




LTSS Employment Benefits Supplement

Tennessee



Welcome to the UnitedHealthcare Community Plan TN LTSS Employment Benefits Supplement. This up-to-date reference PDF allows you and your staff to find important information, such as how to process a claim and submit prior authorization requests. This supplement, along with the manual, also includes important phone numbers and websites on the How to Contact Us page. Find operational policy changes and other electronic transactions on our website at UHCprovider.com > Care Provider Manual for TennCare – UnitedHealthcare Community Plan of Tennessee.

Click the following links to access different manuals:

- **Administrative guide – UHCprovider.com/guides**
 - Under UnitedHealthcare Care Provider Administrative Guide for Commercial, Medicare Advantage (including Dual Complete Special Needs Plans), click on View Guide. Some states may also have Medicare Advantage information in their Community Plan manual.
- **A different Community Plan care provider manual – UHCprovider.com/guides**
 - Under Community Plan Care Provider Manuals for Medicaid Plans by State, click on **Your State**.
- **UnitedHealthcare Dual Complete:** For information about UnitedHealthcare Dual Complete in Tennessee, go to UHCprovider.com > Resources > Health Plans [choose state] > Tennessee Medicare > Advantage Health Plans > Tennessee Dual Complete Special Needs Plan.
 - Please use the following, March Vision Routine Care provider reference guide: marchvisioncare.com. Ophthalmologists rendering medical services to TennCare enrollees should refer to this manual.
- **TennCare CLS care provider manual – UHCprovider.com/guides**
 - Under Community Plan Care Provider Manuals for Medicaid Plans by State > Tennessee > TNCare CLS Manual.

LTSS employment benefits

Individuals enrolled in LTSS will participate in a person-centered planning process to develop a Person-Centered Support Plan (PCSP). This support planning process, and the resulting PCSP, will assist each member enrolled in LTSS in achieving personally defined employment and other outcomes in the most integrated community setting, ensure delivery of services in a manner that reflects personal preferences and choices, and contribute to ensuring each member's health and welfare.

The LTSS Employment Services are designed to meet a member where they are in their career path and provide the appropriate services to assist a member in meeting their desired employment goals.

CHOICES offers support staff referred to as Care Coordinators. ECF CHOICES offers support staff referred to as Support Coordinators. We will refer to them collectively as coordinators in this Supplement.

Person-centered planning process

Once a member is deemed eligible for LTSS services by TennCare, a coordinator will begin conducting a Comprehensive Needs Assessment (CNA) with a member and their legal guardian. The CNA will inform the Person-Centered Support Plan (PCSP), which will help guide what LTSS services and supports the member will receive. The PCSP tells the team who will support the member:

- **What is important to the member** - the things that really matter to them
- **What is important for the member** - the supports they need to stay healthy and safe, and achieve their goals
- **How to support the member** - to have those things in their life

The PCSP must include:

- The member's strengths and needs
- Goals the member wants to reach
- The services and supports (paid and unpaid) the member will receive to help meet their goals
- How often the member will receive those service and supports
- Who will provide the member services and supports
- The settings (or places) where services and supports will be provided

Once the PCSP has been completed, agreed to and signed by the member/legal guardian, the coordinator will communicate with UnitedHealthcare to initiate services.

Employment informed choice process (applies to ECF CHOICES only)

The **Employment Informed Choice** process ensures the member and their legal guardian have the facts to make a good decision about working. If the member is between the ages of 16 and 62, in order to receive Community Integration Support Services and/or Independent Living Skills Training services, the member must participate in, at minimum, Exploration. The member may choose to receive Peer-to-Peer Self-Direction, Employment, and Community Support and Navigation to decide if they want to pursue employment. If, during the person-centered planning process, the member communicates they do not want to work or they're unsure if they want to work, the coordinator will encourage the member to pursue competitive and integrated employment. The coordinator will offer the Exploration service to help the member make up their mind about pursuing employment.

After going through the Exploration service, if a member chooses not to pursue employment, the coordinator will make sure the member and their legal guardian know that Community Integration Support Services and/or Independent Living Skills Training services are limited to 20 hours a week, combined. The coordinator will review the **Employment Informed Choice Form**, answer any questions and have the member/legal guardian complete and sign the form.

If the member chooses not to participate in Exploration, the coordinator will help the member and their legal guardian understand the LTSS program was created to promote and support participation in employment and choosing not to pursue employment will impact the member's services. The coordinator will remind the member and their legal guardian that they are not eligible to receive Community Integration Support Services and/or Independent Living Skills Training services.

Care provider selection

The coordinator will work with the member and their legal guardian to make sure they have enough information to make an informed choice of a network care provider. The coordinator will discuss the following with the member and their legal guardian:

- Explain the preferred care provider criteria
- Educate on the care provider's location, specialty and availability across the state
- Educate on care providers that have workers who speak the member's language, have cultural competency and have aptitude with communication devices and non-verbal forms of communication
- Encourage to engage with potential care providers by making phone calls, conducting interviews and making visits

After the coordinator discusses care provider selection with the member and their legal representative, members will identify their choices for a care provider. Once the PCSP is completed, UnitedHealthcare will reach out to the member's selected care providers to confirm capacity and commitment to initiate and provide services within contractual time frames.

Authorization of employment services

Once the care provider has been determined, the Care Management Associate (CMA) will create a referral authorization (only utilized for outcome-based Employment Services) or an authorization (utilized for all non-outcome-based services). Prior to the delivery of services, the CMA will send the care provider all the necessary documents, including the Provider Services Plan and member's Person-Centered Support Plan. The CMA will document the care provider's attestation to provide the authorized services and confirm that services were initiated by the care provider as written on the PCSP.

The Care provider shall facilitate notification to the member's coordinator by notifying UnitedHealthcare, in accordance with the UnitedHealthcare processes, as expeditiously as warranted by the member's circumstances, of any known significant changes in the member's condition or care, hospitalizations or recommendations for additional services.

