and using other therapies, interventions, or services with assistive technology devices. - Knowledge and/or experience in training or providing technical assistance for an individual with disabilities, or,

State:	
Effective Date	

			<p>when appropriate, the family of an individual with disabilities or others providing support to the individual.</p> <ul style="list-style-type: none"> - Knowledge and/or experience in training and/or providing technical assistance for professionals or other individuals whom provide services to or are otherwise substantially involved in the major life functions of individuals with disabilities.
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Verification of Provider Qualifications

Provider Type:	Entity Responsible for Verification:	Frequency of Verification
Pharmacies	Administrative Service Organization	Every 2 years
Medical Equipment Suppliers	Administrative Service Organization	Every 2 years
Assistive Technology Agencies	Administrative Service Organization	Every 2 years
Individual Assistive Technology Provider	Administrative Service Organization	Every 2 years

C-1/C-3: Service Specification

Service Type: Other Service

Service: Speech Therapy

Service Specification

Service Definition (Scope):

Speech Therapy services, including the performance of a maintenance program beyond the scope of coverage in the State plan, provided by a licensed speech therapist. Services must be considered by the therapist to be necessary for the participant either to improve, develop, correct, rehabilitate, or prevent the worsening of speech/language communication and swallowing disorders that have been lost, impaired or reduced as a result of acute or chronic medical conditions, congenital anomalies or injuries; or required to maintain or prevent the worsening of function. Services may also include the training and oversight necessary for the participant, family member or other person, to carry out the maintenance program. The provider qualifications specified in the State plan apply.

Speech Therapy services must be authorized by the Case Manager in the service plan. This service is not subject to the Medical Referral Requirements found at 130 CMR 413.419 (MassHealth Speech and Hearing Center Regulations that describe the medical referral requirements necessary as a prerequisite for MassHealth payment) or the requirements for Prior Authorization found in the following regulations: 130 CMR 413.408 (MassHealth Speech and Hearing Center Regulations that describes the prior authorization process for therapy services) or 130 CMR 432.417 (MassHealth Therapist Regulations that describe the prior authorization process for therapy services) or 130 CMR 410.408 (MassHealth Chronic Disease and Rehabilitation Outpatient Hospital Regulations that describe the prior authorization process for therapy services) or 130 CMR 403.413 (MassHealth Home Health Agency Regulations that describe the prior authorization process for therapy services) or 130 CMR 430.601 (MassHealth Rehabilitation Center Regulations that describe the prior

State:	
Effective Date	

authorization process for therapy services).. This service can not be provided in Adult Day Health or when the participant is receiving other services that include speech therapy as part of the program.

MassHealth All Provider regulations at 130 CMR 450.140 through 149 detail the ESPDT requirements for MassHealth providers and the MassHealth provider manuals for therapists services lists EPSDT screening schedules at Appendix W.

Specify applicable (if any) limits on the amount, frequency, or duration of this service:

These services are subject to the Service Limitations included in 130 CMR 413. 418 (A) and (B)(MassHealth Speech and Hearing Center Regulations that describe the prior authorization process for therapy services). No more than one individual treatment and one group therapy session per day may be authorized. Payment will not be made for a treatment claimed for the same date of service as a comprehensive evaluation.

Service Delivery Method	<input type="checkbox"/>	Participant-directed as specified in Appendix E				<input checked="" type="checkbox"/>	Provider managed
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Specify whether the service may be provided by (check each that applies):	<input type="checkbox"/>	Legally Responsible Person	<input checked="" type="checkbox"/>	Relative	<input type="checkbox"/>	Legal Guardian
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Provider Specifications

Provider Category(s) (check one or both):	<input checked="" type="checkbox"/>	Individual. List types:	<input checked="" type="checkbox"/>	Agency. List the types of agencies:
		Speech/Language Therapist (Speech/Language Pathologist)		Chronic Disease and Rehabilitation Inpatient and Outpatient Hospital
				Health Care Agencies

Provider Qualifications

Provider Type:	License (specify)	Certificate	Other Standard
Speech/Language Therapist (Speech/Language Pathologist)	Speech/Language Therapist licensed in accordance with 130 CMR 432.000 (MassHealth Therapist Regulations that define provider eligibility requirements and program rules).		
Chronic Disease and Rehabilitation Inpatient and Outpatient Hospital	The hospital must be licensed as a Chronic Disease and Rehabilitation Inpatient Hospital in accordance with 130 CMR 435.000 (MassHealth Chronic Disease and Rehabilitation Inpatient Regulations that describe the provider eligibility requirements) or as a Chronic Disease and Rehabilitation Outpatient Hospital in accordance with 130 CMR 410.000 (MassHealth Chronic Disease and Rehabilitation Outpatient Regulations that describe the provider eligibility requirements)		
Health Care Agencies	The agency must be licensed as a Speech and Hearing Center Group Practice in accordance with 130 CMR 413.404 (MassHealth Speech and Hearing Center Regulations that describe the provider eligibility requirements) or as a Group Practice in accordance with 130 CMR 432.404 (MassHealth Therapist Regulations that describe the provider eligibility requirements for therapy providers) or as a Rehabilitation Center in		

State:	
Effective Date	

	accordance with 130 CMR 430.600 (MassHealth Rehabilitation Center Regulations that define provider eligibility requirements and program rules) or as a Home Health Agency in accordance with 130 CMR 403.000 (MassHealth Home Health Agency regulations that define provider eligibility requirements and program rules). Services must be performed by a Speech/Language Therapist licensed in accordance with 130 CMR 432.000 (MassHealth Therapist Regulations that define provider eligibility requirements and program rules).		
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Verification of Provider Qualifications

Provider Type:	Entity Responsible for Verification:	Frequency of Verification
Speech/Language Therapist (Speech/Language Pathologist)	Administrative Service Organization	Annually
Chronic Disease and Rehabilitation Inpatient and Outpatient Hospital	Administrative Service Organization	Annually
Health Care Agencies	Administrative Service Organization	Annually

C-1/C-3: Service Specification

Service Type: Other

Service: Transitional Assistance - RH

Service Specification	
Service Definition (Scope):	
Transitional Assistance services are non-recurring personal household set-up expenses for individuals who are transitioning from a nursing facility or hospital or another provider-operated living arrangement to a community living arrangement where the person is directly responsible for his or her own set-up expenses. Allowable expenses are those necessary to enable a person to establish a basic household that do not constitute room and board and may include: (a) assistance arranging for and supporting the details of the move; (b) essential personal household furnishings required to occupy and use a community domicile, including furniture, window coverings, food preparation items, and bed/bath linens; (c) set-up fees or deposits for utility or service access, including telephone service; (d) moving expenses; and, (e) activities to assess need, arrange for and procure needed resources related to personal household expenses, specialized medical equipment, or community services. Transitional Assistance services are furnished only to the extent that they are reasonable and necessary as determined through the service plan development process clearly identified in the service plan and the person is unable to meet such expense or when the services cannot be obtained from other sources. Transitional Assistance services do not include monthly rental or mortgage expense; food, regular utility charges; and/or household appliances or items that are intended for purely diversional/recreational purposes.	
Specify applicable (if any) limits on the amount, frequency, or duration of this service:	
Transitional Assistance – RS services include only those non-recurring set up expenses incurred during the 180 days prior to discharge from a nursing facility or hospital or another provider-operated living arrangement to a community living arrangement or during the period following such a transition during which the participant is	

State:	
Effective Date	

establishing his or her living arrangement. Home accessibility adaptations are limited to those which are initiated during the 180 days prior to discharge.

Transitional Assistance – RS services may not be used to pay for furnishing living arrangements that are owned or leased by a waiver provider where the provision of these items and services are inherent to the service they are already providing.

Service Delivery Method <i>(check each that applies):</i>	<input type="checkbox"/>	Participant-directed as specified in Appendix E			<input checked="" type="checkbox"/>	Provider managed	
Specify whether the service may be provided by:		<input type="checkbox"/>	Legally Responsible Person	<input checked="" type="checkbox"/>	Relative	<input type="checkbox"/>	Legal Guardian
Provider Specifications							
Provider Category(s)	<input type="checkbox"/>	Individual. List types:	<input checked="" type="checkbox"/>	Agency. List the types of agencies:			
						Certified Business	
Provider Qualifications							
Provider Type:	License (<i>specify</i>)	Certificate (<i>specify</i>)	Other Standard (<i>specify</i>)				
Certified Business			Will meet applicable State regulations and industry standards for type of goods/services provided.				
Verification of Provider Qualifications							
Provider Type:	Entity Responsible for Verification:			Frequency of Verification			
Certified Business	Massachusetts Rehabilitation Commission			Annually or prior to utilization of service			

C-1/C-3: Service Specification

Service Type: Other Service

Service: Transportation

Service Specification							
Service Definition (Scope):							
Service offered in order to enable waiver participants to gain access to waiver and other community services, activities and resources, as specified by the service plan. This service is offered in addition to medical transportation required under 42 CFR §431.53 and transportation services under the State plan, defined at 42 CFR §440.170(a), and does not replace them. Transportation services under the waiver are offered in accordance with the participant's service plan. Whenever possible, family, neighbors, friends, or community agencies which can provide this service without charge are utilized.							
Specify applicable (if any) limits on the amount, frequency, or duration of this service:							
Service Delivery Method <i>(check each that applies):</i>		<input type="checkbox"/>	Participant-directed as specified in Appendix E			<input checked="" type="checkbox"/>	Provider managed
Specify whether the service may be provided by <i>(check each that</i>		<input type="checkbox"/>	Legally Responsible	<input checked="" type="checkbox"/>	Relative	<input type="checkbox"/>	Legal Guardian

State:	
Effective Date	

<i>applies):</i>		Person				
Provider Specifications						
Provider Category(s) <i>(check one or both):</i>	<input type="checkbox"/>	Individual. List types:	<input checked="" type="checkbox"/>	Agency. List the types of agencies:		
			Transportation Provider Agencies			
Provider Qualifications						
Provider Type:	License (<i>specify</i>)	Certificate	Other Standard			
Transportation Provider Agencies			<p>Any not-for-profit or proprietary organization that responds satisfactorily to the Waiver provider enrollment process and as such, has successfully demonstrated, at a minimum, the following:</p> <ul style="list-style-type: none"> - Driver and Vehicle Requirements: Verification of valid driver's license, liability insurance, written certification of vehicle maintenance, age of vehicles; passenger capacity of vehicles; RMV inspection; seat belts; list of safety equipment; air conditioning and heating; first aid kits; snow tires in winter; and two-way communication. - Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations. Established procedures for appraising staff performance and for effectively modifying poor performance where it exists. - Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual participants by providing effective, efficient services. Providers must have the ability to meet all quality improvement requirements, as specified by the MassHealth agency or its designee and ability to provide program and participant quality data and reports, as required. - Availability/Responsiveness: Providers must be able to initiate services with little or no delay in the geographical areas they designate. - Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with applicable laws and policies. - Policies/Procedures: Providers must have policies and procedures that include: Participant Not at Home Policy, Participant Emergency in the Home Policy; and that comply with the applicable standards under 105 CMR 155 et seq (Department of Public Health regulations 			

State:	
Effective Date	

		<p>addressing patient and resident abuse prevention, reporting, investigation, and registry requirements) for the prevention, reporting and investigation of patient abuse, neglect, and mistreatment, and the misappropriation of patient property by individuals working in or employed by a transportation agency as well as policies that comply with applicable regulations of the Disabled Persons Protection Commission found at 118 CMR 1.00 to 14.00 (The State's Division Disabled Persons Protection Commission regulations that describe the purpose, rules, and process regarding abuse allegations for people with disabilities) and the Elder Abuse Reporting and Protective Services Program found at 651 CMR 5.00 et seq (The Executive Office of Elder Affairs' Elder Abuse Reporting and Protective Services Program regulations).</p> <p>Providers must ensure that staff who transport must: have been CORI checked; experience providing services to individuals with disabilities; can handle emergency situations; and communicate effectively with participants, families, other providers and agencies.</p> <p>Providers that are certified by the EOHHS Human Services Transportation brokerage service are considered to have met the requirements above.</p>
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Verification of Provider Qualifications

Provider Type:	Entity Responsible for Verification:	Frequency of Verification
Transportation Provider Agencies	Administrative Service Organization	Annually

b. Provision of Case Management Services to Waiver Participants. Indicate how case management is furnished to waiver participants (*select one*):

<input type="radio"/>	Not applicable – Case management is not furnished as a distinct activity to waiver participants.
<input checked="" type="radio"/>	Applicable – Case management is furnished as a distinct activity to waiver participants. Check each that applies:
<input type="checkbox"/>	As a waiver service defined in Appendix C-3 (<i>do not complete C-1-c</i>)
<input type="checkbox"/>	As a Medicaid State plan service under §1915(i) of the Act (HCBS as a State Plan Option). <i>Complete item C-1-c.</i>
<input type="checkbox"/>	As a Medicaid State plan service under §1915(g)(1) of the Act (Targeted Case Management). <i>Complete item C-1-c.</i>
<input checked="" type="checkbox"/>	As an administrative activity. <i>Complete item C-1-c.</i>

c. Delivery of Case Management Services. Specify the entity or entities that conduct case management functions on behalf of waiver participants:

State agency staff from Department of Developmental Services (DDS)

State:	
Effective Date	

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State:	
Effective Date	

ABI-RH – 88

Appendix C-2: General Service Specifications

a. **Criminal History and/or Background Investigations.** Specify the State's policies concerning the conduct of criminal history and/or background investigations of individuals who provide waiver services-(*select one*):

<input checked="" type="radio"/>	<p>Yes. Criminal history and/or background investigations are required. Specify: (a) the types of positions (e.g., personal assistants, attendants) for which such investigations must be conducted; (b) the scope of such investigations (e.g., state, national); and, (c) the process for ensuring that mandatory investigations have been conducted. State laws, regulations and policies referenced in this description are available to CMS upon request through the Medicaid or the operating agency (if applicable):</p> <p>In accordance with M.G.L. chapter 6, section 172C, the Commonwealth of Massachusetts requires entities to obtain Criminal Offender Record Information (CORI) checks on individuals before they can volunteer, be employed or be referred for employment in an entity providing services to elderly or disabled persons in their homes or in a community setting. CORI checks are statewide in scope. Compliance is verified as part of the credentialing and/or licensure process. DDS, MRC, the FMS and the ASO will be responsible for reviewing compliance as part of the Waiver service provider enrollment process and ongoing provider review processes.</p>
<input type="radio"/>	<p>No. Criminal history and/or background investigations are not required.</p>

b. **Abuse Registry Screening.** Specify whether the State requires the screening of individuals who provide waiver services through a State-maintained abuse registry (*select one*):

<input checked="" type="radio"/>	<p>Yes. The State maintains an abuse registry and requires the screening of individuals through this registry. Specify: (a) the entity (entities) responsible for maintaining the abuse registry; (b) the types of positions for which abuse registry screenings must be conducted; and, (c) the process for ensuring that mandatory screenings have been conducted. State laws, regulations and policies referenced in this description are available to CMS upon request through the Medicaid agency or the operating agency (if applicable):</p> <p>105 CMR 155 et seq (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation, and registry requirements) establishes a registry to be maintained by the Massachusetts Department of Public Health which contains: 1) the names of individuals who are certified as nurse aides, and (2) sanctions, findings and adjudicated findings of abuse, neglect, and mistreatment of patients or residents and misappropriation of patient or resident property imposed upon or made against nurse aides, home health aides and homemakers for the abuse, neglect, mistreatment of patients or residents or misappropriation of patient or resident property. Each employer is responsible for screening potential employees against the abuse registry. Screening must be conducted for any position requiring homemaker, personal care, home health aide or nurse aide training. Provider agency compliance with 105 CMR 155 et seq (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation, and registry requirements) is verified as part of the credentialing process.</p>
<input type="radio"/>	<p>No. The State does not conduct abuse registry screening.</p>

State:	
Effective Date	

c. Services in Facilities Subject to §1616(e) of the Social Security Act. Select one:

<input type="radio"/>	No. Home and community-based services under this waiver are not provided in facilities subject to §1616(e) of the Act. <i>Do not complete Items C-2-c.i – c.iii.</i>
<input checked="" type="radio"/>	Yes. Home and community-based services are provided in facilities subject to §1616(e) of the Act. The standards that apply to each type of facility where waiver services are provided are available to CMS upon request through the Medicaid agency or the operating agency (if applicable). <i>Complete Items C-2-c.i – c.iii.</i>

i. **Types of Facilities Subject to §1616(e).** Complete the following table for *each type* of facility subject to §1616(e) of the Act:

Type of Facility	Waiver Service(s) Provided in Facility	Facility Capacity Limit
Group Residences	Residential Habilitation	4 or 5 as provided in C-2-c-ii
Assisted Living Residences	Assisted Living Services	As certified

ii. **Larger Facilities:** In the case of residential facilities subject to §1616(e) that serve four or more individuals unrelated to the proprietor, describe how a home and community character is maintained in these settings.

Assisted Living Residences –

Assisted living services are provided to participants who live in assisted living residences. The underlying philosophy of assisted living is based on providing needed services to residents in a way that enhances autonomy, privacy and individuality. Residents have the right to make choices in all aspects of their lives. Only Assisted Living Residences that meet the applicable requirements of the Community Rule (42 CFR 441.301(c)(4)) will be enrolled as MFP waiver service providers. This will include confirmation that units in the Assisted Living Residence are apartments with living, sleeping, cooking and bathing areas, that units have lockable access and egress, and that the lease does not include any prohibited terms (such as requiring notification of absences from the residence or allowing the right to change apartment assignments). The ASO will verify that the Assisted Living Residence meets these criteria during the provider enrollment process, and before the delivery of any waiver services. The state does not specify a maximum number of individuals who may be served in an Assisted Living Residence. Rather the maximum occupancy is specified in the individual certification for the residence. All Assisted Living Residences must be certified by the Executive Office of Elder Affairs in accordance with 651 CMR 12.00.

Group Residences

Residential Habilitation group homes are limited to no more than 4 residents, or in limited circumstances with state approval, 5 residents. Each waiver participant will have a private bedroom. All Residential Habilitation residences are subject to the same requirements concerning maintaining a homelike environment. These residences are located in neighborhoods in cities and towns throughout Massachusetts. These residences and the services within them reflect the normal household with a kitchen, living room and bedroom. Participants are assisted in making choices and decisions regarding their lives and in planning their futures to the best of their abilities with staff support. The staff is expected to explore the individual participant's interests and abilities to participate in meaningful day activities, and to assist them to challenge themselves to live a full and satisfying life. The existence of a homelike environment and opportunities to access the community are a major review component of the

State:	
Effective Date	

provider enrollment and monitoring process.

All settings meet the applicable requirements of the Community Rule (42 CFR 441.301(c)(4)).

iii. Scope of Facility Standards. For this facility type, please specify whether the State's standards address the following (*check each that applies*):

Standard	Topic Addressed	
	Group Residences	Assisted Living Residences
Admission policies	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Physical environment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sanitation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Safety	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Staff : resident ratios	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Staff training and qualifications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Staff supervision	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Resident rights	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Medication administration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Use of restrictive interventions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Incident reporting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Provision of or arrangement for necessary health services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

When facility standards do not address one or more of the topics listed, explain why the standard is not included or is not relevant to the facility type or population. Explain how the health and welfare of participants is assured in the standard area(s) not addressed:

d. Provision of Personal Care or Similar Services by Legally Responsible Individuals. A legally responsible individual is any person who has a duty under State law to care for another person and typically includes: (a) the parent (biological or adoptive) of a minor child or the guardian of a minor child who must provide care to the child or (b) a spouse of a waiver participant. Except at the option of the State and under extraordinary circumstances specified by the State, payment may not be made to a legally responsible individual for the provision of personal care or similar services that the legally responsible individual would ordinarily perform or be responsible to perform on behalf of a waiver participant. *Select one:*

<input checked="" type="radio"/>	No. The State does not make payment to legally responsible individuals for furnishing personal care or similar services.
<input type="radio"/>	Yes. The State makes payment to legally responsible individuals for furnishing personal care or similar services when they are qualified to provide the services. Specify: (a) the legally responsible individuals who may be paid to furnish such services and the services they may provide; (b) State policies that specify the circumstances when payment may be authorized for

State:	
Effective Date	

	the provision of <i>extraordinary care</i> by a legally responsible individual and how the State ensures that the provision of services by a legally responsible individual is in the best interest of the participant; and, (c) the controls that are employed to ensure that payments are made only for services rendered. <i>Also, specify in Appendix C-3 the personal care or similar services for which payment may be made to legally responsible individuals under the State policies specified here.</i>

e. **Other State Policies Concerning Payment for Waiver Services Furnished by Relatives/Legal Guardians.** Specify State policies concerning making payment to relatives/legal guardians for the provision of waiver services over and above the policies addressed in Item C-2-d. *Select one:*

<input type="radio"/>	The State does not make payment to relatives/legal guardians for furnishing waiver services.
<input type="radio"/>	The State makes payment to relatives/legal guardians under <i>specific circumstances and only when the relative/guardian is qualified to furnish services</i>. Specify the specific circumstances under which payment is made, the types of relatives/legal guardians to whom payment may be made, and the services for which payment may be made. Specify the controls that are employed to ensure that payments are made only for services rendered. <i>Also, specify in Appendix C-1/C-3 each waiver service for which payment may be made to relatives/legal guardians.</i>
<input checked="" type="radio"/>	Relatives/legal guardians may be paid for providing waiver services whenever the relative/legal guardian is qualified to provide services as specified in Appendix C-1/C-3. Specify the controls that are employed to ensure that payments are made only for services rendered. Relatives, but not legal guardians, are permitted to provide waiver services. A relative may not be a family member (defined as a spouse or any legally responsible relative), and must meet all provider qualifications for the service being provided. Under these circumstances, relatives may provide any of the services included in this waiver without limit. Provider agencies are responsible for ensuring that every employee meets service-specific qualifications and must demonstrate compliance with this during on-site audits. All other requirements under this waiver apply, e.g., services must be provided in accordance with an approved plan of care.
<input type="radio"/>	Other policy. <i>Specify:</i>

State:	
Effective Date	

f. **Open Enrollment of Providers.** Specify the processes that are employed to assure that all willing and qualified providers have the opportunity to enroll as waiver service providers as provided in 42 CFR §431.51:

Any willing and qualified provider has the opportunity to enroll as a provider of waiver services. Providers of waiver services available under this waiver will meet qualifications as specified in C-1. All waiver service providers, with the exception of Residential Habilitation, Shared Living - 24 Hour Supports and Transitional Assistance - RH services will enroll as MassHealth providers and the Administrative Service Organization will ensure they meet the applicable qualifications. Providers of Residential Habilitation and Shared Living - 24 Hour Supports will be qualified and licensed/certified by DDS. Providers of Transitional Assistance - RH services will be qualified by the Massachusetts Rehabilitation Commission (MRC).

Providers can access information through the MassHealth provider enrollment and credentialing website, which provides ready access to information regarding requirements and procedures to qualify as a waiver provider. Service providers can apply to enroll at any time.

DDS will contract with all willing and qualified providers of Residential Habilitation and Shared Living-24 Hour Supports. MRC has issued open procurements to solicit all willing and qualified providers of Transitional Assistance - RH. These procurements are posted on the Commonwealth's online procurement access and solicitation system.

