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Memo #13-10

To: Help Me Grow Home Visiting Contract Managers

From: Jeffrey Wynnyk, Home Visiting Program Manager
Bureau for Children with Developmental and Special Health Needs

Copy: Help Me Grow Home Visiting Supervisors, Billing Approvers, Home Visitors, & HMG staff

Subject: GUIDANCE: Reimbursement for Services in Help Me Grow Home Visiting

Date: May 10, 2013

The purpose of this communication is to provide Help Me Grow Home Visiting (HMG HV) Contract Managers and staffs with guidance to O.A.C rule 3701-8-06.2 *Reimbursement for Services in Help Me Grow Home Visiting* which sets forth the provisions to receive reimbursement for the provision of services by Home Visiting Contractors in the HMG HV Program.

Reimbursable services include:

- *Preparing* materials and information for a completed home visit;
- Conducting *comprehensive assessment*, including the administration of screening and assessment tools, and monitoring and follow-up, with families during a home visit;
- *Developing and managing a Family Plan* during home visits, when goals on the Family Plan are related to the program goals;
- *Parenting education* provided to families during home visits;
- *Referrals made by Home Visitors* to link families to services that address identified goals or needs in the Family Plan or record. *Following-up by Home Visitors* for referrals made on behalf of families with the entities who received the referrals in order to determine and document a referral outcome;
- *Traveling* to and from the home visit, when the home visit is successfully completed;
- *Documenting* related to the services provided during a completed home visit; and
- *Data entry* into the statewide data system for HMG related services provided.

Through conversations between providers and ODH program staff at regional meetings and analysis of data entered into the Early Track Data System, it has been determined that clarification and guidance is needed for providers to ensure that all services that qualify for reimbursement are being entered into Early Track and paid by ODH. It is the responsibility of the Home Visitor, supervisors, billing approvers, and agency system administrators to ensure that all services delivered to an eligible family are documented in Early Track and that all information is consistent with information in the program participant's record.

A *HMG Home Visit* is a location or method for service delivery which may be in the child's or family's place of residence or a community location acceptable to the family and is appropriate and conducive to completing required home visiting activities, including screening and assessments and parenting education.

- A home visit **must** include individualized face-to-face interaction that occurs between the family and Home Visitor.
- *Typically, a home visit occurs in the home, for a minimum of one (1) hour;*
    - *The parent and eligible child must be present.*
- The family or the home visitor may determine if a location other than the child's primary residence is suitable for conducting a home visit.
    - If home visits are not occurring in the family's home, the Home Visitor is responsible for ensuring that **all components** of the home visiting program, including all required tools, are completed. In order to maintain compliance with rule 3701-8-06.1(D) at least one visit with the family must occur in the primary residence of the parent and child.
    - If the home visit occurs at a location other than the home, the location and the reason must be documented in case notes.
    - Home Visits shall not occur in a moving or parked vehicle.
- Family to family support groups including play groups and/or groups that are required as part of maintaining fidelity to an evidence-based home visiting model are not reimbursable.
- Any time spent by the home visitor providing transportation for the family is not reimbursable. This includes transportation by the home visitor to doctor offices, court, service agencies and other appointments.
- Phone, text and/or e-mail communications between the home visitor and the family are not reimbursable.

A home visit that results in a family not being eligible can be billed for up to eight (8) units per O.A.C. rule 3701-8-06.2(E). If a home visit is successfully completed and the family is determined eligible, but at the conclusion of the visit the family indicates they are not interested in home visiting services at the time, then the family shall be exited from the program and covered services provided during the first home visit can be billed in accordance with O.A.C. rule 3701-8-06.2(B). Additionally, by determining and documenting program eligibility at the initial visit, they can be enrolled with the eligibility criteria determined at the time of the first program referral if the family does wish to engage in services in the future.

Services provided to an eligible family above the unit caps defined in O.A.C. 3701-8-06.2(D) may be reimbursable by requesting prior authorization through Early Track. Please refer to Memo 13-3 for guidance on how to request prior authorization. **All events that exceed a unit cap should be sent to your Program Consultant through Early Track for prior authorization review.** Prior authorization can be requested for a one-time event, until a particular date, or until exit of the family. Additionally, prior authorization must be requested for a family who reaches 251 units of covered services over a one year period of time. The intent of unit caps and prior authorization is to increase data quality and ensure quality service delivery. Unit caps shall not limit the services delivered to a family. Documentation of accurate service delivery times shall be entered into Early Track and prior authorizations submitted if necessary.

If it is determined that a service was delivered to enrolled families and those activities/times were incorrectly recorded in Early Track, providers have the ability to request adjustments to events already recorded, even if the event has been vouchered and/or paid. Additional guidance on how to request adjustments will be made available by the Department.

Refer to the attached tables for further information and guidance on HMG HV service delivery and reimbursement for services.

