



# Katie Beckett Member Training



## Agenda

- ❖ Overview of the Katie Beckett program and self-direction
- ❖ The roles and responsibilities within the program and Consumer Direct Tennessee (CDTN)
- ❖ Reporting Requirements
- ❖ Time Approval in CareAttend and DirectMyCare





# Overview

The TennCare Katie Beckett program is for children under the age of 18 with disabilities or complex medical needs who are not Medicaid eligible because of their parent’s income or assets.

The Katie Beckett program is separated into two parts.



## Katie Beckett Part A

- ❖ Will serve up to 300 children with the most significant disabilities or complex medical needs
- ❖ Children would receive full Medicaid benefits
- ❖ Children receive up to \$15,000 a year in home- and community-based services



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## Katie Beckett Part B

- ❖ Will serve up to 2,700 children with disabilities or complex medical needs.
- ❖ Children will not be enrolled in Medicaid. They will receive up to \$10,000 a year in services
- ❖ Families can choose from a variety of services that fit within their budget



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## Katie Beckett Overview

- ❖ Participants in Part A will have a Nurse Care Manager
- ❖ Participants in Part B will have a Department of Intellectual and Developmental Disabilities (DIDD) Case Manager
- ❖ Both parts use a person-centered planning process



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## Self Direction

- ❖ Participants enrolled in the Katie Beckett Program can choose self-direction
- ❖ The Katie Beckett program Home- and Community-Based Services (HCBS) do not include home health or private duty nursing
- ❖ Both parts offer three service options:
  - ❖ Hourly Respite
  - ❖ Supportive Home Care
  - ❖ Community Transportation



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## Hourly Respite

- ❖ Offered as needed for caregiver relief
- ❖ Only applies for routine family or other caregivers that are not paid to support the member
- ❖ Can be up to 216 hours per member per calendar year



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## Supportive Home Care

- ❖ Offered as an on-going hourly service
- ❖ Provide someone to help with the member's personal care needs or daily living activities in your home or in the community
- ❖ Does not include school
- ❖ Part A has a collective limit of \$15,000 annually for these HCBS services
- ❖ Part B has a collective limit of \$10,000 annually for all services



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## Community Transportation

- ❖ Helps the member get around the community
- ❖ Can be used to pay for gas, bus fare, or taxi services
- ❖ Both parts have a limit of \$225 per month



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## Roles and Responsibilities

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## Nurse Care Manager/DIDD Case Manager

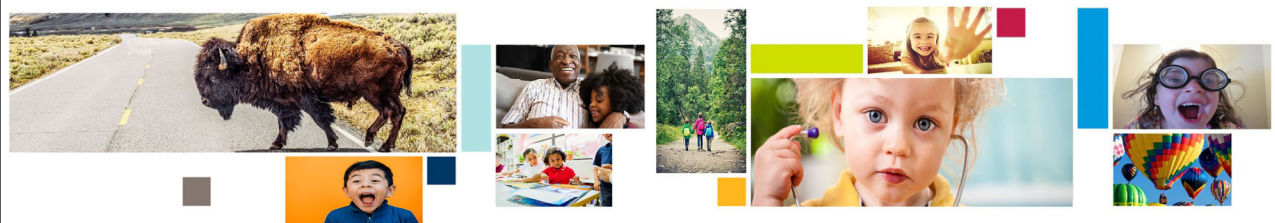
- ❖ Meeting with the family to identify needs
- ❖ Educating the member on the Katie Beckett program
- ❖ Assisting with assigning a representative
- ❖ Working with the member to develop a Person-Centered Support Plan (PCSP)
- ❖ Ensuring the self-direction backup plan meets the member's needs



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## Nurse Care Manager/DIDD Case Manager

- ❖ Authorizing individual budgeted services
- ❖ Receiving and reviewing all reports submitted by CDTN and the Supports Broker
- ❖ Maintaining monthly phone contact and completing face-to-face home visits
- ❖ Assisting members and representatives in understanding individual services
- ❖ Reviewing worker daily communication logs when in the home
- ❖ Ensuring the PCSP stays up-to-date