Quality Improvement: Qualified Providers

As a distinct component of the State's quality improvement strategy, provide information in the following fields to detail the State's methods for discovery and remediation.

a. **Methods for Discovery: Qualified Providers**

The state demonstrates that it has designed and implemented an adequate system for assuring that all waiver services are provided by qualified providers.

i. **Sub-Assurances:**

a. Sub-Assurance: The State verifies that providers initially and continually meet required licensure and/or certification standards and adhere to other standards prior to their furnishing waiver services.

i. Performance Measures

For each performance measure the State will use to assess compliance with the statutory assurance complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section

State:	
Effective Date	

provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

Performance Measure:	% of new agency providers, licensed by DDS, that received an initial license to provide supports. (Number of new agency providers that received a license to operate within 6 months of initial review/ Number of new agency providers that were selected to provide support)		
Data Source (Select one) (Several options are listed in the on-line application): Provider Performance Monitoring			
If 'Other' is selected, specify:			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other Specify: <i>(check each that applies)</i>	<input type="checkbox"/> Annually	
		<input checked="" type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify: <i>(check each that applies)</i>	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input checked="" type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify: <i>(check each that applies)</i>	<input type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify: <i>(check each that applies)</i>

State:	
Effective Date	

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Add another Performance measure (button to prompt another performance measure)

Performance Measure:	% of licensed or certified providers credentialed by the Provider Network Administration/Massachusetts Rehabilitation Commission that initially meet applicable licensure or certification requirements. (Number of licensed or certified providers with appropriate credentials/ Number of licensed or certified providers)		
Data Source (Select one) (Several options are listed in the on-line application): Provider Performance Monitoring			
If 'Other' is selected, specify:			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input checked="" type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually	
	Administrative Service Organization	<input type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and

State:	
Effective Date	

	<i>Ongoing</i>
	<input type="checkbox"/> <i>Other</i>
	<i>Specify:</i>

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	<i>% of providers licensed by DDS that continue to meet applicable licensure or certification standards. (Number of providers that continue to meet applicable licensure or certification standards/ Number of providers subject to licensure/certification)</i>		
Data Source (Select one) (Several options are listed in the on-line application): Provider performance monitoring			
<i>If 'Other' is selected, specify:</i>			
	Responsible Party for data collection/generation <i>(check each that applies)</i>	Frequency of data collection/generation: <i>(check each that applies)</i>	Sampling Approach <i>(check each that applies)</i>
	<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>	<input checked="" type="checkbox"/> <i>100% Review</i>
	<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>	<input type="checkbox"/> <i>Less than 100% Review</i>
	<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>	<input type="checkbox"/> <i>Representative Sample; Confidence Interval =</i>
	<input type="checkbox"/> <i>Other Specify:</i>	<input type="checkbox"/> <i>Annually</i>	
		<input checked="" type="checkbox"/> <i>Continuously and Ongoing</i>	<input type="checkbox"/> <i>Stratified: Describe Group:</i>
		<input type="checkbox"/> <i>Other Specify:</i>	
			<input type="checkbox"/> <i>Other Specify:</i>

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis <i>(check each that applies)</i>	Frequency of data aggregation and analysis: <i>(check each that applies)</i>
<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>
<input type="checkbox"/> <i>Operating Agency</i>	<input checked="" type="checkbox"/> <i>Monthly</i>
<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>
<input type="checkbox"/> <i>Other Specify:</i>	<input type="checkbox"/> <i>Annually</i>
	<input type="checkbox"/> <i>Continuously and</i>

State:	
Effective Date	

	<i>Ongoing</i>
	<input type="checkbox"/> <i>Other</i>
	<i>Specify:</i>

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	<i>% of licensed/certified providers credentialed by the Provider Network Administration/Massachusetts Rehabilitation Commission who continue to meet applicable licensure/certification requirements.(Number of licensed/certified providers who continue to meet applicable licensure requirements/Number of licensed/certified providers who are required to have applicable state licensure/certification)</i>		
Data Source (Select one) (Several options are listed in the on-line application): Provider performance monitoring			
<i>If 'Other' is selected, specify:</i>			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>	<input checked="" type="checkbox"/> <i>100% Review</i>
	<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>	<input type="checkbox"/> <i>Less than 100% Review</i>
	<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>	<input type="checkbox"/> <i>Representative Sample; Confidence Interval =</i>
	<input checked="" type="checkbox"/> <i>Other</i> <i>Specify:</i>	<input checked="" type="checkbox"/> <i>Annually</i>	
	<i>Administrative Services Organization</i>	<input type="checkbox"/> <i>Continuously and Ongoing</i>	<input type="checkbox"/> <i>Stratified: Describe Group:</i>
		<input type="checkbox"/> <i>Other</i> <i>Specify:</i>	
			<input type="checkbox"/> <i>Other Specify:</i>

Add another Data Source for this performance measure

Data Aggregation and Analysis	
Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>
<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>
<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>
<input type="checkbox"/> <i>Other</i> <i>Specify:</i>	<input checked="" type="checkbox"/> <i>Annually</i>

<i>State:</i>	
<i>Effective Date</i>	

	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	% of agency providers licensed by DDS that have corrected identified deficiencies. (Number of providers that have corrected deficiencies/ Number of providers with identified deficiencies)		
Data Source (Select one) (Several options are listed in the on-line application): Provider performance monitoring			
If 'Other' is selected, specify:			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually	
		<input checked="" type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input checked="" type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and

State:	
Effective Date	

	<i>Ongoing</i>
	<input type="checkbox"/> <i>Other</i>
	<i>Specify:</i>

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	<i>% of licensed or certified providers credentialed by the Provider Network Administration/Massachusetts Rehabilitation Commission that have corrected identified findings. (Number of licensed or certified providers that have corrected identified findings/ Total number of licensed or certified providers that have findings)</i>		
Data Source (Select one) (Several options are listed in the on-line application): Provider performance monitoring			
<i>If 'Other' is selected, specify:</i>			
	Responsible Party for data collection/generation <i>(check each that applies)</i>	Frequency of data collection/generation: <i>(check each that applies)</i>	Sampling Approach <i>(check each that applies)</i>
	<input type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>	<input checked="" type="checkbox"/> <i>100% Review</i>
	<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>	<input type="checkbox"/> <i>Less than 100% Review</i>
	<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>	<input type="checkbox"/> <i>Representative Sample; Confidence Interval =</i>
	<input checked="" type="checkbox"/> <i>Other</i> <i>Specify:</i>	<input checked="" type="checkbox"/> <i>Annually</i>	
	<i>Administrative Services Organization</i>	<input type="checkbox"/> <i>Continuously and Ongoing</i>	<input type="checkbox"/> <i>Stratified: Describe Group:</i>
		<input type="checkbox"/> <i>Other</i> <i>Specify:</i>	
			<input type="checkbox"/> <i>Other Specify:</i>

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis <i>(check each that applies)</i>	Frequency of data aggregation and analysis: <i>(check each that applies)</i>
<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>
<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>
<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>
<input type="checkbox"/> <i>Other</i> <i>Specify:</i>	<input checked="" type="checkbox"/> <i>Annually</i>
	<input type="checkbox"/> <i>Continuously and</i>

<i>State:</i>	
<i>Effective Date</i>	

	<i>Ongoing</i>
	<input type="checkbox"/> <i>Other</i> <i>Specify:</i>

b Sub-Assurance: The State monitors non-licensed/non-certified providers to assure adherence to waiver requirements.

i. Performance Measures

For each performance measure the State will use to assess compliance with the statutory assurance complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

Performance Measure:	% of providers not subject to licensure or certification who are offering services who initially meet requirements to provide supports. (Number of providers not subject to licensure or certification who initially meet the qualification requirements to provide services/ Number of providers)		
Data Source (Select one) (Several options are listed in the on-line application): Provider performance monitoring			
<i>If 'Other' is selected, specify:</i>			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>	<input checked="" type="checkbox"/> <i>100% Review</i>
	<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>	<input type="checkbox"/> <i>Less than 100% Review</i>
	<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>	<input type="checkbox"/> <i>Representative Sample; Confidence Interval =</i>
	<input checked="" type="checkbox"/> <i>Other</i> <i>Specify:</i>	<input checked="" type="checkbox"/> <i>Annually</i>	
	<i>Administrative Services Organization</i>	<input type="checkbox"/> <i>Continuously and Ongoing</i>	<input type="checkbox"/> <i>Stratified: Describe Group:</i>
		<input type="checkbox"/> <i>Other</i> <i>Specify:</i>	
			<input type="checkbox"/> <i>Other Specify:</i>

Add another Data Source for this performance measure

State:	
Effective Date	

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	% of providers who are not subject to licensure or certification who continue to meet qualifications to provide services. (Number of providers who continue to meet requirements/ Total number of providers not subject to licensure or certification)		
Data Source (Select one) (Several options are listed in the on-line application): Provider performance monitoring			
If 'Other' is selected, specify:			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input checked="" type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually	
	Administrative Service Organization	<input type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

State:	
Effective Date	

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	% of providers who are not subject to licensure or certification who have corrected identified findings. (Number of providers who are not subject to licensure or certification that have corrected all identified findings/ Total number of providers who are not subject to licensure or certification that have findings)		
Data Source (Select one) (Several options are listed in the on-line application): Provider performance monitoring			
If 'Other' is selected, specify:			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input checked="" type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually	
	Administrative Services Organization	<input type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other	

State:	
Effective Date	

		<i>Specify:</i>	
			<input type="checkbox"/> <i>Other Specify:</i>

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>
<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>
<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>
<input type="checkbox"/> <i>Other Specify:</i>	<input checked="" type="checkbox"/> <i>Annually</i>
	<input type="checkbox"/> <i>Continuously and Ongoing</i>
	<input type="checkbox"/> <i>Other Specify:</i>

Add another Performance measure (button to prompt another performance measure)

c ***Sub-Assurance: The State implements its policies and procedures for verifying that provider training is conducted in accordance with state requirements and the approved waiver.***

i. Performance Measures

For each performance measure the State will use to assess compliance with the statutory assurance complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

Performance Measure:	<i>% of DDS licensed/certified providers that have staff trained and current in required trainings including medication administration, CPR, first aid, restraint utilization and abuse/neglect reporting. (Number of DDS licensed/certified providers that have staff trained/ Number of DDS licensed/certified providers reviewed through survey and certification)</i>
-----------------------------	---

Data Source (Select one) (Several options are listed in the on-line application): Provider performance monitoring

If 'Other' is selected, specify:

	<i>Responsible Party for</i>	<i>Frequency of data</i>	<i>Sampling Approach</i>
--	-------------------------------------	---------------------------------	---------------------------------

<i>State:</i>	
<i>Effective Date</i>	

	data collection/generation (check each that applies)	collection/generation: (check each that applies)	(check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually	
		<input checked="" type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input checked="" type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	% of providers that are not subject to DDS licensure and/or certification that have been trained and are current in all required trainings. (Number of providers (not subject to DDS licensure and/or certification) that have been trained/ Number of providers reviewed)
Data Source (Select one) (Several options are listed in the on-line application): Provider performance monitoring	
If 'Other' is selected, specify:	

State:	
Effective Date	

Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
<input checked="" type="checkbox"/> Other Specify: <i>Administrative Service Organization</i>	<input checked="" type="checkbox"/> Annually	<input type="checkbox"/> Stratified: Describe Group:
	<input type="checkbox"/> Continuously and Ongoing	
	<input type="checkbox"/> Other Specify: <i>Other Specify:</i>	<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify: <i>Other Specify:</i>	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify: <i>Other Specify:</i>

Add another Performance measure (button to prompt another performance measure)

ii If applicable, in the textbox below provide any necessary additional information on the strategies employed by the State to discover/identify problems/issues within the waiver program, including frequency and parties responsible.

State:	
Effective Date	

b. Methods for Remediation/Fixing Individual Problems

i Describe the State's method for addressing individual problems as they are discovered. Include information regarding responsible parties and GENERAL methods for problem correction. In addition, provide information on the methods used by the State to document these items.

The Department of Developmental Services (DDS) and MassHealth are responsible for ensuring effective oversight of the waiver program, including administrative and operational functions performed by the Level of Care entity and the Administrative Service Organization. As problems are discovered at the level of care entity, the Administrative Services Organization, or waiver service providers, MassHealth/DDS will ensure that a corrective action plan is created, approved and implemented within appropriate timelines. Timelines for remediation will be dependent on the nature and severity of the issue to be addressed. Further, MassHealth is responsible for identifying and analyzing trends related to the operation of the waiver and determining strategies to address quality-related issues.

ii Remediation Data Aggregation

Remediation-related Data Aggregation and Analysis (including trend identification)	Responsible Party (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
	<input type="checkbox"/> Other: Specify:	<input checked="" type="checkbox"/> Annually
		<input type="checkbox"/> Continuously and Ongoing
		<input type="checkbox"/> Other: Specify:

c. Timelines

When the State does not have all elements of the Quality Improvement Strategy in place, provide timelines to design methods for discovery and remediation related to the assurance of Qualified Providers that are currently non-operational.

•	No
○	Yes Please provide a detailed strategy for assuring Qualified Providers, the specific timeline for implementing identified strategies, and the parties

State:	
Effective Date	

[redacted] responsible for its operation.

[redacted]

State:	
Effective Date	

ABI-RH – 107

Appendix C-4: Additional Limits on Amount of Waiver Services

Additional Limits on Amount of Waiver Services. Indicate whether the waiver employs any of the following additional limits on the amount of waiver services (*check each that applies*).

<input type="radio"/>	Not applicable – The State does not impose a limit on the amount of waiver services except as provided in Appendix C-3.
<input checked="" type="radio"/>	Applicable – The State imposes additional limits on the amount of waiver services.

When a limit is employed, specify: (a) the waiver services to which the limit applies; (b) the basis of the limit, including its basis in historical expenditure/utilization patterns and, as applicable, the processes and methodologies that are used to determine the amount of the limit to which a participant's services are subject; (c) how the limit will be adjusted over the course of the waiver period; (d) provisions for adjusting or making exceptions to the limit based on participant health and welfare needs or other factors specified by the state; (e) the safeguards that are in effect when the amount of the limit is insufficient to meet a participant's needs; and, (f) how participants are notified of the amount of the limit.

<input type="checkbox"/>	Limit(s) on Set(s) of Services. There is a limit on the maximum dollar amount of waiver services that is authorized for one or more sets of services offered under the waiver. <i>Furnish the information specified above.</i>
<input type="checkbox"/>	Prospective Individual Budget Amount. There is a limit on the maximum dollar amount of waiver services authorized for each specific participant. <i>Furnish the information specified above.</i>
<input type="checkbox"/>	Budget Limits by Level of Support. Based on an assessment process and/or other factors, participants are assigned to funding levels that are limits on the maximum dollar amount of waiver services. <i>Furnish the information specified above.</i>
<input checked="" type="checkbox"/>	Other Type of Limit. The State employs another type of limit. <i>Describe the limit and furnish the information specified above.</i>
	Waiver participants may not receive Day Services on the same day that they receive Community Based Day Supports (CBDS), or Supported Employment. Day Services, CBDS, and Supported Employment, in combination, are limited to no more than 156 hours per month, with each day of Day Services considered to be 6 hours.
	This limit is based on historical experience providing Day Services in this waiver. This limit may be adjusted based on review of future utilization patterns. The State may grant individualized exceptions to the limit on a 30-day basis in order to maintain a participant's tenure in the community, to facilitate transitions to a community setting, or to otherwise facilitate the participant's successful engagement in community-based waiver services. Participants are notified of these limits during the service plan development process. Participants in need of additional support services will be referred to alternative waiver or state plan services to meet their needs.

State:	
Effective Date	

Appendix C-5: Home and Community-Based Settings

Explain how residential and non-residential settings in this waiver comply with federal HCB Settings requirements at 42 CFR 441.301(c)(4)-(5) and associated CMS guidance. Include:

1. Description of the settings and how they meet federal HCB Settings requirements, at the time of submission and in the future.
2. Description of the means by which the state Medicaid agency ascertains that all waiver settings meet federal HCB Setting requirements, at the time of this submission and ongoing.

Note instructions at Module 1, Attachment #2, HCB Settings Waiver Transition Plan for description of settings that do not meet requirements at the time of submission. Do not duplicate that information here.

The Massachusetts Executive Office of Health and Human Services (EOHHS), the single State Medicaid Agency, convened an interagency workgroup to address how best to comply with the requirements of the federal Home and Community Based (HCB) settings requirements at 42 CFR 441.301 (c)(4)-(5). The Department of Developmental Services (DDS), an agency within EOHHS that has primary responsibility for day-to-day operation of the MFP-RS waiver, was a member of the workgroup.

The DDS review and assessment process included: a thorough review of regulations, policies and procedures, waiver service definitions, provider qualifications and quality management and oversight systems to determine whether the systemic infrastructure was consistent with the principles of community integration; development of an assessment tool that borrowed substantially from the exploratory questions that CMS published; and review of existing residential and non-residential settings to determine if those settings met standards consistent with the federal HCB settings requirements.

Based upon the DDS review and assessment, all the 24 hour residential settings serving participants in the MFP-RS and the ABI-RH waivers were determined to be in compliance with federal HCB settings requirements with the exception of consistently having legally enforceable leases.

DDS will monitor providers' and settings' compliance with the HCBS settings rule through established quality management mechanisms. These include the licensure and certification process, Area Office oversight, the Service Coordinator Supervisor Tool, incident reporting, human rights protections, site feasibility review, the statewide Quality Council, and National Core Indicator surveys. While providers are expected to have robust internal quality management and improvement processes, DDS staff—including licensure and certification surveyors, program monitors, and Area and Regional staff—conduct all reviews and monitoring. Should any of the ongoing monitoring indicate a need for a substantive change in the STP, DDS along with MassHealth will revise the STP, complete public input activities, and resubmit the STP for CMS approval.

State:	
Effective Date	

Assisted Living Residences (ALRs) are certified by the Executive Office of Elder Affairs (EOEA), an agency within EOHHS, in accordance with 651 CMR 12.00 (EOEA regulations describing the certification procedures and standards for Assisted Living Residences in Massachusetts), and must comply with the applicable requirements of the Community Rule (42 CFR 441.301(c)(4)). Oversight and monitoring of ALRs is conducted by EOEA as part of the certification process, with review by the PNA entity for ALRs that enroll as waiver providers for Assisted Living Services.

State:	
Effective Date	

ABI-RH – 110

Appendix D: Participant-Centered Planning and Service Delivery

Appendix D-1: Service Plan Development

State Participant-Centered Service Plan Title:	Plan of Care
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a. **Responsibility for Service Plan Development.** Per 42 CFR §441.301(b)(2), specify who is responsible for the development of the service plan and the qualifications of these individuals (*check each that applies*):https://wms-mmdl.cdsvdc.com/WMS/faces/protected/35/amend1_1.jsp

<input type="checkbox"/> Registered nurse, licensed to practice in the State
<input type="checkbox"/> Licensed practical or vocational nurse, acting within the scope of practice under State law
<input type="checkbox"/> Licensed physician (M.D. or D.O)
<input type="checkbox"/> Case Manager (qualifications specified in Appendix C-1/C-3)
<input checked="" type="checkbox"/> Case Manager (qualifications not specified in Appendix C-1/C-3). <i>Specify qualifications:</i> Case Managers must have a Bachelor's degree in social work, human services, nursing, psychology, sociology or a related field. Candidates with a Bachelor's degree in another discipline must demonstrate experience or strong interest in the field of human services via previous employment, internships, volunteer activities and/or additional studies. Three years of experience working with elders and/or individuals with disabilities in community settings providing direct case management including performing assessments may be substituted for the degree requirement.
<input type="checkbox"/> Social Worker <i>Specify qualifications:</i>
<input type="checkbox"/> Other <i>Specify the individuals and their qualifications:</i>

b. **Service Plan Development Safeguards.**

Select one:

<input checked="" type="radio"/> Entities and/or individuals that have responsibility for service plan development may not provide other direct waiver services to the participant.
<input type="radio"/> Entities and/or individuals that have responsibility for service plan development may provide other direct waiver services to the participant. The State has established the following safeguards to ensure that service plan development is conducted in the best interests of the participant. <i>Specify:</i>

State:	
Effective Date	

c. **Supporting the Participant in Service Plan Development.** Specify: (a) the supports and information that are made available to the participant (and/or family or legal representative, as appropriate) to direct and be actively engaged in the service plan development process and (b) the participant's authority to determine who is included in the process.

The service plan development process is driven by the individual and facilitated by Case Managers utilizing a person-centered planning approach and assessment tool designed to promote enabling the individual to live as independently and self-sufficiently as possible and as desired. Case Managers must be aware of and know how to access a wide variety of community-based services, as well as work collaboratively with other agencies or individuals, as appropriate, in order to explain to participants the full array of waiver, Title XIX State Plan, and other services available to meet the participant's needs. Case Managers will work with the participant to identify who the participant wishes to include in the service planning process and the development of the Plan of Care (POC).

The Case Manager supports a participant through the entire service planning process. The Service Planning Process described in Appendix D produces the Waiver Plan of Care (POC) document.

The Case Manager has a discussion with the participant or guardian prior to the service plan meeting. At the participant's discretion, other team members such as family and staff also participate in this discussion. The discussion includes:

- An explanation of the service planning process to the participant/guardian and designated representative such as a family member.
- Identification of the person's goals, strengths, and preferences regarding services and Care Plan Team members.
- A review of all assessment materials, medical and service records and/or the past year's progress and the participant's ongoing needs.
- A review of waiver services, state plan and other services available to the participant and how they relate to and will support his or her needs and goals.
- Identification of additional assessments, if any, needed to inform the service planning process.

Other preparation includes at the direction of the participant, talking to people who know the participant well such as staff, friends, advocates, and involved family members. In selecting people to talk to, the Case Manager respects the participant's wishes about who is part of the service planning process. When participants cannot communicate their preferences, Case Managers collect information through observation, inference from behavior, and discussions with people who know the participant well. All conversations are respectful of the participant and focus on the person's strengths and preferences. The Case Manager also looks for creative ways to focus the team on the unique characteristics of the person and his (or her) situation. The Case Manager does this by helping team members think creatively about how they can better support the person within the context of the participant's strengths, abilities and preferences.

During the service planning consultation, the participant identifies who will be invited to the meeting. These individuals constitute the team members. In situations where personal and sensitive issues are discussed, certain team members may be invited to only part of the meeting, as the participant prefers. Any issue about attendance at the service planning meeting is addressed by the Case Manager based upon the preferences of the participant and or guardian.

State:	
Effective Date	

d. Service Plan Development Process In four pages or less, describe the process that is used to develop the participant-centered service plan, including: (a) who develops the plan, who participates in the process, and the timing of the plan; (b) the types of assessments that are conducted to support the service plan development process, including securing information about participant needs, preferences and goals, and health status; (c) how the participant is informed of the services that are available under the waiver; (d) how the plan development process ensures that the service plan addresses participant goals, needs (including health care needs), and preferences; (e) how waiver and other services are coordinated; (f) how the plan development process provides for the assignment of responsibilities to implement and monitor the plan; and, (g) how and when the plan is updated, including when the participant's needs change. State laws, regulations, and policies cited that affect the service plan development process are available to CMS upon request through the Medicaid agency or the operating agency (if applicable):

Case Managers will follow standard procedures and time frames in performing the intake, assessment, case conferencing, service planning and review process that ensure participants' strengths, needs, risk factors, personal goals and preferences are identified and appropriately addressed. Throughout the following description of the service plan development process, any reference to the participant implies reference to the participant's guardian where one is in place.

Participant needs are identified beginning at referral and continuing through the person-centered service needs assessment and the POC development processes. Through the person-centered planning process and using a state-approved tool, the assessment gathers information on a participant's goals, capabilities, medical/skilled nursing needs, support/service needs and need for skill development and/or other training to enhance community integration and increase independence, including the opportunity to seek employment, engage in community life and control of personal resources. The service needs assessment will reflect the residential setting that has been chosen by the waiver participant. The process also identifies informal supports available to the participant and all other resources that may be available to assist the participant in remaining in the community, achieving positive outcomes and avoiding unnecessary utilization of waiver services.

The initial service needs assessment is conducted by a Case Manager, and then based on this assessment the participant, if they agree, may be referred to other professionals, such as a registered nurse, psychiatrist, therapist or neuropsychologist for further assessment and identification of needs.

Those participants who have identified behavioral issues will undergo an initial behavioral assessment and, as indicated, periodic reviews. Should a behavior support plan be indicated it will be developed only by a licensed clinician and implemented under the clinician's guidance, with the informed consent of the participant or, when applicable, his or her guardian.

Behavior support plans should also include target behaviors that may also be addressed through prescribed psychotropic medications. Behavior support plans must always be cognitively accessible, and must be reviewed with and signed by the participant and, when applicable, his/her legal guardian.