Outcome-based services refer to Employment Services that have a specific outcome at the end of the service, are time-limited and require a report template to identify the findings of the service within the designated time period. The LTSS outcome-based Employment Services are Exploration, Discovery, Situational Observation and Assessment, Job Development Plan, Self-Employment Exploration, Self-Employment Plan, Self-Employment Startup and Career Advancement.

Non-outcome-based services refer to Employment Services that are ongoing and support a member on their career path but do not have a specific outcome or a required report. Non-outcome-based Employment Services are Benefits Counseling, Job Coaching, Co-Worker Supports, Supported Employment-Small Group, Transition from Small Group to Individualized Employment and Integrated Employment Path Services.

Although Job Coaching is a non-outcome-based service, the process for re-authorizing it and reimbursing for it is similar to that of the outcome-based services. In order to re-authorize Job Coaching, the **Job Coaching Fading Plan** is required to be submitted. Additional information on reauthorizing Job Coaching can be found under **Job Coaching Reauthorization**.

Below is a table that identifies what the LTSS outcome-based Employment Services are, the expected completion and report submission timelines, and recommended service hours.

| Service and initiation timeline | Service completion timeline | Recommended service hours | Written report due |
|--|-----------------------------|--|--|
| Exploration for Individualized Integrated Employment | 60 days. | 40 hours of service. | 14 days – after service completed. |
| Discovery | 90 days. | 50 hours of service. | 14 days – after service completed. |
| Situational observation and assessment | 30 days. | 12 hours per experience (up to 4 experiences). | 14 days – after service completed. |
| Job development plan | 30 days. | 6–8 hours. | 14 days – after service completed. |
| Self-employment plan | 90 days. | | 90 calendar days after service start date. |
| Self-employment exploration | 60 days. | | 14 days – after service completed. |
| Job development start up | Varies. | | |
| Self-employment start up | 90 days. | | |
| Career advancement | | 40–48 hours of service. | |

Fading paid supports

All LTSS services that are not time-limited should have a focus on fading. Specifically for employment services, Job Coaching and Co-Worker Support services should have a fading plan. Planning for fading paid supports should begin on the first day that a care provider begins working with a member. The incentive for the fading of paid supports is part of the reimbursement rate for Job Coaching.

Fading is possible through the use of multiple strategies that helps maximize opportunities for fading. Strategies to support fading include:

- Removing barriers to independence from environment
- Training/teaching
- Assistive technology (low- and high-tech)
- Engaging existing sources of natural support
- Building new sources of natural support

Usually, fading is accomplished through the facilitation of natural supports. Some natural supports will already exist before the coordinator, or the care provider becomes involved in someone’s life. All natural supports and their roles will be identified on the member’s PCSP. Care providers will need to facilitate new sources of natural supports.

Referral to vocational rehabilitation

It is the responsibility of the coordinator to make a referral to Vocational Rehabilitation (VR) for employment services during the job development and initial stabilization and maintenance period of the employment process. The coordinator will provide the local VR counselor with a referral packet. The referral packet will include a release of information allowing the coordinator to communicate with the VR counselor and receive written and verbal updates on the member’s progression. Where the member is in their career path will determine when the referral is made. For members receiving Discovery, the referral will most likely take place at the beginning of that service, unless the local VR counselor and coordinator collaboratively identify a different timeline.

While the member is receiving job development and placement, job coaching and intensive job services, and initial retention, stabilization and maintenance services from VR, the care provider will send all required VR documentation (reports and forms) to the coordinator as a method of providing continuous updates on the member’s progress.

If there is a delay in the member receiving employment services from VR, the care provider will communicate with the coordinator. LTSS has similar employment services as those offered by VR for receiving job development and placement, job coaching and intensive job services, and initial retention, stabilization and maintenance.

Employment services summary

Below is a table that summarizes what the LTSS Employment Services are, whether they are outcome based or non-outcome based, the documentation that is required for the care provider to complete for the services, how the service is authorized, the duration and payment, and staff qualifications. For those that do not require a TennCare prescribed template, all components of the templates should be documented by the provider and available for review.

| Service | Outcome/non-outcome based | Documentation required | Authorization | Duration and payment | Staff qualifications |
|---|---------------------------|-------------------------------|--|---|--|
| Exploration/ individualized integrated employment | Outcome-based service. | TennCare prescribed template. | Referral Authorization, SC approves completed template prior to authorization to bill. | Expected time to complete: 40 hours over 60 days. | Job coaching certification or higher. |
| Self-employment exploration | Outcome-based service. | TennCare prescribed template. | Referral Authorization, SC approves completed template prior to authorization to bill. | Expected time to complete: 40 hours over 60 days. | Job developer plus self-employment relias courses. |

| Service | Outcome/non-outcome based | Documentation required | Authorization | Recommended duration | Staff qualifications |
|--|----------------------------|-------------------------------|--|--|---|
| Benefits counseling | Non-outcome-based service. | No Report Required. | Authorization. | Initial: 20 hours for members considering or seeking employment. Supplementary: 6 hours for members evaluating a specific job offer, promotion, or self-employment opportunity. PRN: 8 hours for problem-solving to maintain employment. | Community work incentives coordinator (CWIC) or work incentive practitioner-credentialed (WIP-C). Community Partner Work Incentives Counselor (CPWIC). |
| Discovery individual | Outcome-based service. | TennCare prescribed template. | Referral Authorization, SC approves completed template prior to authorization to bill. | Expected time to complete: 50 hours over 90 days . | Job developer. |
| Situational observation and assessment | Outcome-based service. | TennCare prescribed template. | Referral Authorization, SC approves completed template prior to authorization to bill. | Expected time to complete: 12 hours per experience (up to 4 separate experiences) over 30 days. | Job coaching certification or higher. |
| Job development plan | Outcome-based service. | TennCare prescribed template. | Referral Authorization, SC approves completed template prior to authorization to bill. | Expected time to complete: 5-8 hours over 30 days. | Job developer. |
| Self-employment plan | Outcome-based service. | TennCare prescribed template. | Referral Authorization, SC approves completed template prior to authorization to bill. | 90 days, averaging 40-50 hours to complete. | Job developer plus self-employment relias courses. |