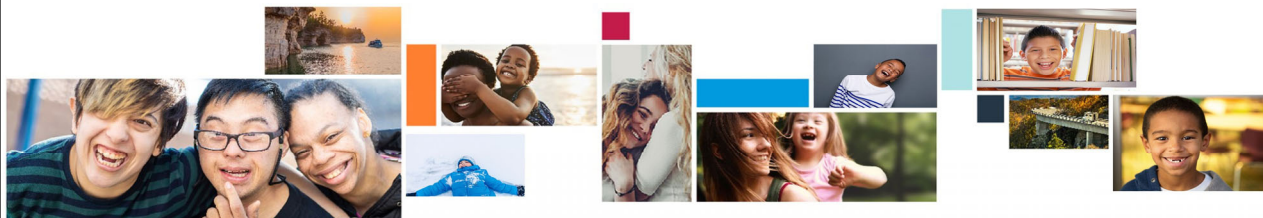
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## Consumer Direct Tennessee (CDTN)

- ❖ Provides training and support to workers
- ❖ Serves as the Fiscal Employer Agent
- ❖ Pays workers on behalf of the program members
- ❖ Withholds and deposits taxes and files tax and labor reports
- ❖ Ensuring the self-direction backup plan meets the member's needs
- ❖ Provides regular reporting on authorized units
- ❖ Responds to questions from members, representatives and workers



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## Consumer Direct Tennessee (CDTN)

- ❖ The CDTN website is available to assist with many other questions and concerns at:

**[www.ConsumerDirectTN.com](http://www.ConsumerDirectTN.com)**



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## Member

- ❖ Finding, interviewing, hiring and firing workers
- ❖ Determining worker duties and developing job descriptions
- ❖ Training workers to provide personalized support
- ❖ Scheduling and supervising workers
- ❖ Ensuring there are enough workers hired to provide necessary support
- ❖ Ensuring the worker enters time, and approving the hours submitted



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## Member

- ❖ Ensuring that no worker provides more than 40 hours of support per week
  - ❖ Part A members may be approved for more than 40 hours
- ❖ Managing services
- ❖ Evaluating worker performance
- ❖ Setting wages
- ❖ Reviewing and ensuring proper documentation for services provided
- ❖ Developing and implementing the backup plan



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# Reporting

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## Dignity of Choice

- ❖ The right of a person to make an informed decision to engage in experiences which are necessary for personal growth
- ❖ The occurrence and reporting of a Reportable Event does not necessarily mean that anyone should have done something differently to prevent the Reportable Event
- ❖ The Katie Beckett program is designed to encourage members to pursue and achieve their goals, which can mean taking informed, reasonable risks



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# Reporting

- ❖ As a member in a TennCare program, you are required to report any instances of Medicaid fraud and abuse, as well as any instances of abuse, neglect, or exploitation
- ❖ Reportable events are separated into Tier One and Tier Two events, with other events that also need to be reported
- ❖ Tier one reportable events need to be reported to DIDD's Abuse Hotline within four hours of discovery, and a corresponding REF must be submitted within one business day using the Formstack Link on DIDD's website.



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# Tier One Events

Tier One events include:

- ❖ Alleged emotional or psychological abuse when medical intervention or treatment is necessary
- ❖ Alleged exploitation exceeding \$1000
- ❖ Alleged neglect which requires medical intervention or treatment and all neglect that is potentially felonious in nature when there is not an injury



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## Tier One Events

Tier One events include:

- ❖ Alleged physical abuse when medical intervention or treatment is necessary
- ❖ Alleged sexual abuse
- ❖ Excluding when an exception is granted by DIDD, members are required to immediately remove a worker or volunteer alleged to have acted in a manner consistent with physical or sexual abuse until DIDD has completed their investigation



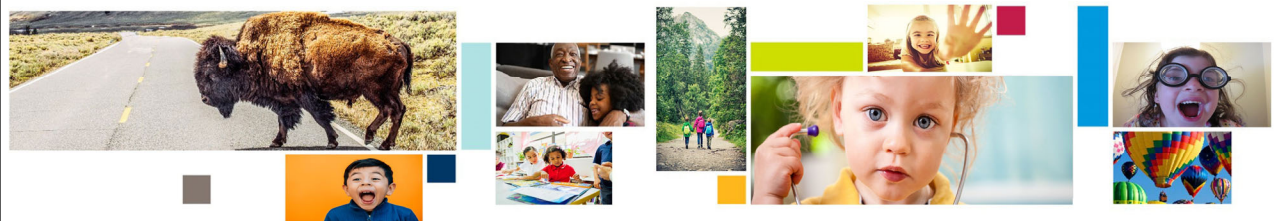
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## Tier One Events

Tier One events include:

- ❖ Unexpected or unexplained death of the member
- ❖ Serious injury of an unknown cause
- ❖ Suspicious injury in which abuse or neglect is suspected and requires medical intervention or treatment

**If the member you are caring for is at immediate risk, please dial 911**



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# The Department of Children's Services