If the assessment process identifies the need for any modifications of the requirements for provider-owned or controlled residential settings the service plan development process shall: document the specific and individualized assessed need for the modifications; document other interventions and supports used prior to any modifications; include a timeline and process for the collection and review of data measuring the effectiveness of the modifications; and include an

State:	
Effective Date	

assurance that the interventions and supports will cause no harm to the participant. Any modifications must be reviewed with and signed by the participant and, when applicable, his/her legal guardian.

Linked to the participant's vision, goals and needs, the Case Manager facilitates development of the service plan with the participant. Participant's guardians and other formal and informal supports identified by the participant are part of the service planning process. This may include providers with knowledge and history of serving the participant. The Case Manager is responsible for providing information about non-waiver services and supports to address identified needs and to prevent the provision of unnecessary or inappropriate waiver services, coordinating and communicating service plans and/or changes to appropriate community agencies and ensuring that waiver participants have access, as appropriate, to waiver and Medicaid State plan services. The Case Manager also identifies other public benefits to ensure that waiver participant needs are met.

The Case Manager's responsibilities include: facilitating the service planning process and development of the POC with the participant and his/her guardian, ensuring the final plan is signed by the participant and addresses his or her expressed and assessed needs, monitoring the participant's satisfaction with the plan and assisting to ensure that participant receives the services in the plan, notification to participants/guardians, facilitating subsequent monitoring meetings, meeting routinely with the participant to assess the participant's progress towards identified goals and making POC changes with the participant as necessary or as requested by the participant.

The Case Manager ensures that the participant receives a copy of the plan of care. The Case Manager also ensures that a 24-hour back up plan is created, and that the participant understands and is able to implement the 24-hour back up plan when necessary.

During the service planning process and development of the POC, the Case Manager identifies specialized assessments or evaluations that should be completed, and assists the participant to identify their preferred Care Plan Team members. The Case Manager explains programs and services to the participant/guardian, including explaining the opportunity to self-direct certain waiver services, and assists him or her in selecting waiver services and Medicaid state plan services which address the participant's needs and expressed goals.

The participant/guardian may choose to identify other people, for example a representative such as a family member or friend, to be present for the assessment visit and subsequent service planning meetings. The waiver participant/guardian may also choose to exclude individuals from the service plan development process. If the primary language of the program participant, or his/her legal guardian, is not English, the information in service plans must be translated into his/her primary language and/or explained with the assistance of an interpreter, including ASL. If the program participant is unable to read or exhibits other cognitive deficits (e.g. memory disorder) which may compromise his/her response to the service plan, and he or she does not have a guardian, alternative methods (e.g. audio-taping) shall be utilized in order to ensure that the information is cognitively accessible.

A Plan of Care that has been signed by the participant/guardian is required in order for the Case Manager to initiate authorization of waiver service. The Plan of Care is reviewed periodically with the participant and his/her Care Plan Team and is modified as needed or as requested and approved by the participant.

The participant will receive a quarterly visit by the Case Manager. The Case Manager may

State:	
Effective Date	

determine that more frequent visits would be beneficial and visit the participant more frequently if he/she agrees. In addition, if the Case Manager becomes aware of changes in the participant's health condition or living circumstances, s/he may suggest that it would be beneficial for other clinical professionals to visit the participant. The Case Manager will maintain regular contact through a variety of means with the participant between these visits. The POC may be revised at any point by the Case Manager with the approval of the participant/guardian, based on changes in the participant's needs or circumstances.

The Case Manager will document reassessments of the waiver participant in the participant's file. All contact with the participant/guardian, family, vendors and any other persons involved with the participant is also documented in the file.

The Case Manager is responsible for any reasonable accommodations needed for the participant's and family's involvement in the service planning meetings. Accommodations may include personal care assistants, interpreters, peers, translators, physical accessibility, assistive devices, and transportation. These needs may be coordinated and accessed through a waiver service provider involved with the participant.

A very small subset of ABI waiver participants may meet the State's criteria for Targeted Case Management for the mentally ill. For such individuals, the Targeted Case Manager (TCM) would support the individual and coordinate services the person receives through the Department of Mental Health, including such elements as coordinating access to services that DMH provides or contracts for the provision of (which are not duplicative of waiver services), providing supportive counseling, or serving as the person's advocate/supporting the person to advocate for him or herself. The TCM will not play a central role in the planning, authorization or monitoring of waiver services for a participant. The administrative case manager will coordinate closely with the TCM in development of the service plan and in other relevant areas in order to ensure both seamless integration and coordination of waiver services with state agency-provided or -contracted services and, importantly, that neither planned/authorized services, nor case management functions are duplicative.

Administratively claimed case management functions will be limited to the establishment and coordination of Medicaid waiver and state plan services focused on the provision of long term services and supports in the community and are not provided through the Massachusetts Department of Mental Health. Administrative case management that will be claimed is an administrative activity necessary for the proper and efficient administration of the State Medicaid plan.

e. **Risk Assessment and Mitigation.** Specify how potential risks to the participant are assessed during the service plan development process and how strategies to mitigate risk are incorporated into the service plan, subject to participant needs and preferences. In addition, describe how the service plan development process addresses backup plans and the arrangements that are used for backup.

Risk assessment and mitigation are a core part of the service planning process. Through multiple assessments, specific to the participant, reviewed during the service planning process, potential risks to the participant's health and safety and the participant's ability to remain in the community are identified by the participant with the case manager's assistance. With the participant, the case manager facilitates with the rest of the Care Plan Team the development of a set of prevention strategies and responses that will mitigate these risks. Having the participant at the center of this process ensures that the responses are sensitive to his/her needs and preferences.

State:	
Effective Date	

Residential Habilitation, Shared Living - 24 Hour Supports and Assisted Living Services providers are required to have policies and procedures in place to address their:

- Risk Assessment Processes
- Emergency Response and Management Protocols
- Emergency Evacuation Safety Plans
- Participants Elopement from the Program

The participant's case record will specifically include the participant's 24 hour back-up plan. Residential Supports providers will have primary responsibility for participant's 24-hour back-up plan. Potential risk areas identified through the assessment process and the POC identifies services or interventions to mitigate those risks, as necessary and agreed to by the participant. The Case Manager works with the participant's service providers to ensure that the identified risks are appropriately managed. The participant's case record will make note of participants, agencies, and informal supports that provide back-up. The Case Manager communicates the back-up plan to the participant, and his/her guardian/informal supports as appropriate, work with the participant to ensure they know the steps to take to activate the back-up plan.

f. Informed Choice of Providers. Describe how participants are assisted in obtaining information about and selecting from among qualified providers of the waiver services in the service plan.

As part of the plan of care development process, case management staff review with participants/guardians the range of waiver and non-waiver services available to address the individual's identified needs. The Case Manager works with the participant to identify any specific preferences or requirements, such as a worker who speaks a particular language. The Case Manager makes inquiries regarding the availability of workers, discusses options with the participant (including schedules), and works with the participant to identify the providers best able to meet the requirements and preferences of the waiver participant. The participant ultimately chooses which providers will deliver his/her services. The participant will be advised regarding how to raise concerns about providers and the Case Manager will provide information to the participant regarding how to complain, how to seek assistance from the Case Manager, and how to raise issues with their Program Development and Services Oversight Coordinator if he/she has a complaint about the Case Manager.

At each visit, Case Managers inquire as to the participant's satisfaction with both the services included in the POC and the service providers. The participant may, at any time, request a change of service providers or Case Manager.

g. Process for Making Service Plan Subject to the Approval of the Medicaid Agency. Describe the process by which the service plan is made subject to the approval of the Medicaid agency in accordance with 42 CFR §441.301(b)(1)(i):

DDS will maintain electronic POCs. Additional information may be maintained in a paper record at the Department of Developmental Services Regional Office. Service Plans are reviewed for content, quality, and required components. The sample size is intended to meet requirements of a 95% confidence interval and a +/-5% confidence level. The sample will be randomly generated by

State:	
Effective Date	

a computerized formula which will generate the sample on a quarterly basis throughout the year and it will assure that each Program Development and Services Oversight Coordinator reviews the Service Plans completed by Case Managers from the regions assigned to them.

h. Service Plan Review and Update. The service plan is subject to at least annual periodic review and update to assess the appropriateness and adequacy of the services as participant needs change. Specify the minimum schedule for the review and update of the service plan:

<input type="radio"/>	Every three months or more frequently when necessary
<input type="radio"/>	Every six months or more frequently when necessary
<input checked="" type="radio"/>	Every twelve months or more frequently when necessary
<input type="radio"/>	Other schedule <i>Specify the other schedule:</i>

i. Maintenance of Service Plan Forms. Written copies or electronic facsimiles of service plans are maintained for a minimum period of 3 years as required by 45 CFR §92.42. Service plans are maintained by the following (*check each that applies*):

<input type="checkbox"/>	Medicaid agency
<input type="checkbox"/>	Operating agency
<input type="checkbox"/>	Case manager
<input checked="" type="checkbox"/>	Other <i>Specify:</i> Hard copies of the person centered planning documents, Plans of Care and 24 hour backup plans are maintained in the participant's paper record in the respective DDS regional office. Electronic service plan records are recorded by case management staff and maintained in the electronic system. All records are maintained for seven years after the date the case is closed.

State:	
Effective Date	

Appendix D-2: Service Plan Implementation and Monitoring

a. **Service Plan Implementation and Monitoring.** Specify: (a) the entity (entities) responsible for monitoring the implementation of the service plan and participant health and welfare; (b) the monitoring and follow-up method(s) that are used; and, (c) the frequency with which monitoring is performed.

The Case Manager has overall responsibility for monitoring the implementation of the service plan to ensure that the participant is satisfied with waiver services, that they are furnished in accordance with the POC, meet the participant's needs and achieve their intended outcomes. This is done through periodic progress and update meetings and ongoing contact with the participant, his/her Care Plan Team, and other service providers as appropriate.

The participant will receive a quarterly in-person visit by the case manager. The case manager may determine that more frequent visits would be beneficial and visit the participant in-person more frequently if the participant agrees. If the case manager becomes aware of changes in the participant's health condition or living circumstances, they may suggest that it would be beneficial for other clinical professionals to visit the participant. In addition, the case manager will maintain regular contact with the participant through a variety of means between the in-person visits. The POC may be revised at any point by the case manager with the participant, based on changes in the participant's needs or circumstances.

The case manager will review with the participant the range of waiver and non-waiver services available to address the participant's identified needs and ensure access to services. At each in-person visit and telephone contact, the case manager will inquire as to the participant's satisfaction with both the services included in their POC and the service providers. The participant has free choice of service providers and may, at any time, request a change of service providers.

The case manager will ensure that a 24-hour back up plan is created, and that the participant, and his/her guardian/informal supports as appropriate, understands and is able to implement the 24-hour back up plan when necessary. Case managers will work with the participant's service providers to ensure that the identified risks are appropriately managed.

In addition there are several other quality management processes, conducted by other departmental staff as well as providers to assure that individual participants are getting the services they need and that their health and welfare is protected. These processes are described more fully in other appendices, and include but are not limited to:

- a) incident reporting and management (described in Appendix G)
- b) medication occurrence reporting (described in Appendix G)
- c) investigations process (described in Appendix G)
- d) "trigger" reports (described in Appendix G)
- e) bi-monthly site visits
- f) risk assessment and management system
- g) human rights and peer review processes
- h) licensure and certification system
- i) annual standard contract review process
- j) periodic progress and update meetings
- k) on-going contact with the participant and service providers.

Through the web based incident reporting and management system, Case Managers are notified of incidents and medication occurrences that occur for individuals on their caseload. The system, known as the Home and Community Services Information System (HCSIS) alerts Case Managers in a timely manner, to any reportable event. Case Managers are required to review and approve action steps taken

State:	
Effective Date	

by the reporting provider. Incidents may not be "closed" until such time as action steps have been agreed upon and all required approvals have been completed. In addition, Case Managers receive monthly "trigger" reports, which identify individuals who have reached a certain threshold of incidents. Case Managers are required to review all "trigger" reports to assure that appropriate action has been taken to protect the health and welfare of participants.

The Department also has an extensive risk management system. Risk management teams identify, assess and develop risk management plans for individuals identified who require specific supports in order to mitigate risk to health and safety. Plans are reviewed on a regular basis by the Risk teams to assure their continued efficacy.

Frequency of direct in-person contact with the waiver participant is based on individual needs. Each waiver participant has direct in-person contact at least quarterly. The amount of direct contact is related to a number of variables including whether the participant has a risk plan in place, the number of potential providers who have daily contact with the participant, the frequency of program monitoring activities within the provider site, the frequency and type of family citizen monitoring etc. In response to incidents reported through HCSIS the system produces "trigger reports" which provide additional information to the Case Manager about the need to potentially increase direct in-person contact. Individuals with changing needs are seen more frequently based on their individual needs. Case Managers review progress notes from providers and maintain regular contact with providers of waiver services which also serves to inform the frequency of direct in-person contact. Individuals who have not received at least one waiver service monthly, receive direct in-person contact in the following month.

DDS uses the Supervisory Tool to monitor the access to all needed services on a quarterly basis. Program Development and Services Oversight Coordinators routinely review Case Manager notes to monitor participant access to non-waiver services in the service plan including health services.

Case Managers also conduct bi-monthly site visits of 24 hour residential supports. Case Managers utilize a standardized site visit form that reviews such issues as the condition of the homes, interactions and knowledge of staff of the individual and his/her needs, and whether the individual's health and clinical needs are being addressed. Issues are identified and follow up is conducted by either the Case Manager, program development and service oversight coordinator or other identified regional office staff.

DDS also requires all residential providers to maintain active human rights committees as well as site based human rights officers. Human rights committees review all behavioral interventions to assure that participants' rights have been reviewed and safeguarded. The human rights committees function to insure that the behavioral interventions described and the data collected present a coherent plan and that the treatment is effective. DDS as part of its Survey and Certification process reviews whether all behavioral interventions have all required components and have undergone all required reviews. This includes 1) the composition of the Human Rights Committee, 2) obtaining informed consent from the individual and/or guardians, 3) assuring that all behavior plans are in written format, 4) whether all behavior plans have all the required components, 5) reviewed all of the required reviews which include the POC team, the Human Rights Committee, individual and/or guardian, Peer Review and a Physician Review, 6) that the data is maintained and used to determine the efficacy of the intervention and that 7) restrictions for one individual do not impinge on the rights of other individuals.

Case Managers conduct quarterly reviews of the service plan and its continued efficacy in assisting individuals to reach their goals and objectives. Providers submit progress reviews and modifications may be made if deemed necessary.

State:	
Effective Date	

1. **What is the primary purpose of the study?**

b. Monitoring Safeguards. *Select one:*

- Entities and/or individuals that have responsibility to monitor service plan implementation and participant health and welfare may not provide other direct waiver services to the participant.
- Entities and/or individuals that have responsibility to monitor service plan implementation and participant health and welfare may provide other direct waiver services to the participant.

The State has established the following safeguards to ensure that monitoring is conducted in the best interests of the participant. *Specify:*

State:	
Effective Date	

ABI-RH – 120

Quality Improvement: Service Plan

As a distinct component of the State's quality improvement strategy, provide information in the following fields to detail the State's methods for discovery and remediation.

a. Methods for Discovery: Service Plan Assurance

The state demonstrates it has designed and implemented an effective system for reviewing the adequacy of service plans for waiver participants.

i. Sub-assurances:

a. Sub-assurance: Service plans address all participants' assessed needs (including health and safety risk factors) and personal goals, either by the provision of waiver services or through other means.

i. Performance Measures

For each performance measure the State will use to assess compliance with the statutory assurance complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

Performance Measure:	<i>% of service plans that reflect needs identified through the assessment process. (Number of service plans that address needs identified during the assessment process/ Number of service plans reviewed)</i>		
Data Source (Select one) (Several options are listed in the on-line application): Other			
<i>If 'Other' is selected, specify:</i>			
SC Supervisor Tool			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input checked="" type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input checked="" type="checkbox"/> Quarterly	<input checked="" type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually	95%

State:	
Effective Date	

<input type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
<input type="checkbox"/> Other Specify:	
	<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

<i>Responsible Party for data aggregation and analysis (check each that applies)</i>	<i>Frequency of data aggregation and analysis: (check each that applies)</i>
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	% of service plans that reflect personal goals identified through the assessment process. (Number of service plans that address personal goals identified during the assessment process/ Number of service plans reviewed)
Data Source (Select one) (Several options are listed in the on-line application): Other If 'Other' is selected, specify:	

SC Supervisor Tool	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input checked="" type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input checked="" type="checkbox"/> Quarterly	<input checked="" type="checkbox"/> Representative Sample; Confidence

State:	
Effective Date	

			<i>Interval =</i>
	<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually	95%
		<input type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

<i>Responsible Party for data aggregation and analysis (check each that applies)</i>	<i>Frequency of data aggregation and analysis: (check each that applies)</i>
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

<i>Performance Measure:</i>	<i>% of service plans that have been developed in accordance with waiver requirements as indicated by the inclusion of all required components, including all required assessments, support strategies, choice forms, LOC & POC. (Number of service plans developed in accordance with waiver requirements as indicated by the inclusion of all required components/ Number of service plans reviewed)</i>
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Data Source (Select one) (Several options are listed in the on-line application): Other

If 'Other' is selected, specify:

SC Supervisor Tool

	<i>Responsible Party for data collection/generation (check each that applies)</i>	<i>Frequency of data collection/generation: (check each that applies)</i>	<i>Sampling Approach (check each that applies)</i>
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input type="checkbox"/> 100% Review

<i>State:</i>	
<i>Effective Date</i>	

	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input checked="" type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input checked="" type="checkbox"/> Quarterly	<input checked="" type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually	95%
		<input type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	<i>% of service plans in which communication and contact has been maintained as required to assure that services are being provided and meet the person's needs. (Number of service plans in which communication and contact has been maintained as required to assure that services are being provided and meet the person's needs / Number of service plans reviewed)</i>		
Data Source (Select one) (Several options are listed in the on-line application): Other			
<i>If 'Other' is selected, specify:</i>			
SC Supervisor Tool	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)

State:	
Effective Date	

	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input checked="" type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input checked="" type="checkbox"/> Quarterly	<input checked="" type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually	95%
		<input type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

<i>Responsible Party for data aggregation and analysis (check each that applies)</i>	<i>Frequency of data aggregation and analysis: (check each that applies)</i>
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

b. Sub-assurance: The State monitors service plan development in accordance with its policies and procedures.

i. Performance Measures

For each performance measure the State will use to assess compliance with the statutory assurance complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

State:	
Effective Date	

Performance Measure:	No longer needed in new QM system		
Data Source (Select one) (Several options are listed in the on-line application):			
If 'Other' is selected, specify: No longer needed			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input checked="" type="checkbox"/> Other Specify: No longer needed	<input type="checkbox"/> Annually	<input type="checkbox"/> Stratified: Describe Group:
		<input checked="" type="checkbox"/> Other Specify: No longer needed	<input checked="" type="checkbox"/> Other Specify: No longer needed

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input checked="" type="checkbox"/> Other Specify: No longer needed	<input type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input checked="" type="checkbox"/> Other Specify: No longer needed

Add another Performance measure (button to prompt another performance measure)

State:	
Effective Date	

c. *Sub-assurance: Service plans are updated/revised at least annually or when warranted by changes in the waiver participant's needs.*

i. Performance Measures

For each performance measure the State will use to assess compliance with the statutory assurance complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

Performance Measure:	<i>% of service plans that are completed and/or updated annually. (Number of service plans completed and/or updated annually/ Number of service plans reviewed)</i>		
Data Source (Select one) (Several options are listed in the on-line application):			
<i>If 'Other' is selected, specify:</i>			
SC Supervisor Tool			
	Responsible Party for data collection/generation <i>(check each that applies)</i>	Frequency of data collection/generation: <i>(check each that applies)</i>	Sampling Approach <i>(check each that applies)</i>
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input checked="" type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input checked="" type="checkbox"/> Quarterly	<input checked="" type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually	95%
		<input type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and	Frequency of data aggregation and
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Effective Date	

<i>analysis (check each that applies)</i>	<i>analysis: (check each that applies)</i>
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	<i>% of service plans updated when warranted by changes in participants' needs.</i> <i>(Number of service plans updated when needs change/ Number of participants reviewed with changing needs)</i>		
Data Source (Select one) (Several options are listed in the on-line application):			
<i>If 'Other' is selected, specify:</i>			
<i>SC Supervisor Tool</i>			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input checked="" type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input checked="" type="checkbox"/> Quarterly	<input checked="" type="checkbox"/> Representative Sample; Confidence Interval = 95%
	<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Continuously and Ongoing	
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

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State:	
Effective Date	

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

d. Sub-assurance: Services are delivered in accordance with the service plan, including the type, scope, amount, duration and frequency specified in the service plan.

i. Performance Measures

For each performance measure the State will use to assess compliance with the statutory assurance complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

Performance Measure:	% of individuals who are receiving services according to the type, amount, frequency and duration identified in their plan of care. (Number of individuals who are receiving services according to the type, amount, frequency and duration in their plan of care/ Number of individual plans of care reviewed)
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Data Source (Select one) (Several options are listed in the on-line application): Other

If 'Other' is selected, specify:

SC Supervisor Tool

	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
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State:	
Effective Date	

	<i>applies)</i>		
	<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>	<input type="checkbox"/> <i>100% Review</i>
	<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>	<input checked="" type="checkbox"/> <i>Less than 100% Review</i>
	<input type="checkbox"/> <i>Sub-State Entity</i>	<input checked="" type="checkbox"/> <i>Quarterly</i>	<input checked="" type="checkbox"/> <i>Representative Sample; Confidence Interval =</i> <i>95%</i>
	<input type="checkbox"/> <i>Other Specify:</i>	<input type="checkbox"/> <i>Annually</i>	
		<input type="checkbox"/> <i>Continuously and Ongoing</i>	<input type="checkbox"/> <i>Stratified: Describe Group:</i>
		<input type="checkbox"/> <i>Other Specify:</i>	
			<input type="checkbox"/> <i>Other Specify:</i>

Add another Data Source for this performance measure

Data Aggregation and Analysis

<i>Responsible Party for data aggregation and analysis (check each that applies)</i>	<i>Frequency of data aggregation and analysis: (check each that applies)</i>
<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>
<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>
<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>
<input type="checkbox"/> <i>Other Specify:</i>	<input checked="" type="checkbox"/> <i>Annually</i>
	<input type="checkbox"/> <i>Continuously and Ongoing</i>
	<input type="checkbox"/> <i>Other Specify:</i>

Add another Performance measure (button to prompt another performance measure)

e. *Sub-assurance: Participants are afforded choice between/among waiver services and providers.*

i. Performance Measures

For each performance measure the State will use to assess compliance with the statutory assurance complete the following. Where possible, include numerator/denominator.

<i>State:</i>	
<i>Effective Date</i>	

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

Performance Measure:	% of service plans that contain documentation indicating that participant was informed of his/her choice between service providers and method of service delivery. (Number of service plans that contain documentation indicating that participant was informed of his/her choice between service providers and method of service delivery/ Number of service plans reviewed)
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Data Source (Select one) (Several options are listed in the on-line application):

If 'Other' is selected, specify:

SC Supervisor Tool			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input checked="" type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input checked="" type="checkbox"/> Quarterly	<input checked="" type="checkbox"/> Representative Sample; Confidence Interval = 95%
	<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Continuously and Ongoing	
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other	<input checked="" type="checkbox"/> Annually

State:	
Effective Date	

<i>Specify:</i>	
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other
	<i>Specify:</i>

Add another Performance measure (button to prompt another performance measure)

ii. *If applicable, in the textbox below provide any necessary additional information on the strategies employed by the State to discover/identify problems/issues within the waiver program, including frequency and parties responsible.*

Program Development and Services Oversight Coordinators will review a sample of service plans of each of the service coordinators they supervise utilizing the SC Supervisor Tool. The tool has two components. The first is a checklist that is completed with every service plan submitted for review and approval. The second is a qualitative review which includes discussion with the service coordinator as well as review of supplementary material. This will be done on a quarterly basis. Included will be a review of documentation (including service coordinator notes, site visit forms, and the service plan) and discussion with the service coordinator to verify that service planning and implementation requirements have been met. Each indicator on the tool will be rated according to whether it met the applicable standard.

b. Methods for Remediation/Fixing Individual Problems

i. *Describe the State's method for addressing individual problems as they are discovered. Include information regarding responsible parties and GENERAL methods for problem correction. In addition, provide information on the methods used by the State to document these items.*

The Department of Developmental Services (DDS) and MassHealth are responsible for ensuring effective oversight of the waiver program, including administrative and operational functions performed by the Level of Care entity and the Administrative Service Organization. As problems are discovered at the level of care entity, the Administrative Services Organization, or waiver service providers, MassHealth/DDS will ensure that a corrective action plan is created, approved and implemented within appropriate timelines. Timelines for remediation will be dependent on the nature and severity of the issue to be addressed. Further, MassHealth is responsible for identifying and analyzing trends related to the operation of the waiver and determining strategies to address quality-related issues.

ii. Remediation Data Aggregation

Remediation-related Data Aggregation and Analysis (including trend)	Responsible Party (check each that applies):	Frequency of data aggregation and analysis (check each that

State:	
Effective Date	

<i>identification)</i>		<i>applies):</i>
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
	<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
		<input type="checkbox"/> Continuously and Ongoing
		<input type="checkbox"/> Other Specify:

c. ***Timelines***

When the State does not have all elements of the Quality Improvement Strategy in place, provide timelines to design methods for discovery and remediation related to the assurance of Service Plans that are currently non-operational.