| Service | Outcome/non-outcome based | Documentation required | Authorization | Recommended duration | Staff qualifications |
|--|----------------------------|--|--|--|---|
| Job development start-up | Outcome-based service. | TennCare prescribed template. | Referral Authorization, SC approves completed template prior to authorization to bill. | Varies. Outcomes met at 2,6 and 10 weeks employed. | Job developer. |
| Self-employment start-up | Outcome-based service. | TennCare prescribed template. | Authorization. | Outcomes met at 2,6 and 10 weeks of “doors open”. | Job developer plus self-employment relias courses. |
| Job coaching/ individual wage employment | Non-outcome-based service. | No report required until reauthorization. UnitedHealthcare prescribed template for reauthorization. | Authorization for initial service. Referral Authorization to reauthorize services, SC approves completed template prior to authorization to bill. | Varies. Fading plan due upon each re-authorization. | Job coaching certification or higher. |
| Job coaching for self-employment | Non-outcome-based service. | No report required. | Authorization for initial service Referral Authorization to reauthorize services, SC approves completed template prior to authorization to bill | Varies. Fading plan due upon each re-authorization. | Job coaching certification or higher plus self-employment relias courses. |
| Co-worker supports | Non-outcome-based service. | No report required. | Authorization. | Varies. | Job coaching certification or higher. |
| Career advancement plan | Outcome-based service. | TennCare prescribed template. | Authorization. | Expected time to complete: 5 - 8 hours over 30 days. | Job developer. |

| Service | Outcome/non-outcome based | Documentation required | Authorization | Recommended duration | Staff qualifications |
|---|----------------------------|---|----------------|--|---------------------------------------|
| Career advancement outcome achieved | Outcome-based service. | No report required. | Authorization. | Varies. | Job developer. |
| Supported employment-small group (small group – maximum 2 persons) Applies to ECF CHOICES only | Non-outcome-based service. | TennCare template is available if needed. | Authorization. | Varies. | Job coaching certification or higher. |
| Supported employment-small group (small group – maximum 3 persons) Applies to ECF CHOICES only | Non-outcome-based service. | TennCare template is available if needed. | Authorization. | Varies. | Job coaching certification or higher. |
| Transition from small group to individual employment - this is an incentive payment, not a 'service' Applies to ECF CHOICES only | Non-outcome-based service. | TennCare template is available if needed. | Authorization | N/A | N/A |
| Integrated employment path services (time-limited prevocational training) | Non-outcome-based service. | TennCare template is available if needed. | Authorization. | Varies. No longer than 12 months unless member is actively job searching. | Job coaching certification or higher. |

SE-IES: Supported employment - individual employment

These services can only be provided on an individual basis:

- A DSP cannot provide this service to 2 or more people at the same time
- Expected outcome is people getting and keeping jobs
- Work incentives are expected to be used to assist people to maximize earnings
- If you aren't an approved LTSS care provider for benefits counseling, you need to have a good working relationship with work incentives benefits counselors
- Make sure your DSPs know the basics about work incentives
- Includes personal assistance if needed by person receiving this service (PAS care provider qualifications must be met; except PSSA license not required)
- If person only needs personal assistance or personal care to work (person no longer needs Supported Employment service), please talk to LTSS Coordinator to get authorization changed to personal assistance or personal care service
- Transportation of the individual to and from these services is not included in the rates paid for these services
- Transportation during the provision of these services is included in the rates paid for these services
- An individual's person-centered support plan may include more than 1 non-residential habilitation service; however, they may not be billed for during the same period (e.g., the same 15 min/hour unit of time)
- If you are being paid for a SE-IES service on an outcome basis, you could be putting in time that isn't face-to-face with person at the same time the person is receiving a different service on a face-to-face basis
- 2 face-to-face services being delivered to a person cannot be billed during the same unit of time. A person can only receive 1 face-to-face service at a time
- Determining service is not available to person through VR is responsibility of LTSS Coordinator
- If you get authorization to provide service, you can go ahead and do that

Care providers may not use this funding for:

Incentive payments made to an employer to encourage or subsidize the employer's participation in supported employment (Co-Worker Supports is not considered an incentive payment);

- Payments that are passed through to users of supported employment services (wages; attendance bonus, etc.); or
- Payments for training that is not directly related to an individual's supported employment program.

Care providers may also receive Ticket to Work funding for milestones earned if:

- The care provider is an Employment Network (EN); and
- The person has assigned the care provider their Ticket.

Supported Employment-Individual Employment supports service limitations:

- These services are not for **group employment** of any size or variation (even 2 people)
- **Job Coaching** services do not include supports for **volunteering** or any form of unpaid internship, work experience or employment
- These services do not include supporting paid employment or training in a **sheltered workshop or similar facility-based setting**
- These services do not include supporting paid employment or training in a **business enterprise owned or operated by a care provider of these services**
- These services do not include payment for supervisory activities rendered as a normal part of the business setting and **supports otherwise available to employees without disabilities filling the same or similar positions in the business**

SE-IES: Defining individualized integrated employment and self-employment

The employment services that can be supported with this service category include Individualized Integrated Employment and Individualized Integrated Self-Employment.

Individualized integrated employment: Sustained paid employment in a competitive or customized job with an employer:

(A) for which an individual is compensated at or above the state's minimum wage and is not less than the customary rate paid by the employer for the same or similar work performed by other employees who are not individuals with disabilities, not including supervisory personnel or individuals providing services to the employee with a disability, and who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills; or in the case of an individual who is self-employed, yields an income that is comparable to the income received by other individuals who are not individuals with disabilities, and who are self-employed in similar occupations or on similar tasks and who have similar training, experience, and skills; and is eligible for the level of benefits provided to other employees; and is engaged, preferably, in full-time work; and

(B) is at a location typically found in the community; and to be typically found in the community, an employment location should be found in the competitive labor market and not formed for the specific purpose of employing individuals with disabilities; and

(C) where the employee interacts with other persons who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that individuals who are not individuals with disabilities and who are in comparable positions interact with other persons; and

(D) that, as appropriate, presents opportunities for advancement that are similar to those for other employees who are not individuals with disabilities and who have similar positions; and

(E) that is not paid employment or training in a business enterprise owned or operated by a provider of the individual's employment services.

