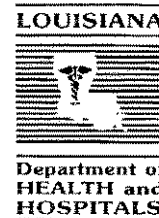




STATE OF LOUISIANA
DEPARTMENT OF HEALTH AND HOSPITALS



Kathleen Babineaux Blanco
GOVERNOR

Frederick P. Cerise, M. D., M.P.H.
SECRETARY

September 9, 2005

MEMORANDUM

TO: Medicaid Support Coordination Agencies
Medicaid Waiver Service Provider Agencies

FROM: Ben A. Bearden
Medicaid Director

Hurricane Katrina has caused the displacement of many waiver participants and recipients of targeted support coordination, Support Coordination agencies and Medicaid enrolled provider agencies. It is our intent for individuals to retain current support coordination agencies and direct service providers as much as possible. With this in mind, the attached policy/procedure changes will be in effect until February 28, 2006 unless otherwise specified.

BAB:JM

SUPPORT COORDINATION AND WAIVER SERVICE PROVIDER
POLICY/PROCEDURE CHANGES AS A RESULT OF HURRICANE KATRINA

- 1) Providers from regions 1, 3 and 9 that have participants displaced by the hurricane with them, regardless of the location, in Louisiana or out-of-state, should continue to deliver those services.
- 2) The rule regarding direct support staff providing waiver services in the home of the worker has been waived at this time for participants affected by the hurricane.
- 3) Participants affected by the hurricane may receive services greater than what is contained in the current approved CPOC if justified. Prior approval will be waived until 9/30/05. Documentation must be maintained and sufficient to substantiate the need for the increase in services. Revisions must be submitted to the appropriate regional office as soon as possible. This DOES NOT include 2:1 staffing. Prior approval is still required for this service. Requests for 2:1 staffing must be submitted to the appropriate regional office where the affected participant is located as listed below.
- 4) Effective 10/1/05, the current CPOC revision request process will be reinstated.
- 5) Providers must continue to document the services delivered as per the current policy. Spiral notebooks or use of other methods of keeping documentation together is recommended.
- 6) Maximum support coordination caseload size of 1:35 is waived statewide.
- 7) Maximum support coordination supervisory ratio of 1:8 is waived statewide.
- 8) Supervisory requirement of weekly face-to-face meetings with support coordinators and the 10% caseload review is waived statewide.
- 9) Participants who:
 - i) have relocated and do not intend to return to their previous region of residence and need to be linked for support coordination in the new region;
 - ii) are unable to locate their support coordinator/support coordination agency and need to be linked for support coordination in the new region;

iii) are temporarily relocated and would like to be linked for support coordination in the new region; or

iv) would like to change support coordination agencies,

should contact the appropriate regional office as listed on the attached, 1-800-660-0488 (Helpline), or Statistical Resources, Inc., (SRI) at 1-800-364-7828 to request those services. All necessary information will be obtained in order to begin this process. (If the regional office or Helpline is contacted, SRI is to be contacted immediately at 1-800-364-7828 or 225-767-0501 with the information.)

Participants relocating to other regions and needing to be re-linked for support coordination services will remain with the same agency in their new location, provided that agency has an office in the new region or is able to provide services in that region. In those instances where participants were with an agency that does not have an office or the ability to provide services in the new region, the participant will be auto-assigned for support coordination.

The support coordination agency will be notified upon linkage and will be provided a copy of the "FOC" and any additional documentation that SRI has available. Agencies are to begin the transition process immediately.

- 10) All CPOCs and MDS-HC annual assessments (statewide) will be extended for 6 months (18 month plans).
- 11) 30 and 90 day continuity of stay rules will be waived.
- 12) In home, face-to-face visits and observation of the provision of direct services will be waived (statewide) until December 31, 2005. Monthly phone contacts are still required.
- 13) Restrictions on the region in which an agency may provide services/support coordination will be waived.
- 14) Direct support workers who are unable to contact their provider agency should first attempt to contact the support coordinator or, if unsuccessful, contact the appropriate regional office as listed below.
- 15) The requirement for the Nurse Consultant to be available a minimum of 4 hours per week is being changed to a minimum of 16 hours per month.

BCSS Regional Offices

Region 2

Tom Bickham 225-925-7620
Tania Patterson 225-925-6286
Fax # 225-925-6298

Helpline 1-800-660-0488

Statistical Resources, Inc. 1-800-364-7828

Region 3

Todd Guillot 985-449-4758
Tracy Himel 985-449-4725
Fax # 985-449-4706

Region 4

Anne Olivier 337-262-1805
Anna Bernard 337-262-1612
Fax # 337-262-1087

Region 5

Mike Duran 337-491-2088
Trudy Douget 337-491-2060
Fax # 337-491-2005

Region 6

Ramona Ryland 318-767-6020
Crystal Doucet 318-484-2310
Fax # 318-487-5968

Region 7

Tim Cain 318-741-2721
TBA 318-741-2700
Fax # 318-741-2722

Region 8

TBA 318-362-3092
Flo Carter 318-362-4612
Fax # 318-362-4611

Region 9

Paul Beyer 985-871-8345
Maggie Fumar 985-871-1352
Fax # 985-871-8346