•	No
○	Yes

Please provide a detailed strategy for assuring Service Plans, the specific timeline for implementing identified strategies, and the parties responsible for its operation.

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State:	
Effective Date	

Appendix E: Participant Direction of Services

Applicability (from Application Section 3, Components of the Waiver Request):

<input type="radio"/>	Yes. This waiver provides participant direction opportunities. Complete the remainder of the Appendix.
<input checked="" type="radio"/>	No. This waiver does not provide participant direction opportunities. Do not complete the remainder of the Appendix.

State:	
Effective Date	

Appendix F: Participant Rights

Appendix F-1: Opportunity to Request a Fair Hearing

The State provides an opportunity to request a Fair Hearing under 42 CFR Part 431, Subpart E to individuals: (a) who are not given the choice of home and community-based services as an alternative to the institutional care specified in Item 1-F of the request; (b) are denied the service(s) of their choice or the provider(s) of their choice; or, (c) whose services are denied, suspended, reduced or terminated. The State provides notice of action as required in 42 CFR §431.210.

Procedures for Offering Opportunity to Request a Fair Hearing. Describe how the individual (or his/her legal representative) is informed of the opportunity to request a fair hearing under 42 CFR Part 431, Subpart E. Specify the notice(s) that are used to offer individuals the opportunity to request a Fair Hearing. State laws, regulations, policies and notices referenced in the description are available to CMS upon request through the operating or Medicaid agency.

Waiver applicants and participants are afforded the opportunity to request a fair hearing disputing actions under the ABI-RH Waiver in all instances when: (1) they are not provided the choice of home and community-based services as an alternative to institutional care; (2) they are denied participation in the ABI-RH Waiver; (3) there is a denial, suspension, reduction or termination of services, including a substantial failure to implement the services contained in their Individual Service Plan, within the terms and conditions of the ABI-RH Waiver as approved by CMS.

Individuals are informed in writing of the procedures for requesting a Fair Hearing as part of the waiver entrance process. If entrance to the waiver is denied, the person is given formal written notice of the denial and information about how to request a Fair Hearing to appeal the denial of entrance to the waiver. In order to ensure that individuals are fully informed of their right to Fair Hearing, the written information will be supplemented with a verbal explanation of the Right to Fair Hearing when necessary. Appellants are notified that they can seek judicial review of the final decision of the hearing officer in accordance with M.G.L. c. 30A (the Massachusetts Administrative Procedures Act). It is up to the individual to decide whether to request a Fair Hearing.

Whenever an action is taken that adversely affects a waiver participant post-enrollment (e.g., services are denied, reduced or terminated), the participant is notified in writing by letter of the action on a timely basis in advance of the effective date of the action. The notice includes information about how the participant may appeal the action by requesting a Fair Hearing and provides, as appropriate, for the continuation of services while the participant's appeal is under consideration. Copies of notices are maintained in the person's record. It is up to the participant to decide whether to request a Fair Hearing.

The notices regarding the right to appeal in each instance provide a brief description of the appeals process and instructions regarding how to appeal. In addition, the participant's plan of care is accompanied by right-to-appeal information, as described above, as well as a cover letter that includes contact information for a Case Management staff person who is available to answer questions or to assist the individual in filing an appeal. Regulations of the Executive Office of Administration and Finance at 801 CMR 1.02 et seq. (Executive Office for Administration and Finance regulations establishing standard adjudicatory rules of practice and procedure), shall govern ABI-RH Waiver appeal proceedings.

State:	
Effective Date	

Appendix F-2: Additional Dispute Resolution Process

a. **Availability of Additional Dispute Resolution Process.** Indicate whether the State operates another dispute resolution process that offers participants the opportunity to appeal decisions that adversely affect their services while preserving their right to a Fair Hearing. *Select one:*

<input checked="" type="radio"/>	No. This Appendix does not apply
<input type="radio"/>	Yes. The State operates an additional dispute resolution process

b. **Description of Additional Dispute Resolution Process.** Describe the additional dispute resolution process, including: (a) the State agency that operates the process; (b) the nature of the process (i.e., procedures and timeframes), including the types of disputes addressed through the process; and, (c) how the right to a Medicaid Fair Hearing is preserved when a participant elects to make use of the process: State laws, regulations, and policies referenced in the description are available to CMS upon request through the operating or Medicaid agency.

State:	
Effective Date	

Appendix F-3: State Grievance/Complaint System

a. **Operation of Grievance/Complaint System.** *Select one:*

<input checked="" type="radio"/>	No. This Appendix does not apply
<input type="radio"/>	Yes. The State operates a grievance/complaint system that affords participants the opportunity to register grievances or complaints concerning the provision of services under this waiver

b. **Operational Responsibility.** Specify the State agency that is responsible for the operation of the grievance/complaint system:

c. **Description of System.** Describe the grievance/complaint system, including: (a) the types of grievances/complaints that participants may register; (b) the process and timelines for addressing grievances/complaints; and, (c) the mechanisms that are used to resolve grievances/complaints. State laws, regulations, and policies referenced in the description are available to CMS upon request through the Medicaid agency or the operating agency (if applicable).

State:	
Effective Date	

Appendix G: Participant Safeguards

Appendix G-1: Response to Critical Events or Incidents

a. **Critical Event or Incident Reporting and Management Process.** Indicate whether the State operates Critical Event or Incident Reporting and Management Process that enables the State to collect information on sentinel events occurring in the waiver program. *Select one:*

<input checked="" type="radio"/>	Yes. The State operates a Critical Event or Incident Reporting and Management Process (complete Items b through e)
<input type="radio"/>	No. This Appendix does not apply (do not complete Items b through e). <i>If the State does not operate a Critical Event or Incident Reporting and Management Process, describe the process that the State uses to elicit information on the health and welfare of individuals served through the program.</i>

b. **State Critical Event or Incident Reporting Requirements.** Specify the types of critical events or incidents (including alleged abuse, neglect and exploitation) that the State requires to be reported for review and follow-up action by an appropriate authority, the individuals and/or entities that are required to report such events and incidents, and the timelines for reporting. State laws, regulations, and policies that are referenced are available to CMS upon request through the Medicaid agency or the operating agency (if applicable).

DDS and MRC utilize a web based incident reporting system, based upon the Pennsylvania Home and Community Services Information System (HCSIS) system. The incident reporting system provides invaluable information regarding individual incidents, immediate and long range actions taken as well as aggregate information that informs analyses of patterns and trends. Providers are required to report incidents when they occur and DDS case managers are required to report incidents when they learn about them if they have not already been reported. Incidents are classified as requiring either a minor or major level of review. Deaths, physical and sexual assaults, suicide attempts, certain unplanned hospitalizations, missing person, and injuries, are some examples of incidents requiring a major level of review. Suspected verbal or emotional abuse, theft, property damage, and behavioral incidents in the community are some examples of incidents requiring a minor level of review. The HCSIS system is an integrated event system and as such medication occurrences, and any unauthorized use of restraints or restrictive interventions are also reported. These processes are more fully described in this appendix. Incidents classified as requiring a minor level of review must be reported within 3 business days. Minor incidents may be elevated to major, if determined necessary. Incidents requiring a major level of review must be reported within 1 business day, and the provider has the responsibility to immediately report major incidents by phone or e-mail to the case manager. Immediate and longer term actions steps are delineated and must be reviewed and approved by the case manager for minor incidents and by Regional supervisory staff for major incidents. An incident cannot be considered closed until all appropriate parties agree on the action steps to be taken and all required approvals have been completed. Standard management reports for Regional and Central office staff for purposes of follow up on provider and systemic levels are provided on a monthly basis. Each quarter aggregate

State:	
Effective Date	

data regarding specific incident types are reported. The reports detail both the number of incidents as well as the rate of incidents so that comparisons can be made between Areas, Regions and Statewide.

In addition to the incident reporting system, all alleged instances of abuse or neglect must be reported to the Disabled Persons Protection Commission (DPPC) for all individuals between the ages of 18 and 59 and to both the DPPC and the Executive Office of Elder Affairs for individuals over the age of 59. DPPC is the independent State agency responsible for screening and investigating or referring for investigation all allegations of abuse or neglect for individuals with disabilities between the ages of 18 and 59. DPPC will also screen allegations for individuals over the age of 59 when the abuse is alleged to have occurred in a state funded or operated residential setting. Mandated reporters as well as individuals and families report suspected cases of abuse or neglect directly to the DPPC. DPPC reviews all reports, then determines and assigns investigation responsibility.

c. **Participant Training and Education.** Describe how training and/or information is provided to participants (and/or families or legal representatives, as appropriate) concerning protections from abuse, neglect, and exploitation, including how participants (and/or families or legal representatives, as appropriate) can notify appropriate authorities or entities when the participant may have experienced abuse, neglect or exploitation.

As part of their responsibility, providers are required to inform all participants and families of their right to be free from abuse and neglect and the appropriate agency to whom they should report allegations of abuse, neglect or exploitation. Individuals and their families are given the information both in written and verbal formats. As part of their role, case managers also inform individuals about how to report alleged cases of abuse or neglect. Quality Enhancement surveyors conducting licensure and certification reviews check to assure that individuals and guardians have received information regarding how to report suspected instances of abuse or neglect. They also check to assure that the information is imparted in the format most appropriate to the individual's or family's learning style.

The recently developed (2017) "Participant Handbook: A Guide for Individuals Receiving Services through the Acquired Brain Injury or the Money Follows the Person Medicaid Waiver Programs" presents information about participants' right to be free from abuse or neglect and how to report any abuse or neglect.

In addition, as part of its ongoing commitment to providing participants with information to prevent and report abuse or neglect, DDS has a number of initiatives designed to strengthen overall reporting in the Department. These DDS initiatives include but are not limited to partnerships with stakeholder and self-advocacy groups such as Massachusetts Advocates Standing Strong to support "Awareness and Action", a training program taught by and for self-advocates regarding how to prevent and report abuse and a partnership with a private provider to train self-advocates in self defense and to support providers to create a culture of zero tolerance for abuse/neglect.

d. **Responsibility for Review of and Response to Critical Events or Incidents.** Specify the entity (or entities) that receives reports of critical events or incidents specified in item G-1-a, the methods that are employed to evaluate such reports, and the processes and time-frames for responding to critical events or incidents, including conducting investigations.

As mentioned in G-1-b, there are two distinct processes for reviewing incidents—one for incidents

State:	
Effective Date	

(classified as requiring a minor or major level of review) and one for reporting of suspected instances of abuse or neglect. A reported incident may also be the subject of an investigation, but the processes are different and carried out by different entities. The processes are described below.

Minor and major incidents must be reported by the staff person observing or discovering the incident. An incident requiring a major level of review must be immediately reported verbally to the case manager. The incident must also be entered into the electronic web based system (HCSIS). A major incident must be reported through HCSIS within 1 business day; a minor incident within 3 business days. The initial report is reviewed by the case manager to assure that immediate actions have been taken to protect the individual. The provider must also submit a final report which includes the follow up action steps that will be taken beyond those already identified. Both minor and major incident reports are reviewed by the case manager. Major incidents are escalated to the regional level for review. The final report, which includes action steps, must be agreed upon by both the provider and DDS. If DDS does not concur with the action steps, the report is sent back to the provider for additional action. Incident reports are considered closed only after there is consensus among the parties as to the action steps taken and all required reviews and approvals are completed. A similar process is in place for response to medication occurrences. In the event of a medication occurrence, the review is completed by the regional Medication Administration Program (MAP) coordinator, who is required to be an RN.

Incidents that rise to the level of a reportable event, i.e. allegation of abuse or neglect, potentially subject to investigation, are reported to the Disabled Persons Protection Commission (DPPC). DPPC receives and reviews all reports and makes the determination as to whether a reported event meets the criteria to require an investigation. It then refers the case to the appropriate agency for investigation. DPPC can decide to conduct the investigation itself, refer the case to the DDS Investigations Unit for investigation, or refer the case to law enforcement entities as the circumstances require. If a report filed suggests that a crime may have been committed, the report is sent to the office of the District Attorney with jurisdiction by the DPPC as a referral. Should the DA decide to pursue the matter criminally, the civil investigation is put on hold, protective services are provided as deemed necessary and law enforcement is assigned to investigate. All reports of abuse or neglect are processed by trained, experienced staff. When deemed necessary, immediate protective services are put into place to ensure that the individual is safe while the investigation is completed. Once referred for investigation, investigators have 30 days to complete their investigation and issue findings. Upon request, the alleged victim, the alleged abuser, and the Reporter can receive a copy of the report. Completed investigations are referred to complaint resolution teams (CRT) comprised of DDS staff and citizen volunteers. It is the CRT's responsibility to develop an action plan and assure that the recommended actions are completed.

In addition, the Human Rights Committee (HRC) for the Residential Habilitation and Shared Living 24 Hour Supports provider agency responsible at the time of the incident is a party to all complaints regarding that agency. In addition to ensuring the alleged victim has access to support for filing complaints of abuse or mistreatment, the HRC is responsible for applying their knowledge of the persons and programs involved and ensuring that any investigation has considered all aspects of the incident. They have the power to appeal the disposition of the complaint, the decisions of the investigation, or the action plan submitted to resolve the investigation. If any major or minor incident appears to involve or impinge on the human rights of an individual, the HRC must be informed of the incident and outcomes.

State:	
Effective Date	

e. **Responsibility for Oversight of Critical Incidents and Events.** Identify the State agency (or agencies) responsible for overseeing the reporting of and response to critical incidents or events that affect waiver participants, how this oversight is conducted, and how frequently.

The responsibility for overseeing the reporting of and response to critical incidents rests with DDS as the operating agency for the waiver. Oversight of the incident management system occurs on three levels- the individual, the provider and the system. As previously mentioned, the incident reporting and management system is a web based system. As such incidents are reported by staff according to clearly defined timelines. The system generates a variety of standard management reports that allow for tracking of timelines for action and follow up as well as for tracking of patterns and trends by individual, location, provider, area, region and state. On an individual level, case managers are responsible for assuring that appropriate actions have been taken and followed up on. On a provider level, Program Development and Service Oversight Coordinators track patterns and trends by location and provider. On a systems level, regional directors and central office senior managers track patterns and trends in order to make service improvements. Licensure and certification staff review incidents and provider actions when they conduct their surveys of residential habilitation and shared living-24 hour supports providers. DDS will forward data on incidents related to specific providers to the Administrative Services Organization (ASO) so that it can incorporate this data into the re-credentialing process for the providers that it credentials.

A central office risk management committee reviews all incident data on a system-wide basis. The committee meets as needed and reviews and analyzes systemic reports generated on specific incident types. Quarterly reports are disseminated to each area and region detailing the numbers and rates of specific incident types. In addition, “trigger” reports based upon 10 thresholds are disseminated to each case manager monthly. This serves as an additional safeguard to assure that responsible staff are aware of, have taken appropriate action when there are a series of incidents that reach the trigger threshold and to follow up on potential patterns and trends for the individuals they support.

In addition to the processes mentioned above, staff in the Office of Quality Management conduct a bi-weekly review of key incidents. A report is generated which goes to Regional Risk Managers. In addition, the bi-weekly report with a synopsis of key incidents is distributed to Senior DDS management staff, including the Commissioner.

Finally, on a quarterly basis, a random sample of “trigger” reports are selected and reviewed by the Program Development and Services Oversight Coordinator. The sample gets reviewed to determine whether appropriate action was taken, whether the actions were consistent with the nature of the incident and whether additional actions are recommended.

In addition to the processes above, the DDS Director of Risk Management reviews all major incidents and reads certain DPPC reports.

State:	
Effective Date	

Appendix G-2: Safeguards Concerning Restraints and Restrictive Interventions

a. **Use of Restraints (select one):** *(For waiver actions submitted before March 2014, responses in Appendix G-2-a will display information for both restraints and seclusion. For most waiver actions submitted after March 2014, responses regarding seclusion appear in Appendix G-2-c.)*

<input checked="" type="radio"/>	The State does not permit or prohibits the use of restraints Specify the State agency (or agencies) responsible for detecting the unauthorized use of restraints and how this oversight is conducted and its frequency: No use of restraints or seclusion are allowed in the ABI waivers, thus, all such use is unauthorized. While extremely rare, the unauthorized use of a restraint must be reported by providers as an incident in the HCSIS incident reporting system. Providers must also report these incidents to DPPC which screens all allegations of abuse, neglect and mistreatment. Regulations requiring investigation of all reports of abuse and neglect and mistreatment, which would include the unauthorized use of restraints may be found at 118 CMR 5.00 (Regulations for the state's Disabled Persons Protection Commission [the Commission] that define the requirements for abuse investigations conducted by the Commission and the review and oversight standards to be used by the Commission). In addition, surveyors review whether there are any unauthorized use of restraints or restrictive procedures during routine licensure and certification surveys. Finally, case managers review to assure that no unauthorized procedures are utilized during the course of their visits. Review of data reported on incidents provides case managers and Program Development and Services Oversight Coordinators with information that is used to detect any use of restraints or seclusion.
<input type="radio"/>	The use of restraints is permitted during the course of the delivery of waiver services. Complete Items G-2-a-i and G-2-a-ii:

i. **Safeguards Concerning the Use of Restraints.** Specify the safeguards that the State has established concerning the use of each type of restraint (i.e., personal restraints, drugs used as restraints, mechanical restraints). State laws, regulations, and policies that are referenced are available to CMS upon request through the Medicaid agency or the operating agency (if applicable).

ii. **State Oversight Responsibility.** Specify the State agency (or agencies) responsible for overseeing the use of restraints and ensuring that State safeguards concerning their use are followed and how such oversight is conducted and its frequency:

State:	
Effective Date	

b. Use of Restrictive Interventions

<input type="radio"/>	The State does not permit or prohibits the use of restrictive interventions Specify the State agency (or agencies) responsible for detecting the unauthorized use of restrictive interventions and how this oversight is conducted and its frequency:
<input checked="" type="radio"/>	The use of restrictive interventions is permitted during the course of the delivery of waiver services. Complete Items G-2-b-i and G-2-b-ii.

i. Safeguards Concerning the Use of Restrictive Interventions. Specify the safeguards that the State has in effect concerning the use of interventions that restrict participant movement, participant access to other individuals, locations or activities, restrict participant rights or employ aversive methods (not including restraints or seclusion) to modify behavior. State laws, regulations, and policies referenced in the specification are available to CMS upon request through the Medicaid agency or the operating agency.

DDS has very stringent standards pertaining to the use of restrictive interventions. DDS has a stated policy that all interventions designed to modify behavior must be the least restrictive and least intrusive. Interventions are subject to stringent reviews and safeguards. Interventions that are intrusive or restrictive are used only as a last resort and are subject to the highest level of oversight and monitoring. All restrictive interventions must be discussed and approved by the participant or his/her guardian, as part of the person-centered planning process and documented in the Plan of Care. Case managers review the implementation of any restrictive procedures as part of their routine visits, and licensure and certification staff review the use of any interventions considered to be restrictive as part of their licensure surveys.

DDS is immersed in a major Departmental service improvement initiative to imbed the principles of Positive Behavioral Supports (PBS) into all aspects of its services and supports. This includes training, manuals and tools, and support to providers of service to implement PBS with its three-tier framework for all individuals the Department and its providers support.

As DDS moves forward with implementing PBS as the primary approach to supporting individuals, it plans to eliminate the current levels, as defined below, and replace them with the more holistic and current standard of practice which PBS represents. Full implementation of PBS into all aspects of services and supports will remain an ongoing focus for the foreseeable future.

Current important safeguards in the DDS policies pertaining to restrictive interventions continue to be in effect. All behavior plans regardless of the level must be in written form and part of the individual's service plan. The plan must include a clear description of the behaviors to treat, specification of how the behavior will be measured, a functional analysis of the antecedents and consequences, the duration and type of intervention, other less restrictive alternatives that have been tried, the name of the treating clinician and a procedure for monitoring, evaluating and documenting the use of the intervention. The levels of intervention currently utilized, include:

Level I- Positive reinforcement procedures and procedures which may also include aversive properties, neither of which pose any more than a minimal risk of physical or psychological

State:	
Effective Date	

harm and that do not involve significant physical exercise or physical enforcement to overcome the individual's active resistance. Examples include differential reinforcement, satiation, tokens, corrective feedback and social disapproval, relaxation, restitution, ignoring, extinction, and time out not exceeding 15 minutes. The use of the strategy of "extinction," is very similar to "ignoring". It refers to the utilization of strategies designed to ignore the targeted behavior so as not to re-enforce or positively reward it. The intent is to extinguish the use of the behavior and replace it with more positive behavior.

As examples, restrictive interventions may include locking refrigerator doors for an individual with Prader-Willi syndrome or placing an alarm on a door to alert staff to participants who are prone to elopement and where this would represent concerns for the participant's safety.

Level II- Any intervention otherwise classified as Level I where the procedure must be enforced over the person's active resistance, or a time out with the individual in the room alone with a closed (but not locked) door for no longer than 15 minutes. No plan may deny an individual adequate sleep, a nutritionally sound diet, adequate bedding, adequate access to bathroom facilities and adequate clothing. All Level II plans must be in written form and must be reviewed and approved prior to implementation by a qualified clinician. In addition, each plan must be reviewed by the provider's human rights committee, (whose composition is prescribed in DDS regulations) and any concerns addressed prior to the implementation of the plan. Each plan is also reviewed by a physician to assure that the intervention is not medically contraindicated. Each plan is also reviewed by a peer review committee composed of three or more clinicians, at least one of whom must be a licensed psychologist. Behavior plans may not be implemented unless informed consent has been obtained from either the individual or his/her guardian. All plans are subject to the requirements of the service planning process and subject to periodic review and appeal procedures.

ii. **State Oversight Responsibility.** Specify the State agency (or agencies) responsible for monitoring and overseeing the use of restrictive interventions and how this oversight is conducted and its frequency:

The Department of Developmental Services has primary responsibility for the monitoring and oversight of restrictive interventions. In addition to the previously mentioned reviews by the care plan team, the human rights committee, and the peer review committee, the use of restrictive interventions is monitored in the following ways:

- 1) Case managers conduct bi- monthly site visits of homes providing 24 hour supports and quarterly visits of homes providing less than 24 hour supports. As part of the visit, case managers check to see whether behavior plans are being appropriately implemented if an individual has one.
- 2) Licensure and certification staff do an extensive review of interventions to assure that they have gone through all the necessary reviews, whether they are the least intrusive necessary to meet an individual's needs, whether they are being implemented according to requirements, whether staff has received appropriate training, whether documentation is maintained, and whether it has been reviewed periodically. Licensure staff will cite areas of concern in reports to providers if any of the above requirements have not been met. Follow up is conducted by licensure and certification staff when a pattern or trend is noted.
- 3) Any instance of serious physical injury or death of a person who is also the subject of a

State:	
Effective Date	

Level II intervention is reported in the HCSIS database and immediately reported to the Commissioner or designee for review and follow up.