Individualized integrated self-employment:

Sustained paid self-employment that is home-based or conducted in an integrated setting(s) where net income in relation to hours worked is equivalent to no less than the state's minimum wage, after a reasonable self-employment start-up period.

SE-IES: Exploration

Service definition highlights:

- Activities to identify a person's specific interests and aptitudes for paid work, including experience and skills transferable to individualized integrated employment or self-employment
- Exploration of individualized integrated employment or self-employment opportunities in the local area that are specifically related to the person's identified interests, experiences and/or skills through **4 to 5 uniquely arranged business tours, informational interviews and/or job shadows**, uniquely selected based on the person's individual interests, aptitudes, experiences and skills most transferable to employment
- Each business tour, informational interview and/or job shadow shall include time for set-up, prepping the person for participation and debriefing with the person after each opportunity
- Introductory education on the numerous work incentives for individuals receiving publicly funded benefits (e.g., SSI, SSDI, Medicaid, Medicare, etc.)
- Introductory education on how Supported Employment services work (including Vocational Rehabilitation services)
- Educational information is provided to the person and the conservator and/or most involved family member(s), if applicable, to ensure conservator and/or family support for the person's choice to pursue individualized integrated employment or self-employment
- The educational aspects of this service shall include **addressing any concerns, hesitations or objections** of the person and the legal guardian/conservator and/or most involved family member(s), if applicable

Caps/Limitations: Re-authorization may occur a maximum of once every 365 days and only if the person, at the time of re-authorization, is not already engaged in individualized integrated employment or self-employment, or other services to obtain such employment.

This service is not appropriate for person who wants to work (or is not opposed to working) in individualized integrated employment or self-employment (even if the person doesn't know exactly what they want to do).

Service delivery expectations:

- 60 calendar days to complete once started
- Report due **no later than** 14 days after service completed
- Report must be in **required template**
- Outcome payment paid upon receipt of **acceptable** report (required template; no sections unaddressed; evidence that complete service has been delivered)
- Outcome payment assumes average 40 hours to complete service and write report (all hours – not just face-to-face time)

DSP minimum qualifications/training:

Same as for Job Coach for Exploration for Individualized Integrated Employment; same as for Job Developer for Exploration for Self-Employment.

- Designed to provide information to individuals and their families, where appropriate, regarding available benefits and assist individuals to understand the options for making an informed choice about pursuing integrated employment at prevailing wages while maintaining essential benefits, including, but not limited to, income support, health care, long-term services and supports, housing subsidies, food stamps, etc.
- Designed to repudiate myths, and to alleviate fears and concerns that choosing to seek integrated, competitive employment at prevailing wages would jeopardize their benefits
- Provided by a certified Community Work Incentives Coordinator (CWIC), Work Incentive Practitioner-Credentialed (WIP-C) or Community Partner Work Incentives Counselor (CPWIC)
- Helps the member understand the array of work incentives and support programs such as IRWE, PASS plans, Trial Work Periods, Medicaid Buy-in for Workers with Disabilities, Medicare continuation benefits for SSDI beneficiaries
- The impact of earned income on their individual benefits, including food stamps and housing subsidies

Service expectations:

- Help persons understand their benefits supports and how to utilize the incentives and other tools available to them to assist them to achieve economic self-sufficiency
- Provide assistance to the person in the development of a system to maintain proper documentation of services, including creating monthly Benefits Summaries and Analyses and Work Incentive Plans for reports to and for the Social Security Administration
- Must be provided in a manner that supports the person's communication needs, including, but not limited to, age-appropriate communications, translation/interpretation services for persons of limited English-proficiency or who have other communication needs requiring translation, including sign language interpretation, and understanding of the person's use of a communication device

Caps/Limitations: Only if isn't available through another program. Initial counseling limited to 20 hours no more than every 2 years. Additional 6 more hours no more than 3 times a year can be approved to help member consider a new job, promotion or self-employment. Additional 8 hours can be approved to help member stay employed or self-employed.

SE-IES: Discovery

Service definition highlights:

- For an individual who wants to pursue individualized integrated employment or self-employment but for whom more information is needed regarding:
 - Strongest interests toward 1 or more specific aspects of the labor market
 - Skills, strengths and other contributions likely to be valuable to employers or valuable to the community if offered through self-employment
 - Conditions necessary for successful employment or self-employment
- Activities include observation of person in familiar places and activities, interviews with family, friends and others who know the person well, observation of the person in an unfamiliar place and activity, identification of the person's strong interests and existing strengths and skills that are transferable to individualized integrated employment or self-employment
- Also involves identification of conditions for success based on experience shared by the person and others who know the person well, and observation of the person during Discovery process
- Written Profile summarizes the process, learning and recommendations to inform identification of the person's individualized integrated employment or self-employment goal(s) and strategies to be used in securing this employment or self-employment for the person

- If LTSS is paying for Discovery, person should be assisted to apply to Vocational Rehabilitation (VR) for services to obtain individualized integrated employment or self-employment **at the beginning of the Discovery process** so that VR ready to write the Plan (IPE) when Discovery is completed
- The Discovery Profile should be shared with VR staff to facilitate the timely development of an Individual Plan for Employment (IPE)

Caps/Limitations: May be reauthorized once every 3 years.

Service delivery expectations:

- **No more than** 90 calendar days to complete once started
- Profile due **no later than** 14 days after service completed
- Profile must be in **required template**
- Outcome payment paid upon receipt of **acceptable** profile (required template; no sections unaddressed; evidence that complete service has been delivered)
- Outcome payment assumes average 50 hours to complete service and write profile (all hours – not just face-to-face time)

DSP minimum qualifications/training:

Same as for Job Developer

Service definition highlights:

- Observation and assessment of an individual’s interpersonal skills, work habits and vocational skills through practical experiential, community integrated volunteer experiences and/or paid individualized, integrated work experiences that are uniquely arranged and specifically related to the interests, preferences and transferable skills of the job seeker as established through Discovery or a similar process
- If paid experience, pay must be minimum wage or higher
- Involves comparison of the actual performance of the individual being assessed with core job competencies and duties required of a skilled worker in order to further determine the work competencies and skills needed by the individual to be successful in environments similar to where the experience is taking place
- Purpose is **not** to conclude person is not employable

Caps/Limitations:

May be reauthorized once every 3 years.

