



# Carolinas Home Care Agency, Inc. Newsletter

## **Mission Statement**

To provide opportunities for the consumers to live, learn, and grow by offering services and supports in which these individuals can achieve their potential.

Carolinas Home Care Agency, Inc. reviewed client surveys, employee surveys, and stakeholder surveys for the third quarter of 2011. Reportedly Carolinas Home Care Agency did well in responding effectively and efficiently to clients referred to the agency receiving a rating of 92% satisfaction. Employees reported an overall satisfaction rating of 97%. The employees gave the agency a rating of 91% for providing effective training. Stakeholders rated the agency at 100% in clients receive quality care and the agency provides a needed service to the community. A client suggested for therapy hours to be extended for school children so they don't have to miss school. Carolinas Home Care Agency extended therapy hours to 7pm on Mondays and Tuesday through Friday till 6pm to allow more opportunity to have therapy without missing school. Another suggestion, made by an employee, was for the agency to purchase additional van for the agency staff to use in day treatment and the group homes. Carolinas Home Care Agency purchased a van for the employees to use for transporting clients.

## **Dates to Remember!**

1. Dec. 7-9, 2011—National Accreditation
2. Dec. 4, 2011 Whiteville Christmas Parade @ 3pm
3. Dec. 6, 2011 Alzheimer's Support Group
4. Dec. 6, 2011 Area Wide Stakeholder Meeting, 10:00 am-12:00pm at Southeastern Regional LME, 450 Country Club Road, Lumberton NC.
5. Dec. 7, 2011 CFAC (Consumer & Family Advisory Committee) Meeting, 4:00 pm-6:00 pm at Southeastern Regional LME, 450 Country Club Road, Lumberton, NC.
6. Dec. 8, 2011 Brain Injury Support Group Meeting @ 6pm at the Columbus Regional Medical Healthcare, Classroom 1A
7. Dec. 8, 2011 Diabetes Support Group @ 6pm at the Education Center, Classroom 2 at Columbus Regional Healthcare
8. Dec. 26, 2011 Stroke Support Group Meeting 12pm-1:30pm at the Columbus Regional Educational Center, Classroom 1A
9. Dec. 26-27—Holiday

CHCA Inc. strives to be the employer of choice in our areas served. Our goal is to find the best match for each position and to find those people who will embrace the attitude of providing good quality care in a professional manner to clients served. Applications may be obtained by visiting the Whiteville, Elizabethtown, or Lumberton office. You may also contact HR personnel by phone to request an application pack or visit our website at [www.carolinashomecareagency.com](http://www.carolinashomecareagency.com)

# NCDHHS Updates:

## **Extension of Current CAP-MR/DD Waiver and Process for Submitting Authorization Requests**

The Division of Medical Assistance has asked CMS for an extension for the current 2008 CAP MR/DD waiver. The extension was requested because DMA and DMH/DD/SAS are working with CMS to review NC's progress on our 2008 CAP MR/DD waiver transition plan for recipients residing in facilities with more than 16 beds and the Divisions are addressing final questions about transition to the new waiver requirements.

When the waiver is approved by CMS, DMA will publish the final services with the effective start date of the waiver. The proposed implementation date for the renewal CAP I/DD waiver is January 1, 2012.

We appreciate the amount of time that recipients, families, case managers, and providers have spent working on developing transition plans. To that end, we have drafted the following guidelines in an attempt to minimize further disruption for recipients and their families. Please review the following bullets to determine if the case manager and recipient/family need to submit an updated revision (authorization request), including the person centered plan (PCP) revision form with appropriate signatures, CTCM form, and updated cost summary.

- If services were authorized to fit the new waiver requirements and the recipient/legally responsible person accepted the plan/services, then a revision (authorization request) does not need to be submitted. Specifically, if a request to change Home Supports services to Home and Community Supports and Personal Care has been approved, those services can be provided effective November 1, 2011.
- If services currently authorized under the

2008 CAP MR/DD waiver are not in compliance with the new proposed waiver requirements, then a revision (authorization request) does not need to be submitted at this time. A revision for authorization of new services must be submitted by January 1, 2012 to have services meet the requirements under the new waiver.

- If an authorization request was approved to change services to meet the new waiver requirements, and the recipient/legally responsible person would rather continue with their current services under the 2008 CAP waiver, then the case manager needs to document this information into a case management note and update the PCP and cost summary for the recipient record. This updated PCP will serve as the authorization in the interim until January 1, 2012. The case manager does not submit this information to the utilization review (UR) vendor. The plan that was to go into effect on November 1, 2011 will now go into effect on January 1, 2012.
- If a revision request was sent to the UR vendor to change services to meet the new waiver requirements, the UR vendor will process the request with an effective date of January 1, 2012. The case manager will need to contact the UR vendor if they would like the request that was submitted to be effective November 1, 2011 instead of January 1, 2012.
- If a CNR (yearly renewal) with an effective date of November 1, 2011 has been approved or is currently being reviewed by a UR vendor, and the recipient/legally responsible person would rather continue with their current services, then the case manager needs to update the PCP and cost summary to show two months of services under the current waiver and ten months of services in compliance with the requirements of the new waiver. This updated CNR must be submitted to the UR vendor by January 1, 2012.

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We're On the Web!

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