This guidance will be reviewed on the monthly Help Me Grow Home Visiting call Wednesday May 15, 2013 at 2pm. There will also be a call specific to this guidance scheduled.

If you have questions regarding this memorandum and guidance, please contact your assigned Program Consultant at 614.644-8389.

Attachments: Memo 13-3: Early Track Release Memo: Prior authorization

Rule 3701-8-06.2	Questions	Guidance
(B)(1) Preparing materials and information for a completed home visit	What is reimbursable as part of **Preparation** for a home visit?	• Gathering all necessary materials for the next scheduled home visit. • Printing/copying materials to take to family on the next scheduled home visit. • Reviewing parenting education curriculum to be completed at the next home visit. • Online or other research related to an identified need, Family Plan goal, and/or other questions from a family to take on the next scheduled home visit: o Include time preparing information to take to a family so that the family can make a referral themselves for an identified need. • All time spent by the home visitor accessing supervision to discuss participant level issues is not reimbursable. • All supporting information must be documented in case notes.

	How is Preparation time entered into Early Track?	• In the HV Detail screen enter "Yes" to the questions "Do you have preparation date and time to enter?" Enter start and end times for all preparation activities. Request prior authorization for more than 2 units of time.
		• Prep Time occurring across multiple times and/or on multiple days:
		  o Compile the total amount of time the home visitor spent in preparation for a scheduled and successfully completed visit;
		  o Enter date as the date of the home visit. Enter the start time as 12:01AM and the end time as 12:01AM PLUS the total amount of time spent in preparation for the visit.
		  o If more than one home visit was completed on the same day and has prep time occurring across multiple times and/or multiple days, to avoid overlapping time, enter the compiled prep time for each subsequent visit sequentially starting with 12:01AM.
		• Home Visitor must maintain all actual times spent on preparation activities and include actual times as part of the family record.

Rule 3701-8-06.2	Questions	Guidance
(B)(2) Conducting comprehensive assessment, including the administration of screening and assessment tools, and monitoring and follow-up, with families during a home visit	What is reimbursable as part of **Comprehensive Assessment** during a home visit?	• Any information gathering completed by a Home Visitor face-to-face with the parent and/or child designed to more thoroughly explore family strengths and needs. • A comprehensive family-centered assessment shall include, but is not limited to: o Parent knowledge, parenting practices, parent-child relationship, family relationships and formal/informal support systems, education and vocation information, general health and medical/dental care, child development, and physical activity and recreation/enrichment activities. • The administration of standardized tools in accordance with O.A.C. 3701-8-06.1 Appendix A: o All time associated with the explanation of the tool to the family, delivery of the tool, and subsequent discussion with the family of tool results. • The use of other screening and assessments (formal and informal) by the Home Visitor to generate a comprehensive picture of the family's strengths and needs including any and all information on the family. **The use of other screenings and assessments can support but not replace the use of required tools for the HMG HV Program.** • All supporting information must be documented in case notes.
	How is Comprehensive Assessment time entered into Early Track?	• In the HV Detail screen enter "Yes" to the question "Do you have informal assessment time to enter?" Enter total minutes for all screening and assessment activities. All time associated with screening and assessment not required by HMG HV must be entered here. • In the Home Visiting Tools Detail screen enter all required fields. The "Home Visit Tool Time" should be the total minutes for tool administration that includes: All time associated with the explanation of the tool to the family, delivery of the tool, and subsequent discussion with the family of tool results.

Rule 3701-8-06.2	Questions	Guidance
(B)(3) Developing and managing a Family Plan during home visits	What is reimbursable as part of **Developing and Managing a Family Plan** during a home visit?	• Plan development includes time spent working with the family in the identification of family goals that relate to the four HMG HV program goals. These activities shall include, but are not limited to: o Explaining the importance of family participation in goal identification and setting; o Reviewing family priorities, resources and concerns; and o Summarizing medical, developmental and other information related to the child and family that are useful in the development of the Family Plan. • All time spent reviewing the Family Plan due to change in circumstances or other events that relate to family's ability to meet identified goals. • All time spent assisting the family in determining the resources, priorities and needs related to being able to enhance the child's development and the supports and services appropriate to meet those needs. • All supporting information must be documented in case notes.
	How is Developing and Managing a Family Plan time entered into Early Track?	• In the HV Detail screen enter "Yes" to the questions "Do you have time spent on Family Plan development/review to enter?" Enter total minutes for all Family Plan development and monitoring activities.

(B)(4) Parenting education provided to families during home visits	What is reimbursable as part of **Parenting Education** during a home visit?	• Sharing age appropriate information with a parent/family: o Topics need to relate to identified family needs and Family Plan goals. • Must include the use of an ODH approved parenting education curriculum. • May include sharing of information gathered from other sources that support the approved parenting education curriculum. All parenting education activities must be documented. • All supporting information must be documented in case notes.
	How is Parenting Education time entered into Early Track?	• In the HV Detail screen enter "Yes" to the questions "Do you have time spent on curriculum to enter?" Enter total minutes for all parenting education activities.