Service delivery expectations:

- 60 calendar days to complete once started
- Up to 4 separate experiences can be authorized
- Report due **no later than** 7 days after service completed
- Outcome payment paid **per experience** upon receipt of **acceptable** report (no required template; include service log; summary of experience and what was learned)
- Outcome payment assumes average 12 hours to complete each experience and write report (all hours – not just face-to-face time)
- Could submit 1 report for multiple experiences as long as report addresses each experience separately

DSP minimum qualifications/training:

Same as for Job Developer.

SE-IES: Job development plan

Service definition highlights:

- Designed to create a clear and detailed plan for Job Development
- Includes a planning meeting involving the individual and other key people who will be instrumental in supporting the individual to obtain work
- Incorporates the results of Exploration, Discovery, and/or Situational Observation and Assessment, if previously authorized

Caps/Limitations:

May be reauthorized once every 3 years.

Service delivery expectations:

- 30 calendar days to complete once started
- Plan due **no later than** 30 days after service start date
- Plan must be in **required template (select correct template)**
- Outcome payment paid upon receipt of **acceptable** plan (required template; no sections unaddressed; evidence that complete service has been delivered)
- Outcome payment assumes average 6-8 hours to complete service and write plan (all hours – not just face-to-face time)

DSP minimum qualifications/training:

Same as for Job Developer.

SE-IES: Job development start up

Service definition highlights:

- Support to obtain an individualized competitive or customized job in an integrated employment setting in the general workforce, for which an individual is compensated at or above the minimum wage
- Support to launch self-employment business where net income in relation to hours worked is equivalent to at least minimum wage after reasonable start-up period
- Expectation is the Job Development or Self-Employment Plan is implemented
- Outcome must be consistent with the individual's personal and career goals, as identified in Plan

Caps/Limitations: May be reauthorized once every 365 days (if person doesn't already have job/self-employment and wants it within 9 months).

Outcome payment paid in 3 phases:

- 2 weeks of successful employment or self-employment (60% paid)
- 6 weeks of successful employment or self-employment (25% paid)
- 10 weeks of successful employment or self-employment (15% paid)

DSP minimum qualifications/training:

Same as for Job Developer.

SE-IES: Self-employment exploration service

- For members who are interested in but undecided about self-employment
- Consists of uniquely arranged community activities to learn more about self-employment, and education to help the member make an informed decision about whether to start their own business
- Self-Employment Exploration is not required for members who already know they want to start their own business. However, this service is strongly recommended for members who could benefit from education about creating a business plan, researching feasibility, obtaining start-up capital, accessing resources, and other common elements of entrepreneurship.
- Includes a planning meeting involving the individual and other key people who will be instrumental in supporting the individual to start a business
- Basic information on the role of Vocational Rehabilitation
- Basic education on benefits counseling and if there is concern around the loss of benefits

Caps/Limitations:

May be reauthorized once every year.

Service delivery expectations:

- 60 calendar days to complete once started
- Plan due no later than 30 days after service start date
- Plan must be in required template (select correct template)
- Outcome payment paid upon receipt of required template; no sections unaddressed; evidence that complete service has been delivered

DSP minimum qualifications/training:

Same as for Job Developer with Self-Employment Relias Training.

SE-IES: Self-employment plan

Service definition highlights:

- For members who are ready to secure self-employment (start their own business).
- To develop a detailed plan for starting a business, which will be implemented in the Self-Employment Start-Up service
- The member will apply for any required licensure(s)/certifications and will obtain all goods, services, and assistive/enabling technology necessary to start their business
- Service consists of multiple meetings between the member and provider to collaboratively develop a detailed plan outlining a strategy on how the business will be structured, community resources to engage, self-employment documents to be developed, and responsibilities of the member and provider during the start-up process, based on the goals of the member
- Community resources must be engaged as specified in the Self-Employment Plan template. A detailed business plan must be developed (with guidance and support from the MCO Employment Specialist).

Caps/Limitations:

May be reauthorized every 3 years.

Service delivery expectations:

90 calendar days to complete once started:

A Self-Employment Plan must be approved by the MCO Employment Specialist prior to the authorization of Self-Employment Start-Up

- Plan must be in required template (select correct template)
- Includes a planning meeting involving the individual and other key people who will be instrumental in supporting the individual to become employed in individualized integrated employment or self-employment
- Outcome payment paid upon receipt of acceptable plan (required template; no sections unaddressed; evidence that complete service has been delivered)
- Attend one of the small business orientation classes if not completed during Self-Employment (SE) Exploration – options listed under SE Exploration
- Complete Feasibility Study with business mentor
- Contacting sources of start-up capital, beginning process of obtainment. (PASS, VR, Loans, Crowdsourcing)
- Identifying licensure needed, inspections, liability insurance, etc. – and begin process of licensure
- Identifying total cost and how to obtain all resources and licensure needed. Confirm funding.
- Final consultation with job developer and the advisor to review Self-Employment Plan. Plan and business plan and give further recommendations prior to start-up.
- Benefits counseling consultation – if individual did not elect to pursue SE Exploration, ensure benefits counseling is received during this phase
- **DSP minimum qualifications/training:**
Same as for Job Developer with Self-Employment Relias Training.

