



APPENDIX F-1: SCOPE OF SERVICES

Supportive Home Care (SHC)

Service Definition

Supportive Home Care (SHC) is the provision of services to directly assist members with daily living activities and personal needs and to assure adequate functioning and safety in their home and community.

Services include the following:

1. Providing support necessary for member safety at home and in the community, including observation and cueing of the member, to ensure that the member safely and appropriately completes activities of daily living and instrumental activities of daily living.
2. Routine housekeeping and cleaning activities performed for a member, consisting of tasks that take place on a daily, weekly, or other regular basis. These tasks may include: washing dishes, doing laundry, dusting, vacuuming, cooking, shopping, cleaning, and similar activities that do not involve hands-on care of the member.
3. Intermittent major household tasks that must be performed seasonally or in response to some natural or other periodic event for reasons of health and safety or the need to assure the member's continued community living. These tasks may include outdoor activities, such as yard work and snow removal, indoor activities, such as window washing, cleaning of attics and basements, cleaning of carpets, rugs, and drapery, refrigerator/freezer defrosting, the necessary cleaning of vehicles, wheelchairs and other adaptive equipment, and bed bug inspection and extermination. This also may include assistance with packing/unpacking and household cleaning/organizing when a member moves.

This service also includes personal care services including:

1. Hands-on assistance with activities of daily living such as dressing/undressing; bathing; eating; toileting; assistance with mobility/ambulation/transferring (including the use of a walker, cane, etc.); carrying out professional therapeutic treatment plans; and personal hygiene/grooming, such as care of hair, teeth or dentures. This may also include preparation and cleaning of areas that are used during provision of personal assistance such as the bathroom and kitchen.
2. Direct assistance with instrumental activities, such as meal preparation and serving, medication management and treatments that are normally self-administered, care of eyeglasses or hearing aids, money management, telephone/internet use, personal assistance on the job and in non-employment community activities, and using transportation.

Provider Qualifications

- MCOs shall determine the amount of the per diem retainer payment, which shall be sufficient to accomplish the purpose of providing a reasonable probability of retaining the worker for the member.
- All workers and agencies must comply with the Training and Documentation Standards for Supportive Home Care.

Applicable Service Limitations

- Personal care may not comprise the entirety of this service.
- This service also covers the cost of community involvement supports. Community involvement supports assist the member with engagement in community-integrated events and activities, through the coverage of associated expenses for support staff to accompany a participant, specifically when a member's attendance is dependent on staff accompaniment. This is limited to the worker's expense only; the member portion of the expense is the responsibility of the member.
- An unrelated live-in caregiver may provide any or all of the types of supportive home care services. Relatives and legal guardians (live-in or otherwise) meeting the requirements under Article VIII.N.2. may be paid to provide any or all of the types of supportive home care. This service excludes room and board (rent and food) costs for a live-in caregiver. Payment of a live-in caregiver may be reduced by the value of room and board in accordance with any applicable wage and hour laws.
- Excludes training provided to a member intended to improve the member's ability to independently perform routine daily living tasks, which may be provided as daily living skills training.
- Pursuant to Olmstead Letter No.3, Attachment 3-c, in order to assure continuity of care, services may include personal assistance retainer payments for up to 15 consecutive days when there is a reasonable probability that in their absence the member would not be able to retain a preferred home care worker because the worker would seek other employment or, if the worker is employed by an agency, would be reassigned and may not return to serving the member.
- Retainer payments may be made under the following medically-related and non-medically related circumstances as applicable to the member:
 - a. Medically-Related:
 - i. Hospitalization
 - ii. Nursing home or ICF-IID admission;
 - iii. Receipt of medical or rehabilitative care entailing at least an overnight absence; or
 - iv. Participation in a therapeutic rehabilitative program as defined in DHS 101.03(175).

There is no is no yearly limit on the number of medically-related episodes for which retainer payments may be made.

- b. Non-Medically Related
 - i. Planned vacation entailing at least an overnight absence and unaccompanied by the worker;
 - ii. Visit to relatives or friends entailing at least an overnight absence and unaccompanied by the worker;
 - iii. Obtaining education, employment or job, habilitative or self-advocacy training unaccompanied by the worker and entailing at least an overnight absence; or
 - iv. Recreational activities unaccompanied by the worker entailing at least an overnight absence.

Retainer payments may be made for no more than four (4) nonmedically related episodes in a calendar year.