4) Aggregate data regarding the review, approval and monitoring of interventions collected during the licensure and certification process is included in the Department's Quality Assurance Reports and subject to review by the statewide quality council for the identification of patterns and trends.

5) Any individual, family member, provider staff or DDS employee may seek the guidance of the DDS Human Rights Specialist if he/she has any concerns regarding the plan or its implementation.

c. Use of Seclusion. (Select one):

<input checked="" type="radio"/> The State does not permit or prohibits the use of seclusion Specify the State agency (or agencies) responsible for detecting the unauthorized use of seclusion and how this oversight is conducted and its frequency: <p>No use of restraints or seclusion are allowed in the ABI waivers, thus, all such use is unauthorized. While extremely rare, the unauthorized use of seclusion must be reported by providers as an incident in the HCSIS incident reporting system. Providers must also report these incidents to DPPC which screens all allegations of abuse, neglect and mistreatment. Regulations requiring investigation of all reports of abuse and neglect and mistreatment, which would include the unauthorized use of seclusion may be found at 118 CMR 5.00 (Regulations for the state's Disabled Persons Protection Commission [the Commission] that define the requirements for abuse investigations conducted by the Commission and the review and oversight standards to be used by the Commission). Case managers review to assure that no unauthorized procedures are utilized during the course of their visits. Review of data reported on incidents provides case managers and supervisors with information that is used to detect any use of restraints or seclusion.</p>
<input type="radio"/> The use of seclusion is permitted during the course of the delivery of waiver services. Complete Items G-2-c-i and G-2-c-ii.

i. **Safeguards Concerning the Use of Seclusion.** Specify the safeguards that the State has established concerning the use of each type of seclusion. State laws, regulations, and policies that are referenced in the specification are available to CMS upon request through the Medicaid agency or the operating agency (if applicable).

ii. **State Oversight Responsibility.** Specify the State agency (or agencies) responsible for overseeing the use of seclusion and ensuring that State safeguards concerning their use are followed and how such oversight is conducted and its frequency:

State:	
Effective Date	

Appendix G-3: Medication Management and Administration

This Appendix must be completed when waiver services are furnished to participants who are served in licensed or unlicensed living arrangements where a provider has round-the-clock responsibility for the health and welfare of residents. The Appendix does not need to be completed when waiver participants are served exclusively in their own personal residences or in the home of a family member.

a. Applicability. Select one:

<input type="radio"/>	No. This Appendix is not applicable (<i>do not complete the remaining items</i>)
<input checked="" type="radio"/>	Yes. This Appendix applies (<i>complete the remaining items</i>)

b. Medication Management and Follow-Up

i. Responsibility. Specify the entity (or entities) that have ongoing responsibility for monitoring participant medication regimens, the methods for conducting monitoring, and the frequency of monitoring.

For waiver participants in Residential Habilitation settings the responsibility for monitoring medication regimens is a joint one between providers and DDS staff (specifically, case managers, area office nurses, regional Medication Administration (MAP) coordinators and the care plan team). DDS has an electronic Health Care Record for all individuals that is maintained by providers and case managers and is updated for purposes of the annual service planning process and development of the POC. Included in the health care record is a list of all medications the individual is taking. This allows for review of medications by the care plan team, as well as facilitating thorough communication of relevant medication information to primary health care providers. Provider agency staff monitor the use of medication and side effects on an on-going basis. DDS area office nurses are available for consultation and support to providers when there are questions or concerns about prescribed medications. Direct support professionals are educated about the purpose and side effects of the specific medications individuals they are supporting are taking, and report any issues to the appropriate supervisory and consultant personnel.

Medication management in Assisted Living Residences is overseen by the Executive Office of Elder Affairs in accordance with 651 CMR 12.00 (Department of Elder Affairs regulations describing the certification procedures and standards for Assisted Living Residences in Massachusetts).

DDS requires staff of Residential Habilitation providers to be trained in medication administration through the Medication Administration Program (MAP). After completion of the training by an Approved MAP Trainer, Provider staff are given a knowledge test and a skills test by a third party tester to evaluate their competency to administer medications. Once they pass all components of the test they are certified and authorized to administer medications in MAP registered sites for 2 years. After 2 years they are retested and recertified. Proof of MAP certification for all staff that administer medication is maintained at the program by Provider management.

As part of the licensing process, DDS will provide ongoing oversight and quality management for each residential habilitation, including the review of medication records and documentation of physician orders, the dispensing of medications and the assessments of the relative independence of each resident in self-administration. DDS oversight will include monitoring of the physical management of medications, including locking and storage of all

State:	
Effective Date	

medications. DDS will oversee and track the reporting of all medication occurrences for each residential program, aggregate the data and identify trends by residential program as well as system-wide on a quarterly basis or more frequently if needed. If specific issues are identified, staff will intervene to clarify procedures, and require adjustments in operations. If necessary, DDS will develop and monitor adherence to corrective action plans on an individual provider and program basis. DDS has instituted a provider self-monitoring process and will ensure that providers conduct periodic audits utilizing professional/nursing staff from elsewhere within the provider organization, if available, to review their internal operations, methods, and systems of medication administration. DDS Regional MAP Coordinators are also available to assist Providers with compliance issues including program site visits.

DDS requires Shared Living Placement Agencies to have a system in place for oversight of medication administration in each shared living home. The Placement agency must demonstrate that it has an effective mechanism to monitor and oversee medication administration for Shared Living provider homes. MAP training is strongly encouraged even if the Shared Living providers do not become certified. Shared Living providers must be able to demonstrate that they have a system in their home to assure that there are current health care provider orders, side effect information, labeled pharmacy containers, safe storage of medications, and a process to track and document administration of medications.

Shared Living Provider Agencies do monthly site visits of shared living homes to monitor compliance with regulatory requirements and review medication administration. As a part of the licensure and certification surveys, DDS licensure and certification staff review both the system that the Shared Living Provider Agency has in place to monitor medication administration as well as reviewing individual shared living homes to assure that medication is being correctly administered and monitored.

ii. **Methods of State Oversight and Follow-Up.** Describe: (a) the method(s) that the State uses to ensure that participant medications are managed appropriately, including: (a) the identification of potentially harmful practices (e.g., the concurrent use of contraindicated medications); (b) the method(s) for following up on potentially harmful practices; and (c) the State agency (or agencies) that is responsible for follow-up and oversight.

Case managers maintain regular contact with individuals on their caseload and monitor the health status of individuals they are supporting. In addition, through its Health Promotion and Coordination Initiative, DDS has created several processes that facilitate the exchange of information regarding health status and medication regimens between the DDS provider and the health care provider. DDS licensure and certification staff conduct an extensive review of the health care systems that providers have in place to assure coordination, communication and follow up with health care providers on key issues. They also review the level of training and knowledge that direct support professionals have about the health status and medications that the individual is taking. Aggregate data about health and medication use is reported in DDS Quality Assurance Briefs and reviewed by the Statewide quality council.

The Executive Office of Elder Affairs provides oversight for Assisted Living Residence. Oversight in these settings is provided in accordance with 651 CMR 12.00 (Department of Elder Affairs regulations describing the certification procedures and standards for Assisted Living Residences in Massachusetts).

c. **Medication Administration by Waiver Providers**

State:	
Effective Date	

i. **Provider Administration of Medications.** *Select one:*

<input type="radio"/>	Not applicable (<i>do not complete the remaining items</i>)
<input checked="" type="radio"/>	Waiver providers are responsible for the administration of medications to waiver participants who cannot self-administer and/or have responsibility to oversee participant self-administration of medications. (<i>complete the remaining items</i>)

ii. **State Policy.** Summarize the State policies that apply to the administration of medications by waiver providers or waiver provider responsibilities when participants self-administer medications, including (if applicable) policies concerning medication administration by non-medical waiver provider personnel. State laws, regulations, and policies referenced in the specification are available to CMS upon request through the Medicaid agency or the operating agency (if applicable).

Medication administration is allowed in Residential Habilitation, site based respite services and site based day programs that are licensed or operated by DDS. The state medication administration program (MAP) is implemented by the Department of Developmental Services and overseen by the Department of Public Health. Pertinent regulations are 115 CMR 5.15 as well as an extensive policy manual. The MAP program provides for the registration of locations where medication is administered by non-licensed certified staff, identifies the requirements about storage and security of medications, the specific training and certification requirements for non-licensed staff, and specifies documentation and record keeping requirements.

Group residences, day programs and short-term site-based respite services are required to obtain a site registration from DPH for the purpose of permitting medication administration by MAP certified staff and the storage of medications on site.

Direct support professionals, including licensed nurses working in positions that do not require a nursing license, must be MAP certified in order to administer medications. MAP certification is valid for two years. Staff must be re-certified every two years. In order to be certified, staff must be trained by an Approved MAP Training using the approved training curriculum of a duration not less than 16 hours, including classroom instruction, testing and a practicum. Trainers must be a registered nurse, nurse practitioner, physician assistant, registered pharmacist or licensed physician who meets applicable requirements as a trainer. Individuals must pass a test consisting of three distinct components (written knowledge, transcription and medication administration) in order to be certified to administer medications. The initial certification is done by an independent contractor, currently D & S Diversified Technologies.

Re-certifications may be done by D & S or by an Approved MAP trainer. MAP certified staff and providers must maintain proof of current MAP certification at the program. An individual's certification may be revoked for cause, after an informal hearing process. A record of revoked certifications is maintained by D & S.

Providers are required to adhere to a strict set of standards with respect to storage of medications, documentation of medication counts at the start and end of each shift, labeling of medications and documentation of medication administration for each individual.

Oversight of the medication administration program is conducted by nurses within provider programs as well as DDS Regional MAP Nurses, known as MAP Coordinators, and the

State:	
Effective Date	

Department of Public Health Clinical Review process.

Self-administration: An individual is determined to be self administering when the medication is under the complete control of the individual with no more than minimal assistance from program staff. The ability to self-administer medication is determined in conjunction with the individual's care plan team as part of an assessment process. If the individual is determined to be capable of learning to self-administer medication, a teaching plan is developed and documented as part of the service planning process. Once an individual is determined to be self-administering, an oversight system is developed with built in review periods of at least every 3 months. An individual's ability to continue to self-administer medication is reviewed in conjunction with the annual service planning process. Self-administration is applicable to individuals in both 24 hour residential settings as well as shared living settings.

Self-Administration Medication Management (SAMM) is allowed in an Assisted Living Residence if the participant's service plan so specifies. Staff of the Assisted Living who perform SAMM are required to complete Personal Care Service Training as set forth in 651 CMR 12.07(4) or (7)(Department of Elder Affairs regulations describing the certification procedures and standards for Assisted Living Residences); a practitioner, as defined in MGL c. 94C; or a nurse registered or licensed under the provisions of MGL c.112, s. 74 or 74A to the extent allowed by laws, regulations and standards governing nurse practice in Massachusetts MGL c. 94C (the Massachusetts Controlled Substances Act) and MGL c. 112 s. 74 and 74A (which address the regulation of certain professions).

Provider staff:

- remind the participant to take the medication
- check the package to ensure that the name on the package is that of the participant
- observe the participant take the medication
- document in writing the observation of the participant's actions regarding the medication
- if requested by the participant, the staff may open prepackaged medication or open containers, read the name of the medication and the directions on the label to the participant, and respond to any questions the participant may have regarding the directions
- staff may assist a participant with SAMM from a medication container that has been removed from its original pharmacy labeled packaging, if the Assisted Living and participant have a full written disclosure of the risks involved and consent by the participant.

iii. Medication Error Reporting. Select one of the following:

●	Providers that are responsible for medication administration are required to both record and report medication errors to a State agency (or agencies). Complete the following three items:
(a)	Specify State agency (or agencies) to which errors are reported: Residential Habilitation and site-based day programs that are licensed or operated by DDS. Providers are required to file medication occurrence reports (MOR) to the Department of Developmental Services through the HCSIS web-based event reporting system. MOR's that involve any intervention by a health care provider are also reported to the State Department of Public Health. Pharmacy errors get reported to the Board of Registration in Pharmacy.

State:	
Effective Date	

	<p>Assisted Living service providers must report medication errors to the Executive Office of Elder Affairs.</p> <p>(b) Specify the types of medication errors that providers are required to <i>record</i>:</p> <p>Residential Habilitation Providers and site-based day programs are required to record a MOR in all of the following circumstances: anytime a medication is given to the wrong person, anytime the wrong medication is given, anytime a medication is given at the wrong time, anytime a wrong dose is given, anytime a medication is administered through the wrong route, or when the medication is omitted.</p> <p>(c) Specify the types of medication errors that providers must <i>report</i> to the State:</p> <p>Residential Habilitation Providers are required to report in all of the following circumstances: anytime a medication is given to the wrong person, anytime the wrong medication is given, anytime a medication is given at the wrong time, anytime a wrong dose is given, anytime a medication is administered through the wrong route, or when the medication is omitted.</p> <p>Shared Living Placement Agencies monitor the medication administration procedures of their individual shared living homes, and take corrective action when necessary.</p> <p>An Assisted Living Residence must report to the Certification Unit at Elder Affairs the occurrence of an incident or accident that has or may have a significant negative effect on a resident's health, safety or welfare. This includes medication errors with an adverse effect requiring medical attention.</p> <p>These reports must be made by telephone and in writing within 24 hours after the occurrence of the incident or accident. Telephone reports are made to a dedicated voice mail line at Elder Affairs and written reports must be faxed to a designated Elder Affairs incident report email address. Reports must include: the nature of the incident or accident; any remedial action taken; the Resident's status at the time the report is made to Elder Affairs; a list of other parties or agencies contacted; and other information as specified in the Assisted Living Certification Standards.</p> <p>Assisted Living staff must document all assistance with medication, including whether or not the participant took the medication and, when applicable, the reason why medication was not taken.</p> <p><input type="radio"/> Providers responsible for medication administration are required to record medication errors but make information about medication errors available only when requested by the State.</p> <p>Specify the types of medication errors that providers are required to record:</p>
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iv. State Oversight Responsibility. Specify the State agency (or agencies) responsible for monitoring the performance of waiver providers in the administration of medications to waiver participants and how monitoring is performed and its frequency.

The Department of Developmental Services has primary responsibility of oversight of the

State:	
Effective Date	

Medication Administration Program for programs funded, licensed, or supported by DDS. The Department of Public Health (DPH) also participates in the oversight responsibility. Providers are required to report all medication occurrences within 24 hours of discovery through the HCSIS system. The HCSIS MOR report details the person involved, the type of error, the medications involved, the consultant contacted, any medical interventions that were involved, what followed from the intervention and supervisory follow up action taken. Any MOR that involves medical intervention is also reported to the DPH and is defined as a “hot-line” call. All MOR’s get reviewed and approved by DDS Regional MAP Coordinators who are registered nurses. Follow-up occurs with providers on all hotline MOR’s. This may be accomplished through a phone conversation or a direct site visit, utilizing a Technical Assistance Tool.

On an individual level, MOR’s are reviewed by case managers and are part of an integrated review of all incidents that pertain to the individual. Program monitors and Area Directors review MOR information as part of the standard contract review process. Licensure and certification staff do a thorough review of both the medication storage and administration records as well as the certification of staff and their knowledge of the medications and their side effects.

Finally, on a systems level, all information regarding medication occurrences is aggregated and management reports are generated quarterly. These reports detailing the number of medication occurrences including the type and follow up action are reviewed and analyzed to identify trends and patterns. In addition, the HCSIS medication occurrence data base includes detailed information as to the factors contributing to a medication occurrence. Review of the management reports enable senior staff and the ABI/MFP/TBI Stakeholder Advisory Committee to identify areas and strategies that may lead to a reduction in the number of medication occurrences, a target for service improvement. Information is then shared through training, publication of newsletters and advisories aimed at steps providers can take to reduce the number of medication occurrences. Data is also aggregated on an annual basis and incorporated into the DDS Quality Assurance Briefs, which are reviewed by the statewide quality council for purposes of service improvement targets.

State:	
Effective Date	

Quality Improvement: Health and Welfare

As a distinct component of the State's quality improvement strategy, provide information in the following fields to detail the State's methods for discovery and remediation.

a. Methods for Discovery: Health and Welfare

The State demonstrates it has designed and implemented an effective system for assuring waiver participant health and welfare. (For waiver actions submitted before June 1, 2014, this assurance read "The State, on an ongoing basis, identifies, addresses, and seeks to prevent the occurrence of abuse, neglect and exploitation.")

i. Sub-assurances:

a. Sub-assurance: The state demonstrates on an ongoing basis that it identifies, addresses and seeks to prevent instances of abuse, neglect, exploitation and unexplained death. (Performance measures in this sub-assurance include all Appendix G performance measures for waiver actions submitted before June 1, 2014.)

i. Performance Measures

For each performance measure the State will use to assess compliance with the statutory assurance complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

Performance Measure:	No. and rate of substantiated investigations by type. (Number of substantiated investigations by type/ Number of total adults served and rate per 100 adults)		
Data Source (Select one) (Several options are listed in the on-line application):			
If 'Other' is selected, specify:			
HCSIS Investigations Database			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other	<input type="checkbox"/> Annually	

State:	
Effective Date	

	<i>Specify:</i>		
		<input checked="" type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	% of intakes screened in for investigation of abuse where the need for protective services were reviewed as recommended. (Number of intakes screened in for investigation of abuse where the need for protective services were reviewed/ Total number of intakes where a review for protective services were recommended by the senior investigator)					
Data Source (Select one) (Several options are listed in the on-line application):						
<i>If 'Other' is selected, specify:</i>						
<i>HCSIS Investigations Database</i>						
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)			
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review			
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review			
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =			
	<input type="checkbox"/> Other	<input type="checkbox"/> Annually				

State:	
Effective Date	

	<i>Specify:</i>		
		<input checked="" type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

<i>Responsible Party for data aggregation and analysis (check each that applies)</i>	<i>Frequency of data aggregation and analysis: (check each that applies)</i>
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

<i>Performance Measure:</i>	<i>% of participants receiving services subject to licensure and certification who know how to report abuse and/or neglect. (Number of participants receiving services subject to licensure and certification who know how to report abuse and neglect/ Number of individuals reviewed)</i>					
<i>Data Source (Select one) (Several options are listed in the on-line application): Provider Performance Monitoring</i>						
<i>If 'Other' is selected, specify:</i>						
	<i>Responsible Party for data collection/generation (check each that applies)</i>	<i>Frequency of data collection/generation: (check each that applies)</i>	<i>Sampling Approach (check each that applies)</i>			
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input type="checkbox"/> 100% Review			
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input checked="" type="checkbox"/> Less than 100% Review			
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input checked="" type="checkbox"/> Representative Sample; Confidence Interval =			

State:	
Effective Date	

	<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually	95%
		<input checked="" type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

<i>Responsible Party for data aggregation and analysis (check each that applies)</i>	<i>Frequency of data aggregation and analysis: (check each that applies)</i>
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	<i>% of medication occurrences. (Number of medication occurrences report/ Number of medication doses administered)</i>					
Data Source (Select one) (Several options are listed in the on-line application): Medication administration data reports, logs						
<i>If 'Other' is selected, specify:</i>						
<i>Responsible Party for data collection/generation (check each that applies)</i>	<i>Frequency of data collection/generation: (check each that applies)</i>	<i>Sampling Approach (check each that applies)</i>				
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review				
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review				
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =				
<input checked="" type="checkbox"/> Other	<input checked="" type="checkbox"/> Annually					

State:	
Effective Date	

	<i>Specify:</i>		
	<i>Administrative Services Organization</i>	<input type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

<i>Responsible Party for data aggregation and analysis (check each that applies)</i>	<i>Frequency of data aggregation and analysis: (check each that applies)</i>
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input checked="" type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	<i>% of deaths that are required to have a clinical review that received a clinical review. (Number of deaths that have a clinical review/ Total number of deaths required to have a clinical review)</i>		
Data Source (Select one) (Several options are listed in the on-line application): Mortality Reviews			

If 'Other' is selected, specify:

	<i>Responsible Party for data collection/generation (check each that applies)</i>	<i>Frequency of data collection/generation: (check each that applies)</i>	<i>Sampling Approach (check each that applies)</i>
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually	
		<input checked="" type="checkbox"/> Continuously and	<input type="checkbox"/> Stratified:

State:	
Effective Date	

		<i>Ongoing</i>		<i>Describe Group:</i>
		<input type="checkbox"/> <i>Other Specify:</i>		
				<input type="checkbox"/> <i>Other Specify:</i>

Add another Data Source for this performance measure

Data Aggregation and Analysis

<i>Responsible Party for data aggregation and analysis (check each that applies)</i>	<i>Frequency of data aggregation and analysis: (check each that applies)</i>
<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>
<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>
<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>
<input type="checkbox"/> <i>Other Specify:</i>	<input checked="" type="checkbox"/> <i>Annually</i>
	<input type="checkbox"/> <i>Continuously and Ongoing</i>
	<input type="checkbox"/> <i>Other Specify:</i>

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	<i>% of providers, subject to DDS licensure and certification, that report abuse and neglect as mandated. (Number of provider agencies that report abuse and neglect as mandated/ Number of providers reviewed)</i>					
Data Source (Select one) (Several options are listed in the on-line application): Provider Performance Monitoring						
<i>If 'Other' is selected, specify:</i>						
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)			
	<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>	<input checked="" type="checkbox"/> <i>100% Review</i>			
	<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>	<input type="checkbox"/> <i>Less than 100% Review</i>			
	<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>	<input type="checkbox"/> <i>Representative Sample; Confidence Interval =</i>			
	<input type="checkbox"/> <i>Other Specify:</i>	<input type="checkbox"/> <i>Annually</i>				
		<input checked="" type="checkbox"/> <i>Continuously and Ongoing</i>	<input type="checkbox"/> <i>Stratified: Describe Group:</i>			
		<input type="checkbox"/> <i>Other</i>				

State:	
Effective Date	

		<i>Specify:</i>	
			<input type="checkbox"/> <i>Other Specify:</i>

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	% of providers who conduct CORI's of prospective employees and take appropriate action when necessary. (Number of providers that conduct CORI's of prospective employees and take required action/ Total number of providers reviewed)
-----------------------------	--

Data Source (Select one) (Several options are listed in the on-line application): Provider Performance Monitoring

If 'Other' is selected, specify:

	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input checked="" type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually	
	Administrative Services Organization	<input checked="" type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	

State:	
Effective Date	

			<input type="checkbox"/> Other Specify:
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Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

b. Sub-assurance: *The State demonstrates that an incident management system is in place that effectively resolves those incidents and prevents further similar incidents to the extent possible.*

For each performance measure the State will use to assess compliance with the statutory assurance (or sub-assurance), complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

Performance Measure:	% of incident "trigger" reports that have had follow up action taken. (Number of incidents that reach the "trigger" threshold for which action has been taken/ Total number of incidents that reach the "trigger" threshold)
-----------------------------	---

Data Source (Select one) (Several options are listed in the on-line application): Critical events and incident reports

If 'Other' is selected, specify:

	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
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State:	
Effective Date	

	<i>applies)</i>		
	<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>	<input type="checkbox"/> <i>100% Review</i>
	<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>	<input checked="" type="checkbox"/> <i>Less than 100% Review</i>
	<input type="checkbox"/> <i>Sub-State Entity</i>	<input type="checkbox"/> <i>Quarterly</i>	<input checked="" type="checkbox"/> <i>Representative Sample; Confidence Interval =</i> <i>90%</i>
	<input type="checkbox"/> <i>Other Specify:</i>	<input type="checkbox"/> <i>Annually</i>	
		<input checked="" type="checkbox"/> <i>Continuously and Ongoing</i>	<input type="checkbox"/> <i>Stratified: Describe Group:</i>
		<input type="checkbox"/> <i>Other Specify:</i>	
			<input type="checkbox"/> <i>Other Specify:</i>

