

Appendix A: Waiver Service Definitions and Qualifications

- A. **Environmental Accessibility Adaptations (Environmental Modifications)**: minor physical adaptations to the client's own home which are authorized in the client's service plan; necessary to ensure the client's health, welfare, and safety; enable the client to function with greater independence in his/her home; are of direct medical or remedial benefit to the client; are in accord with applicable state or local building codes.

Minor physical adaptations may include the installation of ramps and grab-bars, widening of doorways, modification of bathroom facilities, or installation of specialized electric and plumbing systems which are necessary to accommodate the medical equipment and supplies which are necessary for the welfare of the individual. Excluded are those adaptations or improvements to the home which are of general utility, and are not of direct medical or remedial benefit to the individual, such as carpeting, roof repair, central air conditioning, etc. Adaptations which add to the total square footage of the home are excluded from this benefit.

This service cannot be provided to clients in residential settings.

Qualifications: The provider must be currently registered as a general or specialty contractor and in good standing with the Department of Labor and Industries under RCW 18.27, except as provided under RCW 18.27.090 Exemptions, or if the provider is a volunteer. A volunteer is defined as a person who:

1. will not be paid for labor, and
2. is able to complete the environmental accessibility adaptation according to local building codes, if applicable; and
3. who does not advertise in any way that he or she is a contractor under RCW 18.27; and
4. who is registered as a volunteer with an organization that enlists and insures volunteers to provide services to the community.

- B. **Personal Emergency Response System Installation and Service (PERS)**: an electronic system whereby an individual can secure help in an emergency through an electronic device that is connected to the individual's phone and programmed to signal a response center, staffed by trained professionals who will immediately summon help for the client. This service provides for system installation and on-going monitoring for emergencies; it does not include such services as medication reminders, well-checks, or any other enhancements available from the contractor. (System specifications are defined in the contract statement of work.)

This service cannot be provided to clients in residential settings.

Qualifications: A qualified PERS provider must:

1. Provide equipment approved by the Federal Communications Commission and which meets the Underwriters Laboratories, Inc. (UL) standard for home health care signaling equipment. The UL listing mark on the equipment will be accepted as evidence of the equipment's compliance with such.
2. Provide an emergency response activator able to be activated by breath, by touch, or some other means and usable by persons who are visually or hearing impaired or physically disabled.
3. Provide an emergency response communicator which is attached to the PERS client's telephone line and which does not interfere with normal telephone use. The communicator must be capable of operating without external power during a power failure at the recipient's home in accordance with UL requirements for home health care signaling equipment with stand-by capability.
4. Ensure monitoring agencies' equipment includes, at a minimum:
 - a. Primary receiver;
 - b. Stand-by information retrieval system and a separate telephone service;
 - c. Stand-by receiver which is independent and interchangeable with the primary receiver;
 - d. Back-up power supply; and
 - e. Telephone line monitor.
5. Ensure the monitoring equipment's clock printer prints out the time and date of the emergency signal, the PERS client's Medical identification code (PIC) and the emergency code that indicates whether the signal is active, passive, or a responder test. The telephone line monitor must give visual and audible signals when an incoming telephone line is disconnected for more than 10 seconds.
6. Install the system within 5 days of the request for service and remove it within 10 days of the notice to discontinue the service. The Contractor shall not bill for services beyond the day the notice to discontinue was received.
7. Ensure the monitoring agency is capable of simultaneously responding to multiple signals for help; maintains detailed technical and operations manuals that describe PERS elements, including PERS equipment installation, functioning, and testing; emergency response protocols; and record keeping and reporting procedures.
8. Annually test the equipment for ten percent (10%) of current clients.
9. Ensure that monitoring agency staff will be trained on operational and technical aspects of the PERS system. Training shall include testing procedures, emergency reporting and response procedures and servicing.

10. Ensure that monitoring agency staff are subject to and comply with the Contractor's requirements under this contract for safeguarding of client information.

- C. **Home-Delivered Meals:** nutritionally balanced, flavorful and attractive meals delivered to eligible clients residing in their own homes, as authorized in the clients' service plans, but not to exceed one unit of service per day. One unit of service equals one (1) meal. Liquid meals or supplements are not covered under this benefit and can not be provided as a substitute for a home-delivered meal. Liquid meals are a covered item under the Medicaid State Plan and can be obtained through the client's physician when medically necessary.

This service cannot be provided to clients in residential settings.

Qualifications: The provider must comply with Washington Administrative Code Chapter 246-215 rules for Food Service promulgated by the Washington State Department of Health and with all local board of health regulations for food service establishments, and be able to deliver meals that provide at least one-third (1/3) of the current Recommended Dietary Allowance (RDA) as established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences.

- D. **Home Health Aide Services:** means tasks that, in accordance with WAC 388-71-0415, are provided by a Nursing Assistant-Certified as defined under RCW 18.88A and WAC 246-841, and: (a) include assistance with ambulation, exercise, self-administered medications and hands-on personal care; (b) are beyond the amount, duration or scope of Medicaid reimbursed home health services (WAC [388-551-2100](#)) and are in addition to those available services; and (c) are health-related. Note: Incidental services such as meal preparation may be performed in conjunction with a health-related task as long as it is not the sole purpose of the aide's visit.

This service cannot be provided to clients in residential settings.

Qualifications: The contractor must be licensed as an in-home services agency to provide home health services under RCW 70.127. Agency staff providing services under this contract must be currently certified and registered as a Nursing Assistant-Certified, as defined under RCW 18.88A and WAC 246-841, and in good standing, allowing the contractor to provide nursing related services to clients within the authorized Nursing Assistant-Certified scope of practice.