SE-IES: Self-employment start up

Service definition highlights:

- For members who are ready to start a business and have already worked collaboratively with a job developer to create a detailed plan for self-employment
- This service is the implementation phase of an already-completed Self-Employment Plan
- Individualized according to the type of business, goals of the member, and the responsibilities outlined in the Self-Employment Plan
- Must include finalization of any required licensures/certifications and identification of new support needs while acclimating to the new job
- A Self-Employment Plan must be approved by the MCO Employment Specialist prior to the authorization of Self-Employment Start-Up
- Members may choose to utilize VR self-employment services instead of SESU to obtain start-up capital and/or to minimize the impact of self-employment services on their cost cap

Caps/Limitations:

May be reauthorized once per year.

Service delivery expectations:

SE start-up from rate chart:

Unit to be used as o/c based payment unit. Outcome based payment upon service recipient achieving the following milestones:

- Phase 1. Completing 2 calendar weeks of individualized, integrated self-employment;
- Phase 2. Completing 6 calendar weeks of individualized, integrated self-employment;
- Phase 3. Completing 10 calendar weeks of individualized, integrated self-employment.

Payment Phases:

Phase 1: 60% of hours

Phase 2: 25% of hours

Phase 3: 15% of hours

DSP minimum qualifications/training:

Same as for Job Developer with Self-Employment Relias Training.

Service definition highlights:

- For members who wish to obtain a promotion and/or a second individualized integrated employment or self-employment opportunity
- To develop a detailed plan to obtain a promotion and/or a second individualized integrated employment or self-employment opportunity
- Service consists of multiple meetings between the member and provider to collaboratively develop a detailed plan outlining a strategy on obtainment of a promotion and/or a second individualized integrated employment or self-employment opportunity and responsibilities of the member and provider during the process, based on the goals of the member

Caps/Limitations:

- Can be authorized only once every 1095 days. Exception: Only when o/c 1 was paid and o/c 2 was never achieved, o/c 1 and o/c 2 may be reauthorized a second time within 1095 days only if different provider is used.

Service delivery expectations:

- 30 calendar days to complete once started
- Individualized according to the career advancement goals of the member
- A Career Advancement Plan must be approved by the MCO Employment Specialist prior to the authorization of Career Advancement Outcome Achieved
- Plan must be in required template (select correct template)
- Outcome payment paid upon receipt of acceptable plan (required template; no sections unaddressed; evidence that complete service has been delivered)

DSP minimum qualifications/training:

Same as for Job Developer.

SE-IES: Career advancement outcome achieved

Service definition highlights:

- For members who are ready to secure a raise, promotion, or second job opportunity, and have already worked collaboratively with a job developer to create a detailed plan for career advancement.
- This service can only be authorized for members who are already employed in a competitive, integrated setting or self-employed
- This service is the implementation phase of an already completed and approved Career Advancement Plan
- Methods should be individualized, but this service may include assistance with networking, submitting applications, interview readiness, preemployment screenings, negotiating a raise or promotion, negotiating job tasks and/or accommodations, and identifying new support needs while acclimating to the new job or job task

Caps/Limitations:

- Can be authorized only once every 1095 days. Exception: Only when o/c 1 was paid and o/c 2 was never achieved, o/c 1 and o/c 2 may be reauthorized a second time within 1095 days only if different provider is used.

Service delivery expectations:

- Person achieves career advancement objective and has been in new position or second job for a minimum of 2 weeks
- Can be authorized only once every 1095 days. Exception: Only when o/c 1 was paid and o/c 2 was never achieved, o/c 1 and o/c 2 may be reauthorized a second time within 1095 days only if different provider is used.
- Individualized according to the career advancement goals of the member
- A Career Advancement Plan must be approved by the MCO Employment Specialist prior to the authorization of Career Advancement Outcome Achieved
- Documentation must be in required template (select correct template)
- Outcome payment paid upon receipt of required template and approval with no sections unaddressed; evidence that complete service has been delivered

SE-IES: Job coaching for wage employment and self-employment

Service definition highlights:

- Includes identifying, through job analysis, and providing services and supports that assist the individual in maintaining individualized integrated employment or self-employment
- Job coaching includes supports provided to the individual and their supervisor and/or co-workers, either remotely (via technology) or face-to-face
- Supports during each phase of employment must be guided by a **Job Coaching Fading Plan**, which incorporates an appropriate mix of best practices for the individual to achieve fading goals as identified in the Plan (e.g., systematic instruction utilizing task analysis to teach the individual to independently complete as much of their job duties as possible; high- or low-tech assistive technology; and effective engagement of natural supports, including co-workers and supervisor(s) as needed)
- If progress on fading ceases at some point, adaptations to job duties, negotiated with the supervisor/employer, or transition to Co-Worker Supports **may** be utilized if no reduction in hours or hourly pay results
- Transportation of the supported employee to and from the job site is not included in the rate paid for the service. Transportation of the supported employee, if necessary, during the provision of job coaching is included in the rate paid for the service.
- Includes identification and provision of services and supports that assist the individual in maintaining self-employment. Job coaching for self-employment includes supports provided to the individual, either remotely (via technology) or face-to-face. Supports must enable the individual to successfully operate the business (with assistance from other sources of professional services or suppliers of goods necessary for the type of business). Job Coaching supports should never supplant the individual's role or responsibility in all aspects of the business.
- Supports during each phase of self-employment must be guided by a **Job Coaching Fading Plan**, which incorporates an appropriate mix of best practices for the individual to achieve fading goals as identified in the Plan (e.g., systematic instruction utilizing task analysis to teach the individual to independently complete as much of their roles and responsibilities as possible; high- or low-tech assistive technology; and effective engagement of any business partners and/or associates and/or suppliers of goods or services)
- If progress on fading ceases at some point, business plan adaptations may be utilized if no reduction in paid hours or net hourly pay results
- Transportation of the supported self-employed person to and from the place of work is not included in the rate paid for the service. Transportation of the person, if necessary, during the provision of job coaching is included in the rate paid for the service.

Service delivery expectations:

Job Coaching is authorized in 15-minute units. The amount of time authorized for Job Coaching is individually determined based on the number of hours the member works, the amount of fading that has been accomplished up to the point the authorization is being done, and the amount of support the member still needs to maintain their job. For example, if a member is working 24 hours a week and 50% fading has occurred, the member continues to need 12 hours (48 units) of Job Coaching per week.