Add another Data Source for this performance measure

Data Aggregation and Analysis

<i>Responsible Party for data aggregation and analysis (check each that applies)</i>	<i>Frequency of data aggregation and analysis: (check each that applies)</i>
<input checked="" type="checkbox"/> <i>State Medicaid Agency</i>	<input type="checkbox"/> <i>Weekly</i>
<input type="checkbox"/> <i>Operating Agency</i>	<input type="checkbox"/> <i>Monthly</i>
<input type="checkbox"/> <i>Sub-State Entity</i>	<input checked="" type="checkbox"/> <i>Quarterly</i>
<input type="checkbox"/> <i>Other Specify:</i>	<input type="checkbox"/> <i>Annually</i>
	<input type="checkbox"/> <i>Continuously and Ongoing</i>
	<input type="checkbox"/> <i>Other Specify:</i>

Add another Performance measure (button to prompt another performance measure)

<i>Performance Measure:</i>	<i>% of action/safety plans implemented. (number of action/safety plans implemented for substantiated investigations/ Number of action/safety plans written)</i>					
<i>Data Source (Select one) (Several options are listed in the on-line application):</i>						
<i>If 'Other' is selected, specify:</i>						
<i>HCSIS Investigations Database</i>						
	<i>Responsible Party for data collection/generation (check each that applies)</i>	<i>Frequency of data collection/generation: (check each that applies)</i>	<i>Sampling Approach (check each that applies)</i>			

<i>State:</i>	
<i>Effective Date</i>	

	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other Specify: <i>(check each that applies)</i>	<input type="checkbox"/> Annually	
		<input checked="" type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify: <i>(check each that applies)</i>	<input type="checkbox"/> Other Specify: <i>(check each that applies)</i>

Add another Data Source for this performance measure

Data Aggregation and Analysis

<i>Responsible Party for data aggregation and analysis (check each that applies)</i>	<i>Frequency of data aggregation and analysis: (check each that applies)</i>
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input checked="" type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify: <i>(check each that applies)</i>	<input type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify: <i>(check each that applies)</i>

c. ***Sub-assurance: The State policies and procedures for the use or prohibition of restrictive interventions (including restraints and seclusion) are followed.***

For each performance measure the State will use to assess compliance with the statutory assurance (or sub-assurance), complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

<i>Performance</i>	<i>% of providers that are in compliance with requirements concerning</i>
---------------------------	--

State:	
Effective Date	

Measure:	<i>restrictive interventions. (Number of providers that are in compliance with requirements concerning restrictive interventions/ Number of providers reviewed by survey and certification with restrictive interventions)</i>		
Data Source (Select one) (Several options are listed in the on-line application): Provider Performance Monitoring			
<i>If 'Other' is selected, specify:</i>			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other Specify: <i>(Specify: _____)</i>	<input type="checkbox"/> Annually	<input type="checkbox"/> Stratified: Describe Group: <i>(Specify: _____)</i>
		<input checked="" type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Other Specify: <i>(Specify: _____)</i>
		<input type="checkbox"/> Other Specify: <i>(Specify: _____)</i>	<input type="checkbox"/> Other Specify: <i>(Specify: _____)</i>

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify: <i>(Specify: _____)</i>	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify: <i>(Specify: _____)</i>

Add another Performance measure (button to prompt another performance measure)

Performance	<i>% of providers that are in compliance with requirements concerning</i>
--------------------	---

State:	
Effective Date	

Measure:	<i>unauthorized use of restraints. (Number of providers that are in compliance with requirements concerning unauthorized use of restraints/ Number of providers reviewed by survey and certification)</i>		
Data Source (Select one) (Several options are listed in the on-line application): Provider Performance Monitoring			
<i>If 'Other' is selected, specify:</i>			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other Specify: <i>(Specify: _____)</i>	<input type="checkbox"/> Annually	<input type="checkbox"/> Stratified: Describe Group: <i>(Specify: _____)</i>
		<input checked="" type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Other Specify: <i>(Specify: _____)</i>
		<input type="checkbox"/> Other Specify: <i>(Specify: _____)</i>	<input type="checkbox"/> Other Specify: <i>(Specify: _____)</i>

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify: <i>(Specify: _____)</i>	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify: <i>(Specify: _____)</i>

Add another Performance measure (button to prompt another performance measure)

State:	
Effective Date	

d. **Sub-assurance:** *The State establishes overall health care standards and monitors those standards based on the responsibility of the service provider as stated in the approved waiver.*

For each performance measure the State will use to assess compliance with the statutory assurance (or sub-assurance), complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

Performance Measure:	<i>% of individuals who have had an annual physician visit in the last 15 months. (Number of individuals with a documented physician visit in the past 15 months/ Number of individuals reviewed)</i>		
Data Source (Select one) (Several options are listed in the on-line application): provider performance monitoring			
If 'Other' is selected, specify:			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input checked="" type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input checked="" type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other Specify: Specify:	<input type="checkbox"/> Annually	95%
		<input checked="" type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify: Specify:	<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

State:	
Effective Date	

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	% of individuals who have had an annual dental visit in the last 15 months. (Number of individuals with a documented dental visit in the past 15 months/ Number of individuals reviewed)		
Data Source (Select one) (Several options are listed in the on-line application): provider performance monitoring			
<i>If 'Other' is selected, specify:</i>			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input checked="" type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input checked="" type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually	95%
		<input checked="" type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

State:	
Effective Date	

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

Performance Measure:	% of physicians' orders and treatment protocols followed. (Number of individuals for whom a treatment protocol/physicians' orders are followed/ Number of individuals reviewed with treatment protocols/physicians' orders)		
Data Source (Select one) (Several options are listed in the on-line application): provider performance monitoring			
If 'Other' is selected, specify:			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input checked="" type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input checked="" type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other Specify:	<input type="checkbox"/> Annually	95%
		<input checked="" type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify:	
			<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

State:	
Effective Date	

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis <i>(check each that applies)</i>	Frequency of data aggregation and analysis: <i>(check each that applies)</i>
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

ii. If applicable, in the textbox below provide any necessary additional information on the strategies employed by the State to discover/identify problems/issues within the waiver program, including frequency and parties responsible.

b. Methods for Remediation/Fixing Individual Problems

i. *Describe the State's method for addressing individual problems as they are discovered. Include information regarding responsible parties and GENERAL methods for problem correction. In addition, provide information on the methods used by the State to document these items.*

The Department of Developmental Services (DDS) and MassHealth are responsible for ensuring effective oversight of the waiver program, including administrative and operational functions performed by the Level of Care entity and the Administrative Service Organization. As problems are discovered at the level of care entity, the Administrative Services Organization, or waiver service providers, MassHealth/DDS will ensure that a corrective action plan is created, approved and implemented within appropriate timelines. Timelines for remediation will be dependent on the nature and severity of the issue to be addressed. Further, MassHealth is responsible for identifying and analyzing trends related to the operation of the waiver and determining strategies to address quality-related issues.

State:	
Effective Date	

ii. Remediation Data Aggregation

	Responsible Party (<i>check each that applies</i>):	Frequency of data aggregation and analysis (<i>check each that applies</i>)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
	<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
		<input type="checkbox"/> Continuously and Ongoing
		<input type="checkbox"/> Other Specify:

c. **Timelines**

When the State does not have all elements of the Quality Improvement Strategy in place, provide timelines to design methods for discovery and remediation related to the assurance of Health and Welfare that are currently non-operational.

•	No
○	Yes

Please provide a detailed strategy for assuring Health and Welfare, the specific timeline for implementing identified strategies, and the parties responsible for its operation.

State:	
Effective Date	

Appendix H: Quality Improvement Strategy

Under §1915(c) of the Social Security Act and 42 CFR §441.302, the approval of an HCBS waiver requires that CMS determine that the State has made satisfactory assurances concerning the protection of participant health and welfare, financial accountability and other elements of waiver operations. Renewal of an existing waiver is contingent upon review by CMS and a finding by CMS that the assurances have been met. By completing the HCBS waiver application, the State specifies how it has designed the waiver's critical processes, structures and operational features in order to meet these assurances.

- Quality Improvement is a critical operational feature that an organization employs to continually determine whether it operates in accordance with the approved design of its program, meets statutory and regulatory assurances and requirements, achieves desired outcomes, and identifies opportunities for improvement.

CMS recognizes that a state's waiver Quality Improvement Strategy may vary depending on the nature of the waiver target population, the services offered, and the waiver's relationship to other public programs, and will extend beyond regulatory requirements. However, for the purpose of this application, the State is expected to have, at the minimum, systems in place to measure and improve its own performance in meeting six specific waiver assurances and requirements.

It may be more efficient and effective for a Quality Improvement Strategy to span multiple waivers and other long-term care services. CMS recognizes the value of this approach and will ask the state to identify other waiver programs and long-term care services that are addressed in the Quality Improvement Strategy.

State:	
Effective Date	

Quality Improvement Strategy: Minimum Components

The Quality Improvement Strategy that will be in effect during the period of the approved waiver is described throughout the waiver in the appendices corresponding to the statutory assurances and sub-assurances. Other documents cited must be available to CMS upon request through the Medicaid agency or the operating agency (if appropriate).

In the QIS discovery and remediation sections throughout the application (located in Appendices A, B, C, D, G, and I), a state spells out:

- The evidence based discovery activities that will be conducted for each of the six major waiver assurances;
- The remediation activities followed to correct individual problems identified in the implementation of each of the assurances;

In Appendix H of the application, a State describes (1) the *system improvement* activities followed in response to aggregated, analyzed discovery and remediation information collected on each of the assurances; (2) the correspondent *roles/responsibilities* of those conducting assessing and prioritizing improving system corrections and improvements; and (3) the processes the state will follow to continuously *assess the effectiveness of the QIS* and revise it as necessary and appropriate.

If the State's Quality Improvement Strategy is not fully developed at the time the waiver application is submitted, the state may provide a work plan to fully develop its Quality Improvement Strategy, including the specific tasks the State plans to undertake during the period the waiver is in effect, the major milestones associated with these tasks, and the entity (or entities) responsible for the completion of these tasks.

When the Quality Improvement Strategy spans more than one waiver and/or other types of long-term care services under the Medicaid State plan, specify the control numbers for the other waiver programs and/or identify the other long-term services that are addressed in the Quality Improvement Strategy. In instances when the QMS spans more than one waiver, the State must be able to stratify information that is related to each approved waiver program. Unless the State has requested and received approval from CMS for the consolidation of multiple waivers for the purpose of reporting, then the State must stratify information that is related to each approved waiver program, i.e., employ a representative sample for each waiver.

State:	
Effective Date	

H.1 Systems Improvement

a. System Improvements

- i. Describe the process(es) for trending, prioritizing and implementing system improvements (i.e., design changes) prompted as a result of an analysis of discovery and remediation information.

MassHealth's (the Medicaid Agency) quality management strategy is designed to assure that essential safeguards are met with respect to health, safety and quality of life for waiver participants. While there are multiple approaches in place that comprise a robust system, the overall quality management and improvement system continues to evolve and improve. MassHealth has put in place an overarching approach and plan for quality management and improvement across Massachusetts' home and community based services waivers. This plan ensures that the state is able to stratify information to relate to each specific waiver program it operates. The strategy is based on the following key operational principles:

1. The system is designed to create a continuous loop of quality assessment and initiation of improvement including the identification of issues, notification to concerned parties, remediation, follow-up analysis of patterns and trends, and improvement activities.
2. Quality is measured based upon a set of outcome measures agreed upon by waiver stakeholders, which are based on the fundamental purposes of the waiver, CMS assurances, Massachusetts' regulations, and quality goals.
3. The system also assesses quality by measuring health and safety for participants and places a strong emphasis on other quality of life indicators including participant access, person-centered planning and service delivery, rights and responsibilities, participant satisfaction and participant involvement.

Three Tiers of Quality Management

The Quality Management and Improvement System (QMIS) approaches quality from three perspectives: the individual, the provider and the system. On each tier, the focus is on the discovery of issues, remediation of identified issues, and system improvement. MassHealth in collaboration with the Department of Developmental Services (DDS) and the Massachusetts Rehabilitation Commission (MRC) have oversight responsibility for all aspects of the Waiver QMIS for this waiver and the Acquired Brain Injury Non-Residential Habilitation, Moving Forward Plan – Residential Supports Waiver and the Moving Forward Plan - Community Living Waiver. Specific areas of oversight include: Level of Care Determination, Service Plans, Qualified Providers, Health and Welfare, Administrative Authority, and Financial Accountability to ensure that direct service providers, the contracted LOC entity, contracted ASO entity and Case Managers are in compliance with applicable standards, policies and procedures.

Systems level improvement efforts are organizationally structured to occur on multiple levels within DDS and MRC. The DDS Office of Quality Management maintains overall responsibility for designing and overseeing the waiver's QMIS and assuring that appropriate data are collected, disseminated, and reviewed, and that service improvement targets are established for participants in these Waivers. The DDS Assistant Commissioner for Quality Management reports in a direct line to the Commissioner, in order to maintain independence from the Operational Services Division.

DDS has an organizational structure of 23 Area Offices and 4 Regional Offices. Case Managers for this waiver are based in the Regional Offices and can draw from staffing and expertise available at both the Area and Regional level. Each Regional Office is overseen by a Regional Director under whose direct

State:	
Effective Date	

supervision the Area Directors function. It is ultimately the Regional Directors, who report directly to the Deputy Commissioner, who are accountable for assuring that identified service improvement efforts are implemented and reviewed.

DDS works collaboratively with MRC to obtain and aggregate data from all sources including providers, the level of care entity and the ASO and make available system-wide data, analysis of such data, and reports to MassHealth in order to facilitate the discovery, remediation planning and overall system quality improvement strategies.

Processes for trending, prioritizing and implementing system improvements

Tier I: The Individual Level

DDS maintains a number of databases that enable it to collect information on important outcomes pertaining to individuals, providers and overall systems, to review patterns and trends and establish service improvement targets.

On an individual level, the Home and Community Services Information System (HCSIS) previously described in Appendix G, collects information regarding incidents, medication occurrences, investigations and deaths. This is a web-based system that has been in use by DDS since 2006 and has been adapted to incorporate incident types specific to individuals in this Waiver. The HCSIS system includes a Service Coordinator Supervisor Tool which collects aggregate information regarding the development, implementation and oversight of the service planning process and development of the POC through the review of a sample of individuals and their plans.

In addition, DDS will utilize data and reports available through various sources, including the Meditech database and data from the Level of Care entity that provides both individual and aggregate information regarding eligibility determinations, level of care determinations and re-determinations.

Tier II-The Provider Level

The next level of the Medicaid Agency's quality management and information system relates to ensuring, on an ongoing basis, that providers are qualified and are performing effectively. For providers of 24-hour residential supports and shared living that entails utilization of the DDS licensure and certification process which has been in effect since 1994 and most recently revised in 2010. Providers of Transitional Assistance-RH are credentialed, recredentialed, and overseen by MRC. For all other waiver services described in Appendix C providers are credentialed and recredentialed by the ASO. Aggregate data from these processes are collected, reviewed, and analyzed to determine whether there are any patterns or trends that merit the establishment of service improvement initiatives.

Tier III- The System Level

With the current complement of HCBS waivers in Massachusetts, processes have been and continue to be established to support and enhance quality oversight. MassHealth and DDS are working to ensure that the quality management strategies and infrastructure implemented for the operation of this waiver are consistent with those related to the other HCBS waivers.

MassHealth, DDS and MRC review and evaluate measures related to provider capacity and capability; provider qualifications, performance and compliance with applicable standards and requirements; safeguards/critical incident management; client satisfaction; and system performance and wherever appropriate align applicable performance measures with those in other waivers.

Data gathered from all sources and processes noted are analyzed and reviewed by a variety of stakeholders and through a variety of committees. The goal of these processes is to assure that both internal and external stakeholders review essential aggregate data on an ongoing basis in order to improve services and supports for all Waiver participants.

As a starting point, DDS, MRC and MassHealth are committed to assuring the ongoing integrity of data obtained through various collection mechanisms. Two major standards groups exist to oversee the Meditech database and HCSIS. These groups function to continually review and agree upon the

State:	
Effective Date	

business processes as well as the definitions and interpretations that guide the system in order to ensure data integrity and consistency.

A Statewide Incident Review Committee (SIRC) composed of staff from DDS Operations, Investigations, human rights, survey and certification, risk management and health services meets regularly to review aggregate data generated from HCSIS. With research support of the University of Massachusetts Medical School/Center for Developmental Disabilities Evaluation and Research (CDDER), aggregate reports analyzing specific incident types are generated. The reports are based on queries that SIRC determines helpful in analyzing the data. The reports are reviewed by SIRC and form the basis for identifying patterns and trends that may lead to specific service improvement targets. Examples of service improvement targets directly related to analysis of HCSIS data include, but are not limited to, a major falls prevention initiative, and an initiative to reduce medication occurrences. The SIRC membership and purview is expanded, as needed, to include the review and analysis of data related to participants in this waiver.

In addition, since 2008, Area, Region and Provider specific aggregate data on incidents are disseminated quarterly (for frequently occurring incidents). These reports show data on incidents by both number and rate that enables comparison between Areas, Regions and the State. Case Managers and Areas also receive monthly reports on individuals who have reached a threshold of specifically designated incidents that then trigger a review by the Case Manager on an Area level. These reports enable Areas and Regions to identify patterns and trends with respect to particular individuals they support and to “connect the dots” between different incidents. Areas review the reports to assure that all necessary follow up steps have been taken. As part of the on-going quality assurance process, Regional Risk Managers do a quarterly review of a random sample of individuals who have reached the “trigger” threshold. The review looks into whether appropriate follow up actions were taken consistent with the issues identified. This process includes individuals in this waiver.

DDS also publishes an Annual Mortality Report which details the number of deaths, the age, gender, residential status and cause of death of individuals served by DDS; information on individuals in this Waiver are published in a similar report. The results of this report will enable DDS and MassHealth to determine whether there are any patterns and trends, particularly with respect to preventable deaths.

As an important component of its commitment to stakeholder and participant input, MRC established an ABI Waiver Stakeholder Advisory Committee to obtain valuable input from constituents. This committee includes ABI waiver participants, case managers, provider agencies, participant family members and individuals with brain injuries. MRC and DDS are utilizing this Committee and have expanded both the focus and the membership of this Advisory Committee to include the MFP Waivers. The committee plays an advisory role and assists in evaluating waiver program performance. Specifically, it reviews data and reports generated from the previously mentioned data systems, e.g. HCSIS, Death Reporting, Licensure and Certification system to determine whether any service improvement projects should be initiated.

Finally, DDS has a variety of publications that are disseminated widely to DDS staff, provider staff, individuals and families that provide important information derived from all of the existing data systems. The information is presented in easy to read formats and in many cases provides “actionable” recommendations to improve health and safety and quality of life for Waiver participants. These publications include the “Quality is no Accident” Brief, the “Living Well Newsletter”, Quality Assurance Briefs on specific subject areas, and on-going advisories to the field. These publications will be expanded, as appropriate, to include data for providers, DDS staff and other stakeholders regarding both MFP and ABI Waiver participants.

We have consolidated the reporting for this waiver with MFP-RS (MA.1028)(see H.1.b.ii).

ii. System Improvement Activities

Responsible Party (check each that applies): **Frequency of monitoring and analysis**

State:	
Effective Date	

State Medicaid Agency
 Operating Agency
 Sub-State Entity
 Quality Improvement Committee
 Other
Specify:

(check each that applies):
 Weekly
 Monthly
 Quarterly
 Annually

Other
Specify:

b. System Design Changes

i. Describe the process for monitoring and analyzing the effectiveness of system design changes. Include a description of the various roles and responsibilities involved in the processes for monitoring & assessing system design changes. If applicable, include the State's targeted standards for systems improvement.

MassHealth, DDS and MRC have a strong commitment to a quality management system which continuously evaluates the processes in place to monitor waiver activities and participant outcomes. As this Waiver created a new mechanism to provide HCBS to a population that previously was largely not able to access these services through publicly-funded programs, MassHealth and DDS have the opportunity to put in place best practices experienced in other HCBS waivers. The cornerstone of this quality management system is the collaboration between MassHealth, DDS, and MRC.

A goal of the waiver quality management system is to obtain concrete discovery data which, when aggregated and analyzed, allows for identification of any assurance areas which need immediate quality improvement strategies to remedy the findings. The DDS Office of Quality Management, has primary responsibility for monitoring the effectiveness of system design changes. Implementation of strategies to meet service improvement targets can occur on a variety of levels depending upon the nature of the target. Senior Staff from DDS review and evaluate the effectiveness of service improvement targets and system design changes on an ongoing basis. In addition, previously mentioned groups, notably, the Statewide Incident Review Committee and the ABI/MFP/TBI Stakeholder Advisory Committee review progress towards achieving targets and making mid-course corrections, if necessary.

Reviews of the effectiveness of service improvement targets are also conducted by CDDER. As an independent research and policy support to DDS, CDDER has conducted several formative and summative evaluations of specific initiatives. Methods have included focus groups, surveys and evaluation of specific indicators related to the service improvement target.

MassHealth, DDS and MRC are committed to working with stakeholders, including participants, to ensure an effective quality management strategy for the Waiver program which utilizes participant-focused quality indicators. The ABI/MFP/TBI Waiver Stakeholder Advisory Committee meets on no less than a quarterly basis and reviews performance, system design changes and assessments. This Committee reviews quality management data as well as other aspects of the quality management strategy for the Waiver program to identify and support the ways MassHealth, DDS and MRC can assess and ensure for the highest quality services. Other meetings with stakeholders (i.e., providers, advocates and families) are conducted on an ad-hoc basis throughout the year. Stakeholder involvement and communication are welcomed and encouraged through the formal Committee as well as ad-hoc meetings.

State:	
Effective Date	

ii. Describe the process to periodically evaluate, as appropriate, the Quality Improvement Strategy.

In collaboration with MassHealth , MRC and DDS are committed to evaluating the processes and systems in place which comprise our quality management strategy.

The Office of Quality Management within DDS, in close collaboration with MRC, has primary day to day responsibility for assuring that there is an effective and robust quality management system. DDS and MRC work closely with internal and external stakeholders and make recommendations regarding enhancements to the QMIS system on an ongoing basis.

DDS and MRC continue to work with CDDER to evaluate the effectiveness of its QMIS system and to make recommendations for improvements.

As part of the evaluation of the Quality Improvement Strategy, MassHealth , DDS and MRC analyzed reporting across several waivers and, as noted above, consolidated the reporting for the ABI with Residential Habilitation (MA.40701) and MFP Residential Supports (MA.1028) Waivers. Our ongoing evaluation supports the determination that because these waivers utilize the same quality management and improvement system, that is, they are monitored in the same way, and discovery, remediation and improvement activities are the same, these waivers continue to meet the CMS conditions for a consolidated evidence report. Specifically, the following conditions are present:

1. The design of these waivers is very similar as determined by the similarity in participant services (very similar), participant safeguards (the same) and quality management (the same);
2. The quality management approach is the same across these two waivers including:
 - a. methodology for discovering information with the same HCSIS system and sample selection,
 - b. remediation methods,
 - c. pattern/trend analysis process, and
 - d. all of the same performance indicators;
3. The provider network is the same; and
4. Provider oversight is the same.

For performance measures based on sampling the sample size will be based on a simple random sample of the combined populations with a confidence level of .95.

All measures, methodologies and data systems are fully aligned.

The ABI with Residential Habilitation (MA.40701) and MFP Residential Supports (MA.1028) Waivers operate on similar waiver cycles with only one month difference between the effective dates for these waivers. The combined evidence report will be based on the schedule for the MFP Residential Supports Waiver (MA.1028). Because the state has moved the reporting up by one month for MA.40701 (one month earlier), there is no loss of data.

State:	
Effective Date	

Appendix I: Financial Accountability

APPENDIX I-1: Financial Integrity and Accountability

Financial Integrity. Describe the methods that are employed to ensure the integrity of payments that have been made for waiver services, including: (a) requirements concerning the independent audit of provider agencies; (b) the financial audit program that the state conducts to ensure the integrity of provider billings for Medicaid payment of waiver services, including the methods, scope and frequency of audits; and, (c) the agency (or agencies) responsible for conducting the financial audit program. State laws, regulations, and policies referenced in the description are available to CMS upon request through the Medicaid agency or the operating agency (if applicable).