To contact DCS regarding a reportable event, use their toll-free number:

- ❖ 1-877-237-0004

Additionally, local offices can be reached with these phone numbers

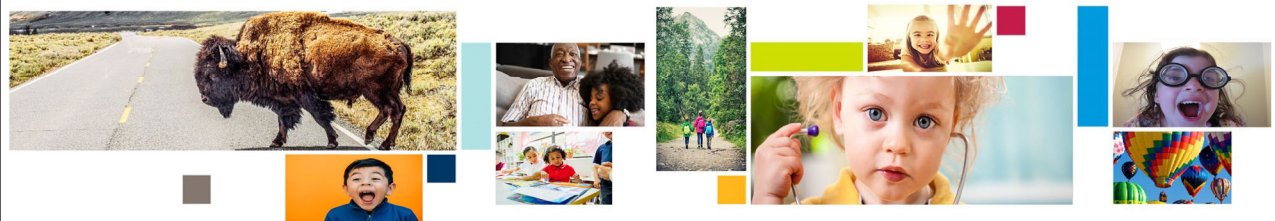
- ❖ Knoxville – 1-865-329-8879
- ❖ Chattanooga – 1-423-296-1234
- ❖ Nashville – 1-615-360-4320
- ❖ Memphis – 1-901-578-4001



# The Department of Children's Services

Callers will need to provide:

- ❖ Name of the member
- ❖ Address
- ❖ Age
- ❖ Phone Number
- ❖ Specifics of the reportable event



## Tier Two Events

- ❖ REF must be submitted to DIDD using the FormStack link within one business day of the occurrence or discovery of the event.
- ❖ The event must also be reported to CDTN and the Supports Broker



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## Tier Two Events

Tier Two events include:

- ❖ Alleged emotional or psychological abuse when no medical intervention or treatment is necessary, crisis intervention is not required, and the member is not at continued risk
- ❖ Alleged exploitation valued between \$250 and \$1000
- ❖ Alleged neglect when no medical intervention or treatment is necessary, and the member is not at continued risk of serious harm



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## Tier Two Events

Tier Two events include:

- ❖ Alleged physical abuse when no medical intervention or treatment is necessary, and the member is not at continued risk of serious harm
  - ❖ CDTN, after seeking the member's preference, shall determine at their discretion and in accordance with their policy whether to remove a worker or volunteer named in a Tier Two reportable event from any or all direct support until DIDD has completed their investigation



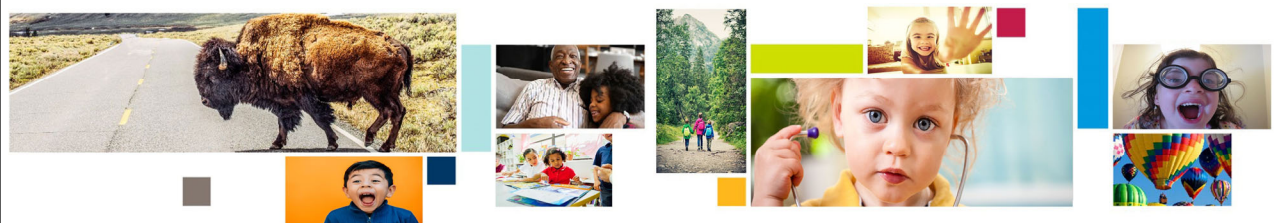
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## Tier Two Events

Tier Two events include:

- ❖ Suspicious injury in which abuse or neglect is suspected but does not require medical treatment or intervention

All Tier Two events must be reported to DIDD Event Management by the Nurse Care Manager or CDTN via the REF as soon as possible, but within one business day



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## Additional Reportable Events

- ❖ Additional reportable events and interventions, which are not related to abuse, neglect, or exploitation, should also be reported using the REF
- ❖ These include medical, psychiatric, and behavioral events
- ❖ Report the event to CDTN, the Supports Broker, and online to DIDD using the REF FormStack Link within one business day



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## Reportable Medical Events

A medical event is reportable if:

- ❖ Medical treatment occurs during the delivery of services or is discovered during the delivery of services
- ❖ Is outside of a diagnosed chronic condition
- ❖ Requires treatment at an emergency room or urgent care facility