There is a 40-hour-per-week (160 units) limit for Job Coaching services in combination with other non-residential expanded habilitation services or 50 hours per week if the member is working at least 30 hours per week. If a member does not have other non-residential expanded habilitation services in their PCSP, the member may use the full 40-hour limit for Job Coaching (or 50-hour limit if the member is working 30 hours per week or more) if needed.

Stabilization and Monitoring is for member's who need support **once a week or less**. The reimbursement rate is \$130 **per month**. Two minimum contacts with the member per month and 1 contact with the employer are required.

- Minimum required contact with member is **1 face-to-face contact with member per month**. The contact should occur at work unless member/employer prefers this does not occur at work.

- Other contacts member may need (e.g., weekly or PRN) do not have to be done face-to-face so long as there is 1 face-to-face contact with the member per month
- Minimum required contact with employer is **1 contact per month** (does not have to be face-to-face)

Caps/Limitations:

Maximum 40 hours/week in combination with other non-residential expanded habilitation services; 50 hours/week if employed at least 30 hours.

Reimbursement rates:

15-minute unit payments – 2 levels based on person’s disability tier:

- Tier A (ECF CHOICES ONLY)
- Tier B (CHOICES/ECF CHOICES)
- Tier C (CHOICES/ECF CHOICES)

Unit payments change based on length of time person has held job and amount of fading that has been accomplished. Below is a table that identifies the Job Coaching reimbursement rates.

DSP Minimum Qualifications/Training:

Same as for Job Coach.

SE-IES: Job coaching reauthorization

In order to re-authorize Job Coaching, care providers must submit the **Job Coaching Fading Plan** report template, except when a member is receiving Job Coaching Stabilization and Monitoring. The Job Coaching Fading Plan is intended to incrementally step members down from Job Coaching as much as possible. The **Job Coaching Fading Plan** can be an updated version if a Plan was previously submitted for a prior re-authorization. Care providers seeking reauthorization of Job Coaching Services are to submit an updated Fading plan to the Employment email no later than 2 weeks prior to authorization end date. The address to the ECF CHOICES mailbox is LTSSStn_employment@uhc.com. The address to the CHOICES mailbox is choicestn_employment@uhc.com. The Employment Specialist will review the **Job Coaching Fading Plan** and ensure it is complete and of sufficient quality to be approved prior to Job Coaching being re-authorized.

A high-quality fading plan will:

- Utilize the correct template
- Include a fully completed template
- Be submitted within the prescribed date service being reauthorized for the appropriate type of Job Coaching (initial authorization, initial re-authorization, re-authorization or stabilization and monitoring)
- Allow for a service start date soon enough after date service was authorized
- Identify all key people that should have been engaged properly
- Clearly identify the fading achieved during last 6 months and if no fading was achieved, clearly identify the barriers to fading
- Include fading goals and a description of the strategy(s) to be used to accomplish goal(s) within the proposed time frame. Strategies may include one or more of the following:
 - Systematic instruction utilizing task analysis and related teaching or training strategies
 - Strategies for removing barriers to independence from the environment

- Assistive technology (low- and high-tech);
- Engaging existing sources of natural supports, including co-workers and supervisors; and
- Building new sources of natural supports, including co-workers and supervisors
- Indicate that the member/conservator has verified the experience of the meeting and plan with the coordinator

SE-IES: Co-worker supports

Service definition highlights:

- Involves a care provider of Job Coaching for Individualized Integrated Employment entering into an agreement with an individual's employer to reimburse the employer for supports provided by 1 or more supervisors and/or co-workers, acceptable to the individual, to enable the person to maintain individualized integrated employment with the employer
- Only supports that must otherwise be provided by a Job Coach may be reimbursed
- Supervisory and co-worker supports rendered as a normal part of the business setting and that would otherwise be provided to an employee without a disability cannot be reimbursed
- Additional natural supports for the individual, already negotiated with the employer, and provided through supervisors and co-workers, are not eligible for reimbursement

When co-worker supports can be utilized:

- From the start of employment or at any point during employment, if the employer prefers (or the individual prefers, and the employer agrees) this type of approach
- At any point in the individual's employment where needed Job Coaching supports can be **most cost-effectively** provided by Co-Worker Supports and both the employer and individual agree to the use of Co-Worker Supports
- Fading expectations should still be in place to maximize independence of the employed individual
- Co-Worker Supports should always be considered when ongoing fading of Job Coaching has stopped occurring
- For individuals who are expected to be able to transition working only with employer supports available to any employee and additional negotiated natural supports if applicable
- In this situation, Co-Worker Supports are authorized as a temporary (maximum 12 months) **bridge** to relying only on employer supports, and additional negotiated natural (unpaid) supports if applicable, to maintain employment

Service delivery expectations:

The amount of time authorized for this service is negotiated with the employer and reflective of the specific needs the individual has for co-workers supports above and beyond negotiated natural supports and supervisory/co-worker supports otherwise available to employees without disabilities.

Caps/Limitations: Maximum 40 hours/week in combination with other non-residential expanded habilitation services; 50 hours/week if employed at least 30 hours.

- 15-minute unit of service
- An add-on to the 15-minute unit rate for the employer is applied to cover the service care provider's role in administering Co-Worker Supports
- Rate based on gross cost to employer for co-worker support (payment to co-worker plus applicable employer taxes)
- Rate also includes a flat 60 cents care provider admin fee per 15-minute unit of co-worker support (\$2.40/hour)

Minimum qualifications/training:

- The supervisor(s) and/or co-worker(s) identified to provide the support to the individual must pass background checks otherwise required for DSP Job Coach

- The care provider is responsible for ensuring these checks are done and also for initial training of co-workers providing supports

Minimum training for co-workers:

- Overview of Supported Employment, including values and best practices
- Explanation of the Co-Worker Supports – what is covered/not covered; expected outcomes
- Overview of best practices for coaching to promote maximum independence/performance
- Training specific to the LTSS member, including support plan, communication style, learning style, support needs and specific needed related to performing/maintaining their job that the co-worker(s) is expected to address
- Role and availability of LTSS employment service care provider in supporting the LTSS member, the employer/supervisor, and co-worker(s) providing support to the LTSS member
- Contact information for LTSS care provider, including emergency/back-up cell phone numbers
- Documentation
 - Service delivery time
 - Progress reports

Supported Employment-Small Group and pre-vocational supports service descriptions

The 2 types of employment services that can be supported with this service category include Supported Employment-Small Group Supports and Integrated Employment Path Services.