- E. **Skilled Nursing:** nursing service activities that are 1) within the scope of practice of the Contractor's license and in compliance with the rules in WAC 246-840 for registered nursing, and licensed practical nursing, and 2) beyond the amount, duration or scope of Medicaid-reimbursed home health services as provided under WAC [388-551-2100](#).

This service is available to residential clients but only if the facility is not already required by contract to provide the service.

Qualifications: The contractor or contracted agency staff must have an active license to practice as a registered nurse or as a licensed practical nurse, as defined under RCW 18.79. If the contractor is an agency, the agency must be licensed as an in-home services agency to provide home health services under RCW 70.127.

F. Recipient Training: Services that

1. Teach Clients a variety of independent living skills, including the use of special or adaptive equipment or medically related procedures, required to maintain them in a home or community based setting, and essential to fulfill therapeutic goals included in the Client's Service Plan and identified in an assessment or a professional evaluation; and
2. Achieve the therapeutic goals in the client's Service Plan, such as adjustment to serious impairment; management of personal care needs; development of skills to deal with care providers; and
3. Are performed within the scope of practice of the Contractor's license and in compliance with professional rules, as defined by law or regulation; and
4. Are provided in a manner consistent with protecting and promoting the client's health and welfare, and appropriate to the client's physical and psychological needs.

This service is available to residential clients but only if the facility is not already required by contract to provide the service.

Qualifications: The contractor must have the skills and ability to provide the training services and achieve the therapeutic goals as authorized by DSHS in the Client's Service Plan.

If the services to be provided require licensure or certification, the Contractor shall have the applicable license or certification, which shall be current and in good standing. Applicable licensing laws include but are not limited to the following:

- (1) Registered Nurse (RN) under RCW 18.79;
- (2) Licensed Practical Nurse under RCW 18.79;
- (3) Certified Dietician/Nutritionist under RCW 18.138;
- (4) Occupational Therapist (OT) under RCW 18.59;
- (5) Physical Therapist (PT) under RCW 18.74;
- (6) Licensed Social Worker under RCW 18.225;
- (7) Home Health Agency under RCW 70.127;
- (8) Home Care Agency under RCW 70.127 and WAC 246-336;

- (9) Community College as higher education institution conducting programs under RCW 28B.50.

Having a professional or other type of license is not a requirement to provide Recipient Training, as long as the provider has the skills and ability to provide the training services and achieve the therapeutic goals in the service plan.

For instance, Independent Living Services (ILS) providers, which are not licensed entities in Washington, would be very appropriate contractors. It is recommended but not required that independent living service providers meet these qualifications: bachelor's degree in social work or psychology with two years experience in the coordination or provision of ILS; or two years experience in the coordination of ILS in a social service setting under qualified supervision; or, four years personal experience with a disability, and two years experience in the coordination or provision of ILS in a social service setting under qualified supervision.

- G. Adult Day Care:** a supervised daytime program in accordance with WAC 388-71-0702 through 388-71-0774 which provides a set of core services that are appropriate for adults with medical or disabling conditions and do not require the intervention or services of a registered nurse or licensed rehabilitative therapist acting under the supervision of the client's physician. Core services are:
1. personal care;
 2. social services;
 3. routine health monitoring;
 4. general therapeutic activities that an unlicensed person can provide or that a licensed person can provide with or without a physician's order;
 5. general health education that an unlicensed person can provide or that a licensed person can provide with or without a physician's order;
 6. a nutritional meal and snacks;
 7. supervision and/or protection;
 8. assistance with arranging transportation to and from the program; and
 9. first aid and provisions for obtaining or providing care in an emergency.

This service cannot be provided to clients in residential settings.

Qualifications: the contractor must meet the adult day care requirements in WAC 388-71-0702 through 388-71-0774.

- H. Transportation Services:** transportation to essential community services and resources in accordance with a therapeutic goal in the client's service plan. The client's personal care attendant is allowed to accompany the client at no extra cost if the client needs assistance during the trip or at the destination. The transportation is not merely diversional in nature and does not replace the transportation services to medical care provided under the Medicaid transportation brokerage.

Qualifications: The provider must:

1. Have a current driver's license, or employ drivers who have current drivers' licenses, appropriate to the operation of the vehicle(s) utilized in the transport of clients.
2. Maintain sufficient vehicle and passenger insurance coverage (see insurance requirements in the contract).
3. Operate and maintain the transportation vehicles in a manner consistent with protecting and promoting the clients' health and welfare.
4. Maintain transportation records to document the dates, times, destinations, and distances of each Client's Transportation Services. Upon request, the Contractor shall make the records available to DSHS or DSHS/designee for review and audit.
5. Schedule and operate the transportation service to effectively meet the clients' physical and psychosocial needs including but not limited to:
 - a. Physical assistance;
 - b. Timeliness;
 - c. Courtesy;
 - d. Patience.

I. Specialized Medical Equipment: durable and non-durable medical equipment and supplies which include devices, controls, or appliances, authorized in a client's service plan, which enable individuals to increase their abilities to perform activities of daily living, or to perceive, control, or communicate with the environment in which they live.

This service also includes items necessary for life support, ancillary supplies and equipment necessary to the proper functioning of such items, and durable and non-durable medical equipment not available under the Medicaid State Plan. Items reimbursed with waiver funds shall be in addition to any medical equipment and supplies furnished under the State Plan, Medicare or other insurance, and shall exclude those items which are not of direct medical or remedial benefit to the individual. All items shall meet applicable standards of manufacture, design and installation.

- a. **Qualifications:** The contractor must be a legal business entity and be legitimately engaged in the business of provision of medical equipment and supplies. Contractors located in the state of Washington must have a Universal Business Identifier and Master Business License, as issued by the state Department of Revenue. Out of state Contractors must possess a Universal Business Identifier and Master Business License only when it is required by Washington State law.