

Addendum SPC 103: Respite

Lakeland Care District (LCD) members receiving Respite services shall have an identified outcome that necessitates the provision of Respite services to support this outcome.

The provision of contracted, authorized, and provided Respite services shall be in compliance with the provision of this agreement and the service descriptions and requirements of this section and state certification criteria.

Definition

Respite care services are services provided to a waiver eligible participant on a short-term basis to relieve the participant's family or other primary caregiver(s) from daily stress and care demands. Respite care services may be provided in an institution such as a certified Medicaid setting (hospital, nursing home) or other licensed facility. Respite care services may also be provided in a residential facility such as a certified or licensed adult family home (AFH), licensed community-based residential facility (CBRF), certified residential care apartment complex (RCAC), in the participant's own home or the home of a respite care provider. (as defined in Wisconsin's s. 1915 (c) home and community-based waiver services waivers #0367.90 and #0368.90 required under s. 46.281(1)(c), Wis. Stats.)

Standards, Training, Competency

Standard

Providers of Respite care services are required to have experience working with the target group of the member(s) supported under this service.

Training

Provider shall ensure that staff providing Respite care services to members is adequately trained and proficient in both the skills they are providing and in the needs of the member(s) receiving the services.

Training of employees providing Respite care services shall include:

1. Provider agency recording and reporting requirements for documentation, critical incident reporting, and other information and procedures necessary for the staff to ensure the health and safety of member(s) receiving supports.
2. Training on the needs of the target group for the member(s) served under this agreement.
3. Information and provider procedure for adherence to the following Lakeland Care District (LCD) policies:
 - a. Confidentiality
 - b. Communication Reporting
 - c. Critical Incident Reporting

Competency

Provider shall ensure the competency of employees assigned to provide Respite care services.

Staff to Member Ratio

Respite care services to LCD members will be provided in a 1:1 ratio of provider to member, unless the description of the Rates and Service Codes chart of the contract includes rates and services for ratios different from this level.

Staffing Assignment and Turnover

The provision of successful Respite care services is attributable in large part to the strength of the relationship between a member and the staff directly providing the Respite care services. Given this contributory factor, provider agrees to make every effort to match and retain direct care staff under this agreement in a manner that optimizes consistency. Provider retains authority to assign and change assignment of direct care employees to the provision of Respite care services with a focus on optimizing successful matches between employees and members. Changes in staff assignment to specific members and within the organization are at the discretion of the provider. Provider agrees to take member requests for specific employees into consideration when assigning or reassigning employees to specific members.

Changes to employees providing Respite care services will be noted in the monthly report to the Lakeland Care District when the provider, member, member's informal supports or the LCD IDT staff notes a concern with direct care employees' turnover impacting member's services.

Provider of Respite care services shall ensure that the member and the LCD IDT staff have written information indicating who within the organization to contact with concerns or questions related to the provision of services or direct care employees.

Collaboration and Coordination of Care

Through the use of the Resource Allocation Decision method (RAD), the LCD interdisciplinary team (IDT) staff shall assess the member's needs and outcomes to determine the amount of respite care services to be authorized. The LCD IDT staff shall exchange pertinent information with the provider at the time the referral is made to assure all health and safety needs are provided during the Respite care services. This information exchange shall include the member's outcomes, assessed needs, and amount of authorized units as it relates to Respite care services.

All aspects of Respite care services shall be discussed between the LCD IDT staff, family, and Respite care service provider to ensure proper collaboration.

Documentation

Providers shall comply with documentation as required by state certification and this agreement. The LCD IDT staff may request additional documentation on the Respite care services provided.

Billable Units

Providers should reference the Rates and Service Codes chart of the contract for contract units and rates. Contracted units of Respite care services are billable for each

day the member is authorized and uses Respite care services. Providers should use 15 minute, full day, weekend and weekly increments to bill the LCD up to the authorized number of units for the member.

Providers of Respite care services are required to provide for all identified care needs during the provision of Respite care services and are specifically prohibited from billing for additional services during the provision of Respite care services.

Lakeland Care District's Contract Expectations for Respite Care Service Providers

- Non-residential Respite care service providers must negotiate a daily rate for Respite care services that exceed four hours per day.
- Residential Respite care service providers must negotiate daily rates for Respite care services.
- Visits that a member may make to the residential facility when considering a move, overnight or partial day, are not considered respite and are therefore not billable to the LCD.
- Non-residential Respite care service providers will negotiate contract rates that include mileage and travel time associated with the provision of service.
- CBRFs, RCACs, Nursing Homes, and licensed AFHs are not eligible to receive Respite care services for the residents residing in their facilities.

Scope of Services

- Respite care services may include but are not limited to: transportation, attending medical appointments, meals (prepare/provide), personal cares, med management/administration, and/or supervision. Refer to the Provider Network Team with questions.