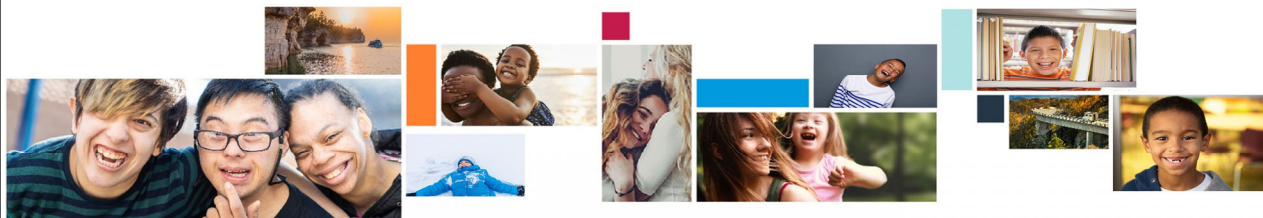


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# Reportable Medical Events

Reportable medical events include:

- ❖ Cellulitis
- ❖ A choking episode requiring physical intervention
- ❖ Death (other than those that are unexpected or unexplained)
- ❖ Fecal impaction
- ❖ Flu



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# Reportable Medical Events

Reportable medical events include:

- ❖ Insect or animal bites requiring treatment by a medical professional
- ❖ MRSA
- ❖ Pneumonia
- ❖ Pressure Ulcer/Decubitus Ulcer
- ❖ Seizures that last more than five minutes, or more than one seizure within a five minute period without returning to a normal level of consciousness between episodes



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## Reportable Medical Events

Reportable medical events include:

- ❖ Sepsis
- ❖ Serious injury of known cause
- ❖ Severe allergic reaction requiring treatment by a medical professional
- ❖ Severe dehydration requiring treatment by a medical professional
- ❖ Skin infection
- ❖ UTI



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## Reportable Behavioral/Psychiatric Events

A reportable behavioral event is an event in which a person present a challenging action(s) which requires use of a behavior safety intervention or a restrictive behavioral procedure.

- ❖ REF is required within one business day for an event in which a person presents a challenging action(s) that requires use of a behavior safety intervention or a restrictive behavioral procedure that is NOT in their PCSP
- ❖ A consolidated REF is required monthly if the use of a behavior safety intervention or restrictive procedure IS in their PCSP



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# Reportable Behavioral/Psychiatric Events

A reportable psychiatric event is an event in which a person presents evidence of psychiatric destabilization which requires the use of a psychiatric intervention or crisis services that is not in their PCSP



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# Reportable Behavioral/Psychiatric Events

Reportable behavioral/psychiatric events include:

- ❖ Behavioral crisis requiring protective equipment, manual or mechanical restraints, regardless of type or time used or approved by the PCSP
- ❖ Behavioral crisis requiring emergency psychotropic medication
- ❖ Behavioral crisis requiring crisis intervention
- ❖ Criminal or probable criminal conduct



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## Other Reportable Events

Other reportable events include:

- ❖ Administration of routine psychotropic medication without consent
- ❖ Emergency situations including fire, flooding and serious property damage that result in harm or risk of harm to the member
- ❖ Fall with injury – minor or major
- ❖ Medication variance or omission
- ❖ The member goes missing for greater than one hour

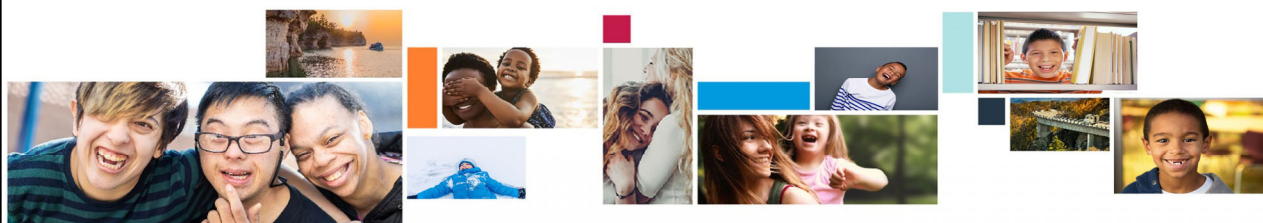


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## Other Reportable Events

Other reportable events include:

- ❖ Failure to implement emergency backup plans
- ❖ Unsafe environment
- ❖ Vehicle accident – minor or serious
- ❖ Victim of fire



