

Procedures for Recommendation for Action: Denial, Termination or Reduction (DTR) For Waiver Services by a County Care Coordinator/Case Manager

South Country Health Alliance has contractual and regulatory responsibilities regarding member rights. South Country Health Alliance or MMSI acting on behalf of South Country Health Alliance will retain the authority to send out a Denial, Termination or Reduction (DTR) of service notice to SCHA members for all services, including Elderly Waiver Services. County staff will not have the authority to send a DTR to members.

Home Care Services for members NOT on a waiver:

1. South Country Health Alliance delegates to their Third Party Administrator MMSI the duties of:
 - a. determination of MA homecare benefits, and
 - b. notification to a member of a Denial, Termination or Reduction (DTR) of SCHA benefits and their appeal rights
2. Home care services include skilled nurse visits, PCA, home health aide, private duty nursing, physical therapy, occupational therapy and speech therapy.
3. County staff are not delegated the duties to determine benefits or provide DTR notifications on SCHA's behalf.
4. County staff in an effort to improve the coordination of care should:
 - a. provide assessment and recommendations for services
 - b. notify SCHA of a change in member benefits
 - c. notify SCHA when a member goes on a waiver
5. Recommendations for home care services should be communicated to SCHA/MMSI - Health Services at 1-800-995-4543.

CAC/CADI/TBI/DD Waiver

1. Community Alternatives to Care, Community Alternatives for Disabled Individuals, Traumatic Brain Injury, and Developmental Disability waivers are also known as Home and Community-Based Services. Waiver services are provided when necessary to prevent or avoid institutional placement to community members who have been determined to meet nursing home level of care criteria.
2. Counties administer the CAC, CADI, TBI and DD waiver services and South Country Health Alliance administers some or all of the member's home care services dependent upon the product the member is enrolled:
 - **AbilityCare Members:** CAC, CADI, TBI, or DD waiver home care services administered by SCHA include skilled nurse, home health aide, and therapies (OT, PT, ST)
 - **PMAP Members:** CAC, CADI, TBI, or DD waiver home care services administered by SCHA include skilled nurse, home health aide, therapies (OT, PT, ST), private duty nursing (PDN), and personal care assistant (PCA) services

3. Waiver case managers are responsible for the determination for the level of service for the home care service but SCHA is responsible for the notification to the member of a Denial, Termination, or Reduction of SCHA benefits and appeal rights. If SCHA pays for the service then SCHA is responsible for issuing the DTRs for those services. Waiver case managers should NOT issue a Notice of Action for a service that is paid by SCHA.
4. Case managers must notify SCHA within 1 business day of the discussion they have with a SCHA member about a denial, termination, or reduction of a home care service paid by SCHA.

***** The Notice of Recommendation of Action: Denial, Termination or Reduction (DTR) form is available in CCM under Documents.***

5. Case manager will make a recommendation to SCHA regarding the denial, termination, or reduction of a home care service paid by SCHA.
6. The Recommendation of Action: Denial, Termination, or Reduction (DTR) will be faxed to SCHA.
7. SCHA will contact the case manager upon receipt of the notice to gather additional information.
8. SCHA will make a determination regarding the DTR and send the determination letter including member rights to the member. SCHA will also send the notification to the case manager and the provider. The notification will include the service change and the effective date.
9. Once a determination letter is mailed out by SCHA, the member's services will not be reduced or terminated:
 - a. until 10 days after written decision is issued in response to Appeal, unless Enrollee withdraws Appeal;
 - b. if Enrollee has requested State Fair Hearing (SFH) with continuation of benefits, until SFH decision is reached
 - c. or if an Enrollee files an Appeal with the health plan (SCHA) before date of the Action proposed on a DTR;
10. All documents will be scanned into the member's record in CCM by SCHA personnel.
 - a. Notice of Recommendation for Action
 - b. Member DTR Letter and Member Rights
 - c. DTR Letter/Rights to Case Manager and Provider

Elderly Waiver

1. Elderly Waiver services are also known as Home and Community-Based Services. Waiver services are provided when necessary to prevent or avoid institutional placement to community members who have received a pre-admission screening and who have been determined to meet nursing home level of care criteria.

2. South Country Health Alliance under contract with DHS has responsibility for administering the EW Program Services for eligible SCHA members. South Country Health Alliance delegates to the county staff the care coordination and case management service for the Elderly Waiver.
3. The care coordinator must notify SCHA within 1 business day of the discussion they have with a SCHA EW member about a denial, termination or reduction of an EW service. **This includes home care services (SNV, HHA, PCA, PDN and therapies) a member receives through EW.**
4. Care coordinators will make a recommendation to SCHA regarding the denial, termination or reduction of an EW service.

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5. The Notice of Recommendation of Action: Denial, Termination or Reduction (DTR) will be faxed to SCHA at 507-431-6329.
6. SCHA will contact the care coordinator upon receipt of the notice, to gather additional information.
7. SCHA will make a determination regarding the DTR and send the determination letter including member rights to the member. SCHA will also send notification to the case manager and the provider. The notification will include the service change and the effective date.
8. Once a determination letter is mailed out by SCHA, the member's services will not be reduced or terminated:
 - a. until 10 days after written decision is issued in response to Appeal, unless Enrollee withdraws Appeal;
 - b. if Enrollee has requested State Fair Hearing (SFH) with continuation of benefits, until SFH decision is reached
 - c. or if an Enrollee files an Appeal with the health plan (SCHA) before date of the Action proposed on a DTR;
9. All documents will be scanned into the member's record in CCM by SCHA personnel.
 - a. Notice of Recommendation for Action
 - b. Member DTR Letter and Member Rights
 - c. DTR Letter/Rights to Case Manager and Provider