Supported Employment-Small Group supports (ECF CHOICES only)

Service definition highlights:

- Employment services and training activities to support successful transition to individualized integrated employment or self-employment, or to supplement such employment and/or self-employment when it is only part-time. *These are expected outcomes of service.*
- Service may involve small group career planning and exploration, small group Discovery classes/activities, other educational opportunities related to successful job acquisition and working successfully in individualized integrated employment
- Service may also include employment in integrated business, industry and community settings. Examples include mobile crews, small enclaves and other small groups participating in integrated employment.
 - Specifically related to the identified interests, experiences and/or skills of each of the persons in the small group
 - Results in acquisition of knowledge, skills and experiences that support transition to or participation in individualized integrated employment or self-employment
 - Paid at minimum wage or higher
- Maximum group size is 3 people
- Minimum staffing ratio is 1:3 for this service

Caps/Limitations:

Maximum 30 hours/week in combination with other non-residential expanded habilitation services.

Service delivery expectations:

Service must be conducted in:

- Appropriate non-disability-specific settings (e.g., Job Centers, businesses, post-secondary education campuses, libraries, etc.), and/or
- In integrated business, industry or community settings

- All settings must meet all HCBS setting standards and must not isolate participants from others who do not have disabilities
- Enclaves should allow opportunities for routine interactions with others without disabilities in the setting and involvement from supervisors and co-workers without disabilities (and not paid to deliver this service) in the supervision and support of individuals receiving this service
- Crews should allow opportunities for routine interactions with people without disabilities (including fellow crew members, customers, etc.) in the course of performing services
- Does not include vocational or prevocational services, employment or training provided in facility-based work settings or supports for volunteering
- Cannot be delivered in care provider-owned, leased or operated settings
- Must be provided in a way that presumes all participants are capable of working in individualized integrated employment and/or self-employment
- Participants in this service shall be encouraged, on an ongoing basis, to explore and develop their interests, strengths and abilities relating to individualized integrated employment and/or self-employment
- In order to reauthorize this service, the Person-Centered Support Plan (PCSP) must document that such opportunities are being provided through this service, to the individual, on an ongoing basis
- The PCSP shall also document and address any barriers to the individual transitioning to individualized integrated employment or self-employment if the person is not already participating in individualized integrated employment or self-employment
- Small Group service care providers shall support individuals in identifying and pursuing opportunities that will move them into individualized integrated employment or self-employment
- A one-time incentive payment (\$500) is available for full transition of a person from Supported Employment-Small Group services to individualized integrated employment or self-employment
- Person must have been in Supported Employment-Small Group for at least 6 months and obtained/retained individualized integrated employment or self-employment for at least 7 months
- Transportation of participants to and from the service is not included in the rate paid for the service; however, transportation provided during the course of Supported Employment-Small Group services is considered a component part of the service and the cost of this transportation is included in the rate paid to care providers of this service
- Service includes personal assistance if personal assistance is not the only support need the person has (PA care provider qualifications must be met; except PSSA license not required)

Care providers may not use this funding for:

- Incentive payments made to an employer to encourage or subsidize the employer's participation in Supported Employment-Small Group;
- Payments that are passed through to users of supported employment services (wages; attendance bonus, etc.); or
- Payments for training that is not directly related to an individual's supported employment program.

DSP minimum qualifications/training:

Same as for Job Coach.

Service definition highlights:

- Work experiences and learning experiences, including volunteer opportunities, where a person can develop general strengths and skills that contribute to employability in individualized integrated employment or self-employment
- Services are expected to specifically involve strategies that facilitate a participant's successful transition to individualized integrated employment or self-employment
- Individuals receiving Integrated Employment Path Services must have a goal to obtain some type of individualized integrated employment or self-employment and this goal must be documented in the ISP as the goal that Integrated Employment Path Services are specifically authorized to address
- If people don't have a goal, Exploration is the appropriate service
- Services should be customized to provide opportunities for increased knowledge, skills and experiences relevant to the person's *specific* individualized integrated employment and/or self-employment goals
- If such *specific* goals are not known, this service can also be used to assist a person to identifying their specific individualized integrated employment and/or self-employment goals and career goals, *similar to Discovery*
- The expected outcome of this service is measurable gains in knowledge, skills and experiences that contribute to the individual achieving individualized integrated employment or self-employment
- References from volunteering or work experiences
- Address skills, including, but not limited to, ability to communicate effectively with supervisors, co-workers and customers; generally accepted community workplace conduct and dress; ability to follow directions; ability to attend to tasks; workplace problem solving skills and strategies; general workplace safety; and mobility training
- Maximum group size: 2 people
- Minimum staffing ratio is 1:2 for this service

Caps/Limitations: Maximum 12 months

- 1 12-month extension is possible only if the individual is actively pursuing individualized integrated employment or self-employment and has documentation that a service(s) is concurrently authorized for this purpose
- The 12-month authorization and 1 12-month reauthorization may be repeated only if a person loses individualized integrated employment or self-employment and is seeking replacement opportunities
- Maximum in combination with other non-residential expanded habilitation services: 20 hours/week; 30 hours if receiving at least 1 employment service
- Must be delivered in integrated, community settings and may not be provided in sheltered workshops or other segregated facility-based settings
- Shall not be authorized if the person is receiving SE-Individual Job Coaching, Co-Worker Supports or is working in individualized integrated employment or self-employment without any paid supports

Transportation of the individual to and from this service is not included in the rate paid for this service, but transportation during the service is included in the rate.

DSP minimum qualifications/training:

Same as for Job Coach.