(a) MassHealth engages an Administrative Service Organization (ASO) to recruit qualified direct service providers who are in good financial standing for all waiver services except those qualified and contracted for by DDS or the Massachusetts Rehabilitation Commission (MRC). The waiver services for which providers are qualified/contracted by DDS include Residential Habilitation and Shared Living – 24 Hour Supports. Providers of Home Accessibility Adaptations and Transitional Assistance will be qualified by MRC. All direct service providers execute MassHealth Provider Agreements. As part of the Single State Agency Audit, KPMG reviews samples of waiver claims and activity, as noted below. In addition, the ASO is required to have an annual independent audit.

(b) The integrity of provider billing data for Medicaid payment of waiver services is managed by the Massachusetts Medicaid Management Information System (MMIS). MassHealth confirms the delivery of services, the units of services and the cost of all services through contract and invoice management prior to submitting claims to Medicaid. MassHealth establishes rates for each waiver service. MMIS sets payment ceilings to ensure integrity of payment and also confirms each participant's Medicaid waiver eligibility as a condition of payment.

(c) The Executive Office of Health and Human Services is responsible for conducting the financial audit program. The Program Integrity Unit is responsible and required by federal regulation to perform post payment reviews of paid claims data to identify duplicate, inconsistent or excessive activity that may be considered fraudulent or abusive. This is accomplished by developing reports/algorithms and/or conducting audits to uncover aberrant billing patterns in which an improper payment may have been made.

KPMG is the contractor that performs the Single State Audit for the Commonwealth of Massachusetts.

Quality Improvement: Financial Accountability

As a distinct component of the State's quality improvement strategy, provide information in the following fields to detail the State's methods for discovery and remediation.

a. **Methods for Discovery: Financial Accountability Assurance**

State:	
Effective Date	

The State must demonstrate that it has designed and implemented an adequate system for ensuring financial accountability of the waiver program. (For waiver actions submitted before June 1, 2014, this assurance read “State financial oversight exists to assure that claims are coded and paid for in accordance with the reimbursement methodology specified in the approved waiver.”)

i. Sub-assurances:

a Sub-assurance: The State provides evidence that claims are coded and paid for in accordance with the reimbursement methodology specified in the approved waiver and only for services rendered. (Performance measures in this sub-assurance include all Appendix I performance measures for waiver actions submitted before June 1, 2014.)

a.i. Performance Measures

For each performance measure the State will use to assess compliance with the statutory assurance complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

<i>Performance Measure:</i>	Service claims are coded and paid for in accordance with the specified reimbursement methodology and only for services rendered.. % of claims submitted to and paid by MMIS will be monitored and reported to MassHealth and DDS by the ASO using remittance advices. (Approved and paid MMIS claims/ Total service claims submitted)		
<i>Data Source (Select one) (Several options are listed in the on-line application):</i> Financial records (including expenditures)			
<i>If ‘Other’ is selected, specify:</i>			
	<i>Responsible Party for data collection/generation (check each that applies)</i>	<i>Frequency of data collection/generation: (check each that applies)</i>	<i>Sampling Approach (check each that applies)</i>
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =

State:	
Effective Date	

<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually	
	<input type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
	<input type="checkbox"/> Other Specify:	
		<input type="checkbox"/> Other Specify:

Add another Data Source for this performance measure

Data Aggregation and Analysis

<i>Responsible Party for data aggregation and analysis (check each that applies)</i>	<i>Frequency of data aggregation and analysis: (check each that applies)</i>
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify:

Add another Performance measure (button to prompt another performance measure)

b. Sub-assurance: The State provides evidence that rates remain consistent with the approved rate methodology throughout the five year waiver cycle.

For each performance measure the State will use to assess compliance with the statutory assurance (or sub-assurance), complete the following. Where possible, include numerator/denominator.

For each performance measure, provide information on the aggregated data that will enable the State to analyze and assess progress toward the performance measure. In this section provide information on the method by which each source of data is analyzed statistically/deductively or inductively, how themes are identified or conclusions drawn, and how recommendations are formulated, where appropriate.

<i>Performance Measure:</i>	Services are coded and paid for in accordance with the reimbursement methodology. (Number of services with rates derived from and consistent
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State:	
Effective Date	

	with rate regulations/ Number of services for which claims were submitted)		
Data Source (Select one) (Several options are listed in the on-line application): Financial records (including expenditures)			
<i>If 'Other' is selected, specify:</i>			
	Responsible Party for data collection/generation (check each that applies)	Frequency of data collection/generation: (check each that applies)	Sampling Approach (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly	<input checked="" type="checkbox"/> 100% Review
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly	<input type="checkbox"/> Less than 100% Review
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly	<input type="checkbox"/> Representative Sample; Confidence Interval =
	<input type="checkbox"/> Other Specify: <i>Specify:</i>	<input checked="" type="checkbox"/> Annually	
		<input type="checkbox"/> Continuously and Ongoing	<input type="checkbox"/> Stratified: Describe Group:
		<input type="checkbox"/> Other Specify: <i>Specify:</i>	
			<input type="checkbox"/> Other Specify: <i>Specify:</i>

Add another Data Source for this performance measure

Data Aggregation and Analysis

Responsible Party for data aggregation and analysis (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
<input type="checkbox"/> Other Specify: <i>Specify:</i>	<input checked="" type="checkbox"/> Annually
	<input type="checkbox"/> Continuously and Ongoing
	<input type="checkbox"/> Other Specify: <i>Specify:</i>

State:	
Effective Date	

Add another Performance measure (button to prompt another performance measure)

ii. *If applicable, in the textbox below provide any necessary additional information on the strategies employed by the State to discover/identify problems/issues within the waiver program, including frequency and parties responsible.*

The Administrative Service Organization reviews all claims prior to submission. The ASO will submit quarterly reports to DDS. Data are aggregated and analyzed annually to ensure services are billed in accordance with established waiver service payment rates.

b. Methods for Remediation/Fixing Individual Problems

i. *Describe the State's method for addressing individual problems as they are discovered. Include information regarding responsible parties and GENERAL methods for problem correction. In addition, provide information on the methods used by the State to document these items.*

DDS is responsible for ensuring that provider billing is in accordance with the services authorized in the service plan. The Administrative Service Organization (ASO) will ensure that services are billed in accordance with the established rate for the service provided. If any discrepancy is noted the ASO will report the error to MassHealth and/or DDS and/or service provider and the services will only be claimed upon reconciliation of the discrepancy. Claims that cannot be reconciled with payment vouchers or other service documentation will be reported to DDS and will be denied.

ii. Remediation Data Aggregation

Remediation-related Data Aggregation and Analysis (including trend identification)	Responsible Party (check each that applies)	Frequency of data aggregation and analysis: (check each that applies)
	<input checked="" type="checkbox"/> State Medicaid Agency	<input type="checkbox"/> Weekly
	<input type="checkbox"/> Operating Agency	<input type="checkbox"/> Monthly
	<input type="checkbox"/> Sub-State Entity	<input type="checkbox"/> Quarterly
	<input type="checkbox"/> Other Specify:	<input checked="" type="checkbox"/> Annually
		<input type="checkbox"/> Continuously and Ongoing
		<input type="checkbox"/> Other Specify:

c. Timelines

State:	
Effective Date	

When the State does not have all elements of the Quality Improvement Strategy in place, provide timelines to design methods for discovery and remediation related to the assurance of Financial Accountability that are currently non-operational.

●	No
○	Yes

Please provide a detailed strategy for assuring Financial Accountability, the specific timeline for implementing identified strategies, and the parties responsible for its operation.

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State:	
Effective Date	

APPENDIX I-2: Rates, Billing and Claims

a. Rate Determination Methods. In two pages or less, describe the methods that are employed to establish provider payment rates for waiver services and the entity or entities that are responsible for rate determination. Indicate any opportunity for public comment in the process. If different methods are employed for various types of services, the description may group services for which the same method is employed. State laws, regulations, and policies referenced in the description are available upon request to CMS through the Medicaid agency or the operating agency (if applicable).

The rates for all ABI waiver services have been established by the Executive Office of Health and Health and Human Services (EOHHS) with the assistance of rate analysis from Center for Health Information and Analysis (CHIA). The rate development process starts with an analysis of available data that may include but not be limited to provider cost, labor and other economic market information, utilization and public agency spending data. A cost adjustment factor is added to account for projected inflation anticipated during the prospective rate period. If appropriate, the data is adjusted to reflect desired economic efficiencies, such as productivity expectations and administrative ceilings. The process includes at least one consultative session to receive input from service providers. In addition, EOHHS has a public hearing for all rate regulations it proposes. Before the public hearing date, there is a public notice that includes the hearing date, time, location and the proposed rates. The public is welcomed to comment in person and/or in writing.

The ABI waiver rates can be found in EOHHS ABI-MFP waiver services regulations 101 CMR 359.00. The regulation can be found on the MassHealth website:
www.mass.gov/cohhs/gov/departments/masshealth/

101 CMR 359.00 establishes rates for waiver services based on and tied to existing rate setting methodologies for similar/same services when possible. As such, the rates for waiver services in this waiver are established in one of three ways, as follows:

1. Waiver services such as Skilled Nursing or Therapy services are based on and tied to the comparable state plan Medicaid service rates as established by EOHHS.
2. Waiver services including but not limited to Residential Habilitation, Peer Supports, and Family Training are based on EOHHS purchase of service regulations governing the establishment of rates for existing services where they exist.
3. For waiver services such as Homemaker, Agency Personal Care, Day Services and Chore Service, CHIA developed new rates, as outlined above including utilizing an amalgamation of existing rates for comparable service components based on projected units per week, and analysis of provider cost data to establish the rate or determined that individual consideration was appropriate.

All costs that are not eligible for federal financial participation, such as room and board, are specifically excluded from the rate computation of any waiver services.

The ABI case manager will inform the participant of the availability of information about waiver services payment rates and the EOHHS ABI-MFP waiver service regulations (101 CMR 359.00).

b. Flow of Billings. Describe the flow of billings for waiver services, specifying whether provider billings flow directly from providers to the State's claims payment system or whether billings are routed through other intermediary entities. If billings flow through other intermediary entities, specify the entities:

State:	
Effective Date	

The Administrative Service Organization reviews all claims prior to submission, comparing the services billed with the services authorized in the waiver Plan of Care (POC). If any discrepancy is noted the ASO will report the error to DDS and/or the service provider and the services will only be claimed upon reconciliation of the discrepancy. Claims that cannot be reconciled will be reported to DDS. Once reconciled the ASO will submit claims for all services (except Residential Habilitation, Shared Living - 24 Hour Supports and Transitional Assistance - RH) to the MMIS which will process and pay claims as appropriate. Prior to payment, the MMIS system verifies each participant's MassHealth eligibility. Claims payments will be made directly to the waiver service providers.

Payment of provider claims for waiver services are made in accordance with Medicaid timeframes and promptness requirements.

Providers of Residential Habilitation and Shared Living - 24 Hour Supports are reimbursed by DDS on a monthly basis subsequent to the provision of services and upon receipt of an electronic invoice through the Electronic Invoice Management System (EIM). Providers of Transitional Assistance - RH services are reimbursed by MRC on a monthly basis subsequent to the provision of services and upon receipt of an electronic invoice through the Electronic Invoice Management System (EIM). DDS and MRC review and approve invoices with information from case managers and the Electronic Invoice Management System (EIM) or the Massachusetts Management Accounting and Reporting System (MMARS).

Providers of Transitional Assistance - RH are reimbursed by MRC on a monthly basis subsequent to the provision of services and upon receipt of an invoice. MRC reviews and approves invoices with information from case managers, via the Electronic Invoice Management System (EIM) or the Massachusetts Management Accounting and Reporting System (MMARS).

Residential Habilitation and Shared Living - 24 Hour Supports expenditure reports are then generated and processed, and are submitted to MMIS to determine Federal Financial Participation (FFP) amounts. Claims for Residential Habilitation and Shared Living - 24 Hour Supports services are adjudicated through the state's approved MMIS system. Once the claims have been adjudicated through the CMS approved MMIS system, which validates that the claims are eligible for FFP, the expenditures for waiver services are reported on the CMS 64 report. On a routine basis, at a minimum, quarterly, the claim data is electronically submitted to MMIS for claim editing and processing for eligible participants and expenditures.

c. Certifying Public Expenditures (select one):

<input type="radio"/>	No. State or local government agencies do not certify expenditures for waiver services.
<input checked="" type="radio"/>	Yes. State or local government agencies directly expend funds for part or all of the cost of waiver services and certify their State government expenditures (CPE) in lieu of billing that amount to Medicaid. <i>Select at least one:</i>
<input checked="" type="checkbox"/>	Certified Public Expenditures (CPE) of State Public Agencies. Specify: (a) the State government agency or agencies that certify public expenditures for waiver services; (b) how it is assured that the CPE is based on the total computable costs for waiver services; and, (c) how the State verifies that the certified public expenditures are eligible for Federal financial participation in accordance with 42 CFR §433.51(b). <i>(Indicate source of revenue for CPEs in Item I-4-a.)</i>

State:	
Effective Date	

	<p>Expenditures for Residential Habilitation, Shared Living-24 Hour Supports and Transitional Assistance-RH services are funded from annual legislative appropriations to the Executive Office of Health and Human Services. Claims for these services are adjudicated through the state's approved MMIS system. Rates are based on the total costs for and utilization of waiver services. Once the claims have adjudicated through the CMS approved MMIS system, which validates that the claims are eligible for Federal Financial participation, the expenditures for waiver services are reported on the CMS 64 report.</p> <p>The Massachusetts Rehabilitation Commission (MRC) is the agency that certifies public expenditures for Transitional Assistance-RH waiver service. DDS is the agency that certifies public expenditures for Residential Habilitation and Shared Living - 24 Hour Supports waiver services. Expenditures are certified annually utilizing cost report data. The state's contractor from the Public Provider Reimbursement Unit at the University of Massachusetts Medical School (UMMS) Center for Health Care Financing reviews cost reports and identifies allowable costs and disallowable costs (such as room and board). MRC and DDS make payments to private providers with whom they contract. These providers retain 100% of the payment.</p>
<input type="checkbox"/>	<p>Certified Public Expenditures (CPE) of Local Government Agencies.</p> <p>Specify: (a) the local government agencies that incur certified public expenditures for waiver services; (b) how it is assured that the CPE is based on total computable costs for waiver services; and, (c) how the State verifies that the certified public expenditures are eligible for Federal financial participation in accordance with 42 CFR §433.51(b). <i>(Indicate source of revenue for CPEs in Item I-4-b.)</i></p>

d. Billing Validation Process. Describe the process for validating provider billings to produce the claim for federal financial participation, including the mechanism(s) to assure that all claims for payment are made only: (a) when the individual was eligible for Medicaid waiver payment on the date of service; (b) when the service was included in the participant's approved service plan; and, (c) the services were provided:

The Massachusetts Medicaid Management Information System (MMIS) maintains date specific eligibility information on Medicaid waiver participants. Only service claims for participants whose MassHealth waiver eligibility is verified are submitted for payment processing. The participant's case manager validates that the service was in fact provided and is included in the participant's approved Plan of Care.

e. Billing and Claims Record Maintenance Requirement. Records documenting the audit trail of adjudicated claims (including supporting documentation) are maintained by the Medicaid agency, the operating agency (if applicable), and providers of waiver services for a minimum period of 3 years as required in 45 CFR § 92.42.

State:	
Effective Date	

APPENDIX I-3: Payment

a. Method of payments — MMIS (select one):

<input checked="" type="radio"/>	Payments for all waiver services are made through an approved Medicaid Management Information System (MMIS).
<input type="radio"/>	Payments for some, but not all, waiver services are made through an approved MMIS. Specify: (a) the waiver services that are not paid through an approved MMIS; (b) the process for making such payments and the entity that processes payments; (c) how an audit trail is maintained for all state and federal funds expended outside the MMIS; and, (d) the basis for the draw of federal funds and claiming of these expenditures on the CMS-64.
<input type="radio"/>	Payments for waiver services are not made through an approved MMIS. Specify: (a) the process by which payments are made and the entity that processes payments; (b) how and through which system(s) the payments are processed; (c) how an audit trail is maintained for all state and federal funds expended outside the MMIS; and, (d) the basis for the draw of federal funds and claiming of these expenditures on the CMS-64:
<input type="radio"/>	Payments for waiver services are made by a managed care entity or entities. The managed care entity is paid a monthly capitated payment per eligible enrollee through an approved MMIS. Describe how payments are made to the managed care entity or entities:

b. Direct payment. In addition to providing that the Medicaid agency makes payments directly to providers of waiver services, payments for waiver services are made utilizing one or more of the following arrangements (select at least one):

<input checked="" type="checkbox"/>	The Medicaid agency makes payments directly and does not use a fiscal agent (comprehensive or limited) or a managed care entity or entities.
<input type="checkbox"/>	The Medicaid agency pays providers through the same fiscal agent used for the rest of the Medicaid program.
<input type="checkbox"/>	The Medicaid agency pays providers of some or all waiver services through the use of a limited fiscal agent. Specify the limited fiscal agent, the waiver services for which the limited fiscal agent makes payment, the functions that the limited fiscal agent performs in paying waiver claims, and the methods by which the Medicaid agency oversees the operations of the limited fiscal agent:
<input type="checkbox"/>	Providers are paid by a managed care entity or entities for services that are included in the State's contract with the entity. Specify how providers are paid for the services (if any) not included in the State's contract with managed care entities.

State:	
Effective Date	

c. Supplemental or Enhanced Payments. Section 1902(a)(30) requires that payments for services be consistent with efficiency, economy, and quality of care. Section 1903(a)(1) provides for Federal financial participation to States for expenditures for services under an approved State plan/waiver. Specify whether supplemental or enhanced payments are made. *Select one:*

<input checked="" type="radio"/>	No. The State does not make supplemental or enhanced payments for waiver services.
<input type="radio"/>	Yes. The State makes supplemental or enhanced payments for waiver services. Describe: (a) the nature of the supplemental or enhanced payments that are made and the waiver services for which these payments are made; (b) the types of providers to which such payments are made; (c) the source of the non-Federal share of the supplemental or enhanced payment; and, (d) whether providers eligible to receive the supplemental or enhanced payment retain 100% of the total computable expenditure claimed by the State to CMS. Upon request, the State will furnish CMS with detailed information about the total amount of supplemental or enhanced payments to each provider type in the waiver.

d. Payments to State or Local Government Providers. *Specify whether State or local government providers receive payment for the provision of waiver services.*

<input checked="" type="radio"/>	No. State or local government providers do not receive payment for waiver services. <i>Do not complete Item I-3-e.</i>
<input type="radio"/>	Yes. State or local government providers receive payment for waiver services. <i>Complete item I-3-e.</i> Specify the types of State or local government providers that receive payment for waiver services and the services that the State or local government providers furnish. <i>Complete item I-3-e.</i>

e. Amount of Payment to State or Local Government Providers.

Specify whether any State or local government provider receives payments (including regular and any supplemental payments) that in the aggregate exceed its reasonable costs of providing waiver services and, if so, whether and how the State recoups the excess and returns the Federal share of the excess to CMS on the quarterly expenditure report. *Select one:*

<input type="radio"/>	The amount paid to State or local government providers is the same as the amount paid to private providers of the same service.
<input type="radio"/>	The amount paid to State or local government providers differs from the amount paid to private providers of the same service. No public provider receives payments that in the aggregate exceed its reasonable costs of providing waiver services.

State:	
Effective Date	

<input type="radio"/>	<p>The amount paid to State or local government providers differs from the amount paid to private providers of the same service. When a State or local government provider receives payments (including regular and any supplemental payments) that in the aggregate exceed the cost of waiver services, the State recoups the excess and returns the federal share of the excess to CMS on the quarterly expenditure report.</p> <p>Describe the recoupment process:</p> <div style="background-color: #e0e0e0; height: 40px; margin-top: 10px;"></div>
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f. **Provider Retention of Payments.** Section 1903(a)(1) provides that Federal matching funds are only available for expenditures made by states for services under the approved waiver. *Select one:*

<input checked="" type="radio"/>	<p>Providers receive and retain 100 percent of the amount claimed to CMS for waiver services.</p>
<input type="radio"/>	<p>Providers are paid by a managed care entity (or entities) that is paid a monthly capitated payment.</p> <p>Specify whether the monthly capitated payment to managed care entities is reduced or returned in part to the State.</p> <div style="background-color: #e0e0e0; height: 40px; margin-top: 10px;"></div>

g. **Additional Payment Arrangements**

i. **Voluntary Reassignment of Payments to a Governmental Agency.** *Select one:*

<input checked="" type="radio"/>	<p>No. The State does not provide that providers may voluntarily reassign their right to direct payments to a governmental agency.</p>
<input type="radio"/>	<p>Yes. Providers may voluntarily reassign their right to direct payments to a governmental agency as provided in 42 CFR §447.10(e).</p> <p>Specify the governmental agency (or agencies) to which reassignment may be made.</p> <div style="background-color: #e0e0e0; height: 40px; margin-top: 10px;"></div>

ii. **Organized Health Care Delivery System.** *Select one:*

<input checked="" type="radio"/>	<p>No. The State does not employ Organized Health Care Delivery System (OHCDS) arrangements under the provisions of 42 CFR §447.10.</p>
<input type="radio"/>	<p>Yes. The waiver provides for the use of Organized Health Care Delivery System arrangements under the provisions of 42 CFR §447.10.</p> <p>Specify the following: (a) the entities that are designated as an OHCDS and how these entities qualify for designation as an OHCDS; (b) the procedures for direct provider enrollment when a provider does not voluntarily agree to contract with a designated OHCDS; (c) the method(s) for assuring that participants have free choice of qualified providers when an OHCDS arrangement is employed, including the selection of providers not affiliated with the OHCDS; (d) the method(s) for assuring that providers that furnish services under contract with an OHCDS meet applicable provider qualifications under the waiver; (e) how it is assured that OHCDS contracts with providers meet applicable requirements; and, (f) how financial accountability is assured when an OHCDS arrangement is used:</p>

State:	
Effective Date	

iii. Contracts with MCOs, PIHPs or PAHPs. *Select one:*

<input checked="" type="radio"/>	The State does not contract with MCOs, PIHPs or PAHPs for the provision of waiver services.
<input type="radio"/>	<p>The State contracts with a Managed Care Organization(s) (MCOs) and/or prepaid inpatient health plan(s) (PIHP) or prepaid ambulatory health plan(s) (PAHP) under the provisions of §1915(a)(1) of the Act for the delivery of waiver and other services. Participants may voluntarily elect to receive waiver and other services through such MCOs or prepaid health plans. Contracts with these health plans are on file at the State Medicaid agency.</p> <p>Describe: (a) the MCOs and/or health plans that furnish services under the provisions of §1915(a)(1); (b) the geographic areas served by these plans; (c) the waiver and other services furnished by these plans; and (d) how payments are made to the health plans.</p>
<input type="radio"/>	<p>This waiver is a part of a concurrent §1915(b)/§1915(c) waiver. Participants are required to obtain waiver and other services through a MCO and/or prepaid inpatient health plan (PIHP) or a prepaid ambulatory health plan (PAHP). The §1915(b) waiver specifies the types of health plans that are used and how payments to these plans are made.</p>
<input type="radio"/>	

State:	
Effective Date	

APPENDIX I-4: Non-Federal Matching Funds

a. **State Level Source(s) of the Non-Federal Share of Computable Waiver Costs.** Specify the State source or sources of the non-federal share of computable waiver costs. *Select at least one:*