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## Reporting Requirements

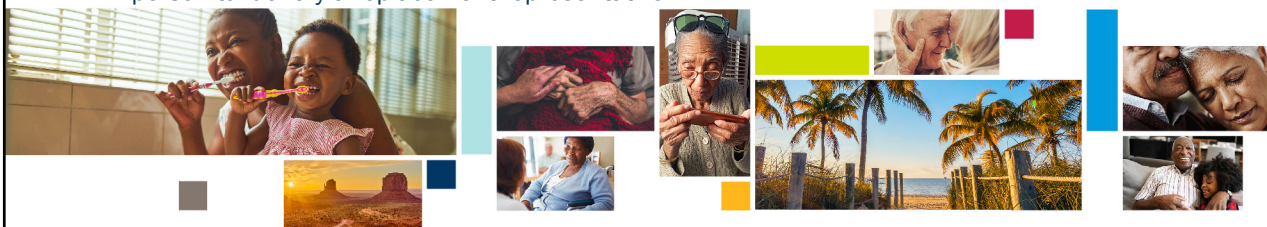
- ❖ CDTN must immediately report all instances of suspected abuse, neglect, and exploitation
- ❖ All reportable events occurring during the provision of HCBS services by a CDTN employee must be reported following REF reporting guidelines and copied to the member within the required timeframe



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## Reporting Requirements

- ❖ If a representative is alleged to have committed abuse, neglect, or exploitation:
  - ❖ They are removed from representative capacity during the investigation
  - ❖ During the removal, participation in the program is suspended unless another representative can be identified within five days
  - ❖ If the allegations are unsubstantiated, participation will be reinstated
  - ❖ If the allegations are substantiated, CDTN, DIDD, and/or the MCO will work with the person to identify a replacement representative



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# Abuse, Neglect, and Exploitation

Abuse is defined as, “The knowing infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish”

Some examples of abuse may be:

- ❖ The member is over-medicated or over-sedated
- ❖ A worker hits the member
- ❖ A worker yells at a member to hurry up or do things differently



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# Abuse, Neglect, and Exploitation

Neglect is defined as, “A failure to provide goods or services necessary to avoid physical harm, mental anguish, or mental illness, which results in injury or probable risk of serious harm.”

Some examples of neglect may be:

- ❖ The member becomes dehydrated because a worker is not tending to their basic needs
- ❖ A worker does not keep the member’s personal dwelling free from hazards
- ❖ A worker leaves a member with balance problems alone in the bathroom



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## Abuse, Neglect, and Exploitation

Exploitation is defined as, “The deliberate misplacement, misappropriation, or wrongful, temporary, or permanent use of belongings or money with or without consent.”

Some examples of exploitation may be:

- ❖ A worker forces the member to provide labor
- ❖ A worker involves the member in criminal activity
- ❖ A worker uses the member to solicit donations



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## Fraud, Waste and Abuse of Medicaid Funds

There are different types of misuse of Medicaid funds that you should be aware of:

- ❖ Fraud is using Medicaid funds to pay for something that is not allowed on purpose
- ❖ Waste is overusing, underusing, or misusing funds without knowing
- ❖ Abuse is behavior that results in Medicaid funds being used incorrectly or unnecessarily

The main difference between fraud and abuse is intent. There can be consequences, even if it was not done on purpose, including fines, disenrollment from the program, or jail.



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# Fraud, Waste and Abuse of Medicaid Funds

Fraud by a worker includes, but is not limited to:

- ❖ Being paid for care that the employee did not or is not allowed to provide
- ❖ Misrepresenting the hours worked/falsifying timesheets
- ❖ Using someone else's identity to work
- ❖ Helping someone else commit fraud



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# Fraud, Waste and Abuse of Medicaid Funds

Fraud by a member includes, but is not limited to:

- ❖ Allowing a worker to clock in and clock out for work without providing care
- ❖ Asking a worker to provide support or services to family members, or perform duties not outlined in the plan of care
- ❖ Receiving more units or hours of service than needed
- ❖ Approving worker time with the member is hospitalized or in a skilled nursing facility



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# Fraud, Waste and Abuse of Medicaid Funds

All program members, representatives, family members, workers, Supports Brokers, and Nurse Care Managers/DIDD Case Managers are responsible for reporting Medicaid fraud, waste, and abuse.

If you learn about fraud being committed you can report it to CDTN, the Supports Broker, or online.



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# Fraud, Waste and Abuse of Medicaid Funds

To report fraud and abuse online:

- ❖ Go to [www.tn.gov/finance/fa-oig](http://www.tn.gov/finance/fa-oig)
- ❖ Click on "Report Fraud" on the left hand side of the page

You can also call the following numbers to report fraud or abuse:

- ❖ Office of the Inspector General (OIG) – 1-800-433-3982
- ❖ Tennessee Bureau of Investigation (TBI) – 1-800-433-5454



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# Thank you

