



State of New Mexico  
Medical Assistance Program Manual  
**Supplement**



**DATE: July 1, 2004**

**NUMBER: 04-11**

**TO:** DISABLED AND ELDERLY WAIVER SERVICE PROVIDERS

**FROM:** CAROLYN INGRAM, DIRECTOR, MEDICAL ASSISTANCE DIVISION

**THROUGH:** CONSUELO "SADI" TRUJILLO, CHIEF, PLANNING AND PROGRAM OPERATIONS BUREAU

**BY:** JUDY PARKS, PROGRAM MANAGER, HOME AND COMMUNITY BASED SERVICES UNIT

**SUBJECT: DISABLED AND ELDERLY WAIVER SERVICE STANDARDS REVISIONS FOR CASE MANAGEMENT AND HOMEMAKER SERVICES**

As part of the Medicaid cost saving measures, the Human Services Department, Medical Assistance Division (HSD/MAD), Disabled and Elderly (D&E) Waiver program, has revised Service Standards for Case Management and Homemaker Services, effective July 1, 2004.

A workgroup of D&E Waiver service providers, state agency staff and HSD/MAD staff met from January through June 2004 at the request of HSD/MAD. The workgroup was instructed to recommend a process to determine appropriate homemaker services that address a person's specific needs, so that appropriate waiver services could be provided to the greatest number of recipients. The workgroup determined that a person's need for homemaker services should be based on a scored assessment process that is part of the Comprehensive Individual Assessment (CIA). As a result of the workgroup's efforts, revisions have been made to the following documents to reflect the changes to the homemaker services assessment process:

- The D&E Waiver Service Standards for Case Management;
- The D&E Waiver Service Standards for Homemaker Services;
- The Home and Community Based Services Waivers Billing Instructions;
- The CIA; and
- The CIA Instruction Manual (Note that the CIA and CIA Instruction Manual revisions are dated May 28, 2004.)

•

## SERVICE STANDARDS REVISIONS

The significant revisions to the D&E Waiver Service Standards include:

1. **Service Standards for Case Management** modify the content of the Comprehensive Individual Assessment (CIA) to:  
Add a scored homemaker assessment; and  
Specify when the CIA must be completed.
2. **Service Standards for Homemaker Services** describe:  
The process for determining homemaker service hours; and  
Specify an approved range of homemaker service hours based on the score from Section X, Homemaker Assessment, of the CIA.
3. **Service Standards for Homemaker Services** also:  
Eliminate payment for supervision of homemaker services at the Private Duty Nursing (PDN) Service reimbursement rate; and  
Specify that supervision of homemaker services will be reimbursed at a homemaker rate.

## IMPLEMENTATION

1. **Effective July 1, 2004**, an Individual Service Plan (ISP) and Waiver Review Form (MAD 046) must be completed for all D&E Waiver recipients that reflect the revised Service Standards including the completion of the revised CIA whenever:
  - a. An initial ISP is developed;
  - b. An annual ISP renewal is completed; or
  - c. Revisions are made to the amount of homemaker hours on an existing ISP that was approved by New Mexico Medicaid Utilization Review (NMMUR), based on the old Service Standards.
2. **After July 1, 2004**, there will be times when revisions to homemaker service hours must be made to an ISP that has been approved by NMMUR with the revised Service Standards and CIA. When a revision to homemaker hours is requested, the following steps should be taken:
  - a. If the **revised hours are within the range of approved hours** based on the existing assessment score:

- Submit the request as a typical budget revision (submit the revised MAD 046, Plan of Care and cover sheet) to NMMUR; or
  - b. If the **revised hours are outside the range of approved hours** based on the existing assessment score:
    - **Redo Section X, Homemaker Assessment**, of the CIA, since the person's circumstances may have changed; and
    - Submit a packet to NMMUR that includes the redone homemaker assessment, a copy of the most current CIA, and the revised MAD 046, Plan of Care, and cover sheet.
3. **Effective July 1, 2004**, supervision of homemakers at the PDN rates must be removed from an ISP and MAD 046 whenever **any revision is made to an existing ISP and MAD 046**. When revising an ISP to remove PDN supervision:
- A comparable number of units may be added to the MAD 046 for supervision of homemakers at the Homemaker Services rate in order to replace the units removed;
  - A new Homemaker Assessment does not have to be completed to replace PDN supervision units with Homemaker supervision units;
  - Write "Replacing PDN Supervision" on the top of the MAD 046; and
  - Inform the homemaker agency that the change has been made.

Minor changes have been made to the Homemaker Services and Case Management Service Standards to correct errors. Language has been changed to the Case Management Service Standards in Section IV, Monitoring, to clarify agencies' responsibilities regarding quality assurance and improvement systems.

For additional information regarding this supplement, please contact Judy Parks at (505) 827-3150.