<input checked="" type="checkbox"/>	Appropriation of State Tax Revenues to the State Medicaid agency
<input checked="" type="checkbox"/>	<p>Appropriation of State Tax Revenues to a State Agency other than the Medicaid Agency.</p> <p>If the source of the non-federal share is appropriations to another state agency (or agencies), specify: (a) the State entity or agency receiving appropriated funds and (b) the mechanism that is used to transfer the funds to the Medicaid Agency or Fiscal Agent, such as an Intergovernmental Transfer (IGT), including any matching arrangement, and/or, indicate if the funds are directly expended by State agencies as CPEs, as indicated in Item I-2-c:</p> <p>Appropriation of State Tax Revenues is made to the Executive Office of Health and Human Services, the single State Medicaid Agency. Expenditures for Residential Habilitation, Shared Living – 24 Hour Supports and Transitional Assistance-RH waiver services are funded from annual legislative appropriations to the Executive Office of Health and Human Services. EOHHS then transfers to MRC 100% of the funds for the Transitional Assistance-RH waiver service and transfers to DDS 100% of the funds for the Residential Habilitation and Shared Living – 24 Hour Supports waiver services. Both MRC and DDS are organized under EOHHS and subject to its oversight authority. As indicated in Appendix A-1, each is a separate agency established by and subject to its own enabling legislation. The transfer of funds and requirements for each party are specified in an Interagency Service Agreement (ISA) between EOHHS and MRC and between EOHHS and DDS, respectively. MRC and DDS use the funds to make payments for these services to private providers contracted through either MRC or DDS. These providers retain 100% of the payment.</p> <p>DDS certifies public expenditures for Residential Habilitation and Shared Living – 24 Hour Supports services and MRC certifies public expenditures for Transitional Assistance-RH services. Expenditures are certified annually utilizing cost report data. The state's contractor from the Public Provider Reimbursement Unit at the University of Massachusetts Medical School (UMMS) Center for Health Care Financing review cost reports and identify allowable and disallowable costs (such as room and board). Claims for these services are adjudicated through the state's approved MMIS system. Rates are based on the total costs for and utilization of waiver services. Once the claims have adjudicated through the CMS approved MMIS system, which validates that the claims are eligible for Federal Financial participation, the expenditures for waiver services are reported on the CMS 64 report.</p>
<input type="checkbox"/>	<p>Other State Level Source(s) of Funds.</p> <p>Specify: (a) the source and nature of funds; (b) the entity or agency that receives the funds; and (c) the mechanism that is used to transfer the funds to the Medicaid Agency or Fiscal Agent, such as an Intergovernmental Transfer (IGT), including any matching arrangement, and/or, indicate if funds are directly expended by State agencies as CPEs, as indicated in Item I-2-c:</p>

b. **Local Government or Other Source(s) of the Non-Federal Share of Computable Waiver Costs.** Specify the source or sources of the non-federal share of computable waiver costs that are not from state sources. *Select one:*

State:	
Effective Date	

<input checked="" type="radio"/>	Not Applicable. There are no local government level sources of funds utilized as the non-federal share.
<input type="radio"/>	Applicable <i>Check each that applies:</i>
	<input type="checkbox"/> Appropriation of Local Government Revenues. Specify: (a) the local government entity or entities that have the authority to levy taxes or other revenues; (b) the source(s) of revenue; and, (c) the mechanism that is used to transfer the funds to the Medicaid Agency or Fiscal Agent, such as an Intergovernmental Transfer (IGT), including any matching arrangement (indicate any intervening entities in the transfer process), and/or, indicate if funds are directly expended by local government agencies as CPEs, as specified in Item I-2-c:
	<input type="checkbox"/> Other Local Government Level Source(s) of Funds. Specify: (a) the source of funds; (b) the local government entity or agency receiving funds; and, (c) the mechanism that is used to transfer the funds to the State Medicaid Agency or Fiscal Agent, such as an Intergovernmental Transfer (IGT), including any matching arrangement, and /or, indicate if funds are directly expended by local government agencies as CPEs, as specified in Item I-2- c:

c. **Information Concerning Certain Sources of Funds.** Indicate whether any of the funds listed in Items I-4-a or I-4-b that make up the non-federal share of computable waiver costs come from the following sources: (a) health care-related taxes or fees; (b) provider-related donations; and/or, (c) federal funds . *Select one:*

<input checked="" type="radio"/>	None of the specified sources of funds contribute to the non-federal share of computable waiver costs.
<input type="radio"/>	The following source(s) are used. <i>Check each that applies.</i>
	<input type="checkbox"/> Health care-related taxes or fees
	<input type="checkbox"/> Provider-related donations
	<input type="checkbox"/> Federal funds
For each source of funds indicated above, describe the source of the funds in detail:	

State:	
Effective Date	

APPENDIX I-5: Exclusion of Medicaid Payment for Room and Board

a. **Services Furnished in Residential Settings.** *Select one:*

<input type="radio"/>	No services under this waiver are furnished in residential settings other than the private residence of the individual.
<input checked="" type="radio"/>	As specified in Appendix C, the State furnishes waiver services in residential settings other than the personal home of the individual.

b. **Method for Excluding the Cost of Room and Board Furnished in Residential Settings.** The following describes the methodology that the State uses to exclude Medicaid payment for room and board in residential settings:

The Executive Office of Health and Human Services (EOHHS) has developed rates that are used to pay for the service delivered in residential habilitation, assisted living and shared living-24 hour supports settings for participants in this waiver.

EOHHS developed the service rates by examining the Uniform Financial Reports (UFRs) of several current providers of the residential habilitation service. The UFRs detail costs incurred by the providers for particular activities, and clearly separate activity costs that are part of the residential habilitation service from activity costs that related to providing room and board to residents in these settings. Shared Living-24 Hour Supports services and Assisted Living Services rates were developed based on an amalgamation of existing rates for comparable service components and an analysis of provider cost data. All room and board costs are excluded from the rate computation.

For residential habilitation EOHHS developed a separate schedule of rates reflecting the cost of room and board for participants; the Commonwealth will make room and board payments separately from the service rate payments. The Commonwealth makes payments for room and board directly to the providers of residential habilitation service through the state accounting system MMARS. These payments are not submitted to the MMIS system. The Commonwealth's payments to providers for the cost of room and board will not be submitted for Medicaid claims.

Participants receiving Assisted Living Services and Shared Living-24 Hour Supports are responsible for payment of room and board charges directly to the landlord.

State:	
Effective Date	

APPENDIX I-6: Payment for Rent and Food Expenses of an Unrelated Live-In Caregiver

Reimbursement for the Rent and Food Expenses of an Unrelated Live-In Personal Caregiver.
Select one:

<input checked="" type="radio"/>	No. The State does not reimburse for the rent and food expenses of an unrelated live-in personal caregiver who resides in the same household as the participant.
<input type="radio"/>	Yes. Per 42 CFR §441.310(a)(2)(ii), the State will claim FFP for the additional costs of rent and food that can be reasonably attributed to an unrelated live-in personal caregiver who resides in the same household as the waiver participant. The State describes its coverage of live-in caregiver in Appendix C-3 and the costs attributable to rent and food for the live-in caregiver are reflected separately in the computation of factor D (cost of waiver services) in Appendix J. FFP for rent and food for a live-in caregiver will not be claimed when the participant lives in the caregiver's home or in a residence that is owned or leased by the provider of Medicaid services. The following is an explanation of: (a) the method used to apportion the additional costs of rent and food attributable to the unrelated live-in personal caregiver that are incurred by the individual served on the waiver and (b) the method used to reimburse these costs:

State:	
Effective Date	

APPENDIX I-7: Participant Co-Payments for Waiver Services and Other Cost Sharing

a. **Co-Payment Requirements.** Specify whether the State imposes a co-payment or similar charge upon waiver participants for waiver services. These charges are calculated per service and have the effect of reducing the total computable claim for federal financial participation. *Select one:*

<input checked="" type="radio"/>	No. The State does not impose a co-payment or similar charge upon participants for waiver services. (<i>Do not complete the remaining items; proceed to Item I-7-b</i>).
<input type="radio"/>	Yes. The State imposes a co-payment or similar charge upon participants for one or more waiver services. (<i>Complete the remaining items</i>)

b. **Other State Requirement for Cost Sharing.** Specify whether the State imposes a premium, enrollment fee or similar cost sharing on waiver participants. *Select one:*

<input checked="" type="radio"/>	No. The State does not impose a premium, enrollment fee, or similar cost-sharing arrangement on waiver participants.
<input type="radio"/>	Yes. The State imposes a premium, enrollment fee or similar cost-sharing arrangement. Describe in detail the cost sharing arrangement, including: (a) the type of cost sharing (e.g., premium, enrollment fee); (b) the amount of charge and how the amount of the charge is related to total gross family income (c) the groups of participants subject to cost-sharing and the groups who are excluded; and (d) the mechanisms for the collection of cost-sharing and reporting the amount collected on the CMS 64:

State:	
Effective Date	

Data throughout Appendix J reflect projected estimates for the five-year waiver renewal period expected to begin May 1, 2018. Waiver Years 1-5 correspond to calendar years as follows:

- Waiver Year 1 (2019)
- Waiver Year 2 (2020)
- Waiver Year 3 (2021)
- Waiver Year 4 (2022)
- Waiver Year 5 (2023)

Appendix J: Cost Neutrality Demonstration

Appendix J-1: Composite Overview and Demonstration of Cost-Neutrality Formula

Composite Overview. Complete the fields in Cols. 3, 5 and 6 in the following table for each waiver year. The fields in Cols. 4, 7 and 8 are auto-calculated based on entries in Cols 3, 5, and 6. The fields in Col. 2 are auto-calculated using the Factor D data from the J-2d Estimate of Factor D tables. Col. 2 fields will be populated ONLY when the Estimate of Factor D tables in J-2d have been completed.

Level(s) of Care (specify):			Hospital, Nursing Facility				
Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
Year	Factor D	Factor D'	Total: D+D'	Factor G	Factor G'	Total: G+G'	Difference (Column 7 less Column 4)
1	\$177,526.02	\$ 16,025.00	\$ 193,551.02	\$198,672.78	\$13,296.21	\$211,968.99	\$ 18,417.97
2	\$188,142.38	\$ 16,969.28	\$ 205,111.66	\$210,379.61	\$14,079.69	\$224,459.30	\$ 19,347.64
3	\$195,594.07	\$ 17,642.17	\$ 213,236.24	\$218,721.88	\$14,638.00	\$233,359.88	\$ 20,123.64
4	\$204,522.24	\$ 18,443.09	\$ 222,965.33	\$228,651.50	\$15,302.54	\$243,954.04	\$ 20,988.71
5	\$212,651.18	\$ 19,158.00	\$ 231,809.18	\$237,514.68	\$15,895.71	\$253,410.39	\$ 21,601.21

State:	
Effective Date	

Appendix J-2: Derivation of Estimates

a. **Number Of Unduplicated Participants Served.** Enter the total number of unduplicated participants from Item B-3-a who will be served each year that the waiver is in operation. When the waiver serves individuals under more than one level of care, specify the number of unduplicated participants for each level of care:

Table J-2-a: Unduplicated Participants				
Waiver Year	Total Unduplicated Number of Participants (from Item B-3-a)	Distribution of Unduplicated Participants by Level of Care (if applicable)		
		Level of Care:		
		Hospital	Nursing Facility	
Year 1	596	333	263	
Year 2	636	355	281	
Year 3	676	378	298	
Year 4	706	394	312	
Year 5	736	411	325	

b. **Average Length of Stay.** Describe the basis of the estimate of the average length of stay on the waiver by participants in Item J-2-a.

The average length of stay for each year of the waiver reflects a weighted average of new participants for that waiver year and waiver participants who continue in the waiver from the prior year. Based on experience thus far with the ABI-RH population, new participants are averaged at 206 days; this accounts for people entering the waiver early in the waiver year and later in the waiver year. Waiver participants from the previous waiver year have an average length of stay of 353 days. The average length of stay during the five-year waiver renewal period is as follows: 337 (WY1); 344 (WY2); 344 (WY3); 347 (WY4); 347 (WY5).

c. **Derivation of Estimates for Each Factor.** Provide a narrative description for the derivation of the estimates of the following factors.

i. **Factor D Derivation.** The estimates of Factor D for each waiver year are located in Item J-2-d. The basis for these estimates is as follows:

Factor D costs are based on the following:

Number of Users:

The estimated number of users for each waiver service, except Community Based Day Supports (CBDS), is based on actual utilization data for the ABI-RH waiver in prior waiver years. For most services, service utilization was based on the averages experienced in waiver years 2015-2017, with estimates for Specialized Medical Equipment based only on waiver year 2017 to reflect the increased utilization of this service. The estimated number of users for CBDS is based on utilization of comparable services by ABI and MFP waiver participants, including Day Services, Prevocational Services, and Supported Employment. The estimated number of users for Community Behavioral Health Support and Navigation is based on past experience of MFP-RS waiver participants accessing similar supports and functions associated with the 1915(b) waiver.

State:	
Effective Date	

Average Units per User:

The average units per user for all waiver services, except CBDS and Day Services, are based on actual utilization for the ABI-RH waiver in waiver years 2015-2017. The average unit per user for CBDS is based on Case Manager projections for utilization of this service. Average units of Day services were estimated at 80% of prior utilization as participants were estimated to substitute some units of Day services with the newly available CBDS service.

Average Cost per Unit:

The average cost per unit is based on rates established in 101 CMR 359.00 Rates for Home and Community Based Services Waivers. For services with multiple rates the unit rate reflects a blended average of the actual rates for these services in waiver years 2015-2017. For CBDS the average cost per unit is estimated at a blended average of the anticipated rate for this service. The average cost per unit for Transitional Assistance is based on claims data from waiver years 2015-2017.

Trend:

Average costs per unit described above are trended forward by 3.8% annually, beginning in Waiver Year 2, based on the Medical Consumer Price Index (CPI).

ii. Factor D' Derivation. The estimates of Factor D' for each waiver year are included in Item J-1. The basis of these estimates is as follows:

Factor D' costs are based on a weighted average annualized cost from waiver years 2015-2017. The annualized value of Factor D' is adjusted by the average length of stay used for Factor D to make the period of comparison comparable.

The weighted average cost from waiver years 2015-2017 was utilized as the base for 2018 and then trended forward by 3.8% annually, based on the Medical Consumer Price Index (CPI).

As Factor D' costs are based on waiver year 2015-2017 data, the cost and utilization of prescription drugs in the base data reflects the full implementation of Medicare Part D. Therefore no Medicare Part D drug costs or utilization are included in the Factor D' estimate.

iii. Factor G Derivation. The estimates of Factor G for each waiver year are included in Item J-1. The basis of these estimates is as follows:

Factor G is derived from the average cost per member per year for a sample of MassHealth members with acquired brain injuries who resided in a MassHealth paid nursing facility and MassHealth members who resided in a chronic/rehabilitation hospital in Waiver Year 2016. The annualized value of Factor G is adjusted by the projected average length of staff used for Factor D to make the period of comparison comparable.

Factor G costs are trended forward from the base year of 2018 by 3.8% annually, based on the Medical Consumer Price Index.

iv. Factor G' Derivation. The estimates of Factor G' for each waiver year are included in Item J-1. The basis of these estimates is as follows:

Factor G' is derived from the average cost per member per year for Medicaid State Plan services, other than the long-stay facility services, based on a sample of MassHealth members with acquired brain injuries who resided in a MassHealth paid nursing facility and MassHealth members who resided in a chronic/rehabilitation hospital in Waiver Year 2016. The annualized

State:	
Effective Date	

value of Factor G' is adjusted by the projected average length of staff used for Factor D to make the period of comparison comparable.

Factor G' costs are trended forward from the base year of 2018 by 3.8% annually, based on the Medical Consumer Price Index.

State:	
Effective Date	

d. **Estimate of Factor D.** *Select one:* Note: Selection below is new.

<input checked="" type="radio"/>	The waiver does not operate concurrently with a §1915(b) waiver. Complete Item J-2-d-i
<input type="radio"/>	The waiver operates concurrently with a §1915(b) waiver. Complete Item J-2-d-ii

i. **Estimate of Factor D – Non-Concurrent Waiver.** Complete the following table for each waiver year. Enter data into the Unit, # Users, Avg. Units Per User, and Avg. Cost/Unit fields for all the Waiver Service/Component items. Select Save and Calculate to automatically calculate and populate the Component Costs and Total Costs fields. All fields in this table must be completed in order to populate the Factor D fields in the J-1 Composite Overview table.

Waiver Year: Year 1					
Waiver Service / Component	Col. 1	Col. 2	Col. 3	Col. 4	Col. 5
	Unit	# Users	Avg. Units Per User	Avg. Cost/Unit	Total Cost
Residential Habilitation	Per Diem	536	337	\$ 504.46	\$ 91,121,618.72
Supported Employment	15 Minute	99	1,003	\$ 9.15	\$ 908,567.55
Assisted Living Services	Per Diem	30	337	\$ 104.53	\$ 1,056,798.30
Community Based Day Supports	15 Minute	60	3,457	\$ 5.16	\$ 1,070,287.20
Day Services	Per Diem	349	123	\$ 102.90	\$ 4,417,188.30
Occupational Therapy	Visit	88	51	\$ 71.20	\$ 319,545.60
Physical Therapy	Visit	118	54	\$ 68.30	\$ 435,207.60
Shared Living – 24 Hour Supports	Per Diem	30	337	\$ 211.49	\$ 2,138,163.90
Specialized Medical Equipment	Item	338	5	\$ 377.86	\$ 638,583.40
Speech Therapy	Visit	39	70	\$ 72.88	\$ 198,962.40
Transitional Assistance – RH	Episode	65	2	\$ 1,028.75	\$ 133,737.50
Transportation	One-Way Trip	333	294	\$ 34.39	\$ 3,366,849.78
GRAND TOTAL:					\$105,805,510.25
TOTAL ESTIMATED UNDuplicated PARTICIPANTS (from Table J-2-a)					596
FACTOR D (Divide grand total by number of participants)					\$177,526.02
AVERAGE LENGTH OF STAY ON THE WAIVER					\$ 337

State:	
Effective Date	

Waiver Year: Year 2					
Waiver Service / Component	Col. 1	Col. 2	Col. 3	Col. 4	Col. 5
	Unit	# Users	Avg. Units Per User	Avg. Cost/ Unit	Total Cost
Residential Habilitation	Per Diem	566	344	\$ 523.63	\$ 101,952,855.52
Supported Employment	15 Minute	105	1,023	\$ 9.50	\$ 1,020,442.50
Assisted Living Services	Per Diem	32	344	\$ 108.50	\$ 1,194,368.00
Community Based Day Supports	15 Minute	127	3,527	\$ 5.36	\$ 2,400,899.44
Day Services	Per Diem	341	125	\$ 106.81	\$ 4,552,776.25
Occupational Therapy	Visit	93	52	\$ 73.91	\$ 357,428.76
Physical Therapy	Visit	126	55	\$ 70.90	\$ 491,337.00
Shared Living-24 Hour Supports	Per Diem	38	344	\$ 219.53	\$ 2,869,696.16
Specialized Medical Equipment	Item	361	5	\$ 392.22	\$ 707,957.10
Speech Therapy	Visit	41	72	\$ 75.65	\$ 223,318.80
Transitional Assistance –RH	Episode	40	2	\$ 1,067.84	\$ 85,427.20
Transportation	One-Way Trip	355	300	\$ 35.70	\$ 3,802,050.00
GRAND TOTAL:					\$119,658,556.73
TOTAL ESTIMATED UNDuplicated PARTICIPANTS (from Table J-2-a)					\$ 636
FACTOR D (Divide grand total by number of participants)					\$188,142.38
AVERAGE LENGTH OF STAY ON THE WAIVER					\$ 344

State:	
Effective Date	

Waiver Year: Year 3					
Waiver Service / Component	Col. 1	Col. 2	Col. 3	Col. 4	Col. 5
	Unit	# Users	Avg. Units Per User	Avg. Cost/ Unit	Total Cost
Residential Habilitation	Per Diem	595	344	\$ 543.53	\$ 111,249,720.40
Supported Employment	15 Minute	112	1,025	\$ 9.86	\$ 1,131,928.00
Assisted Living Services	Per Diem	34	344	\$ 112.62	\$ 1,317,203.52
Community Based Day Supports	15 Minute	203	3,533	\$ 5.56	\$ 3,987,626.44
Day Services	Per Diem	328	126	\$ 110.87	\$ 4,582,035.36
Occupational Therapy	Visit	99	52	\$ 76.72	\$ 394,954.56
Physical Therapy	Visit	134	56	\$ 73.59	\$ 552,219.36
Shared Living-24 Hour Supports	Per Diem	47	344	\$ 227.87	\$ 3,684,202.16
Specialized Medical Equipment	Item	384	5	\$ 407.12	\$ 781,670.40
Speech Therapy	Visit	44	72	\$ 78.52	\$ 248,751.36
Transitional Assistance –RH	Episode	40	2	\$ 1,108.42	\$ 88,673.60
Transportation	One-Way Trip	378	300	\$ 37.06	\$ 4,202,604.00
GRAND TOTAL:					\$132,221,589.16
TOTAL ESTIMATED UNDuplicated PARTICIPANTS (from Table J-2-a)					676
FACTOR D (Divide grand total by number of participants)					\$195,594.07
AVERAGE LENGTH OF STAY ON THE WAIVER					344

State:	
Effective Date	

Waiver Year: Year 4 (only appears if applicable based on Item 1-C)					
Waiver Service / Component	Col. 1	Col. 2	Col. 3	Col. 4	Col. 5
	Unit	# Users	Avg. Units Per User	Avg. Cost/ Unit	Total Cost
Residential Habilitation	Per Diem	621	347	\$ 564.18	\$ 121,573,455.66
Supported Employment	15 Minute	117	1,032	\$ 10.23	\$ 1,235,211.12
Assisted Living Services	Per Diem	35	347	\$ 116.90	\$ 1,419,750.50
Community Based Day Supports	15 Minute	212	3,558	\$ 5.77	\$ 4,352,287.92
Day Services	Per Diem	343	126	\$ 115.08	\$ 4,973,527.44
Occupational Therapy	Visit	104	53	\$ 79.64	\$ 438,975.68
Physical Therapy	Visit	140	56	\$ 76.39	\$ 598,897.60
Shared Living-24 Hour Supports	Per Diem	49	347	\$ 236.53	\$ 4,021,719.59
Specialized Medical Equipment	Item	401	5	\$ 422.59	\$ 847,292.95
Speech Therapy	Visit	46	72	\$ 81.50	\$ 269,928.00
Transitional Assistance -RH	Episode	30	2	\$ 1,150.54	\$ 69,032.40
Transportation	One-Way Trip	394	303	\$ 38.47	\$ 4,592,625.54
GRAND TOTAL:					\$144,392,704.40
TOTAL ESTIMATED UNDUPLICATED PARTICIPANTS (from Table J-2-a)					706
FACTOR D (Divide grand total by number of participants)					\$204,522.24
AVERAGE LENGTH OF STAY ON THE WAIVER					347

State:	
Effective Date	

Waiver Year: Year 5 (only appears if applicable based on Item 1-C)					
Waiver Service / Component	Col. 1	Col. 2	Col. 3	Col. 4	Col. 5
	Unit	# Users	Avg. Units Per User	Avg. Cost/ Unit	Total Cost
Residential Habilitation	Per Diem	648	347	\$ 585.62	\$ 131,680,170.72
Supported Employment	15 Minute	122	1,033	\$ 10.62	\$ 1,338,396.12
Assisted Living Services	Per Diem	37	347	\$ 121.34	\$ 1,557,884.26
Community Based Day Supports	15 Minute	221	3,561	\$ 5.99	\$ 4,714,016.19
Day Services	Per Diem	357	127	\$ 119.45	\$ 5,415,743.55
Occupational Therapy	Visit	108	53	\$ 82.67	\$ 473,203.08
Physical Therapy	Visit	146	56	\$ 79.29	\$ 648,275.04
Shared Living-24 Hour Supports	Per Diem	52	347	\$ 245.52	\$ 4,430,162.88
Specialized Medical Equipment	Item	418	5	\$ 438.65	\$ 916,778.50
Speech Therapy	Visit	48	72	\$ 84.60	\$ 292,377.60
Transitional Assistance –RH	Episode	30	2	\$ 1,194.26	\$ 71,655.60
Transportation	One-Way Trip	411	303	\$ 39.93	\$ 4,972,602.69
GRAND TOTAL:					\$156,511,266.23
TOTAL ESTIMATED UNDuplicated PARTICIPANTS (from Table J-2-a)					736
FACTOR D (Divide grand total by number of participants)					\$212,651.18
AVERAGE LENGTH OF STAY ON THE WAIVER					347

State:	
Effective Date	

State:	
Effective Date	

ABI-RH – 203