Rule 3701-8-06.2	Questions	Guidance
(B)(5) Referrals...referral follow up and outcomes	What is reimbursable as part of **Referrals and Referral Follow Up** for a home visit?	• All time associated with activities the **Home Visitor conducts** to engage with and/or refer a family to community resources for needs identified, documented on the Family Plan or due to the results of a screening or assessment tool, and **associated with one of the four program goals.** o This includes time on the phone or online actively engaging a service provider in the generation of a referral, follow-up and/or monitoring of a referral on behalf of a family. • All time associated with the follow-up and outcome monitoring of referrals made by the Home Visitor. o If the Home Visitor is contacting the referral agency on behalf of the family to determine outcome or obtain additional information for the family, this time shall be documented as referral follow up. • Time spent working for the family on pre-existing referrals (a referral made prior to HMG HV working with the family). For example: if a family came into HMG HV already receiving services from WIC but mom had questions about services and the Home Visitor made calls/gathered information for mom about specific WIC services. • The writing of letters and/or other communications that provide family participation updates to other agencies such as court/legal systems, JFS, Public Children's Service Agencies, etc. to provide the participating family on the next home visit and relate to a documented Family Plan goal. • All referrals must be associated with an identified need that is documented on the Family Plan and relate to one of the four program goals. All supporting information must be documented in case notes. Referrals made outside of a home visit shall trigger a Family Plan review at the next scheduled home visit. The addition of functional goals and strategies may be required.
	How is Referral and Referral Follow Up time entered into Early Track?	• In the Time/Activity screen, enter all required fields for each initial referral and all time for referral monitoring and follow up. Early Track does not require users to enter an outcome to save a Time/Activity entry for referral follow up. Once an outcome is entered, the referral will fall off of the open referrals list and users will no longer be able to enter additional time and activity for the referral. • If a referral need was identified outside of a Home Visit and the Home Visitor will be making the referral, click on "Add Referral to Community Resource" under the Time and Activity screen to add the referral to the referral dropdown list and enter all required fields.

Rule 3701-8-06.2	Questions	Guidance
(B)(6) Traveling to and from a home visit when the visit is successfully completed	What is reimbursable as part of **Travel** to and from a visit?	• When a Home Visitor goes directly from his/her home to the first scheduled home visit of the day: o Travel time shall be documented as the lesser time it would take, from the Home Visitor's home to first visit or from office to first home visit. o If it would take HV 20 minutes to get from office to first home visit and 30 minutes to get from his/her home to first home visit, document 20 minutes. o If it would take HV 20 minutes to get from office to first home visit and 10 minutes to get from his/her home to first home visit, document 10 minutes. • When back to back home visits are scheduled, travel time shall be documented as follows: o Travel time from the office to the first home visit is attributed to the first home visit (travel to). o Travel time from the first home visit to the second (and subsequent) home visits shall be documented as travel from visit 1 AND travel to visit 2 (the travel from and travel to will be overlapping times, and ET will pay only once for the overlapping time). • When a Home Visitor goes directly to his/her home from the last scheduled home visit of the day: o Travel time shall be documented as the lesser time it would take, from last home visit to the Home Visitor's home or from office to Home Visitor's home. o If it would take HV 20 minutes to get from last home visit to the office and 30 minutes to get from last home visit to his/her home, document 20 minutes. o If it would take HV 20 minutes to get from last home visit to the office and 10 minutes to get from last home visit to his/her home, document 10 minutes. • Travel must be associated with a successfully completed home visit. • All supporting information must be documented in case notes.
	How it Travel time entered into Early Track?	• In the HV Detail screen enter "Yes" to the questions "Do you have travel time to the home visit to enter?" Enter start and end times for travel to and from a successful home visit.

Rule 3701-8-06.2	Questions	Guidance
(B)(7) Documenting related to the services provided during a completed home visit	What is reimbursable as part of **Documentation** for a home visit?	• All time spent by the Home Visitor on case note and documentation activities that occur ***outside*** of the Early Track Data System. • All time associated with interpretation and scoring (including online scoring) of screening and assessment tool(s). • The synthesis of all assessment screenings/tools in documenting expectations and methods to achieve identified goals. • All time spent by the home visitor accessing supervision to discuss participant level issues is not reimbursable. • All supporting information must be documented in case notes.
	How is Documentation time entered into Early Track?	• In the Time/Activity screen, enter all required fields for all time associated with documenting activities associated with a visit.

(B)(8) Data entry into statewide data system for HMG related services provided	What is reimbursable as part of **Data Entry** for a home visit?	• All time spent *directly* by the ***Home Visitor*** entering information ***into*** the Early Track Data System.
	How is Data Entry time entered into Early Track?	• In the Time/Activity screen, enter all required fields for all time associated with date entry activities associated with a visit.