Question and Answer Document
***Support Service or Brokerage* Agreement, Invoice and Billing Requirements for**
Provider Organizations and Independent Contractors

The document is developed to address issues that have arisen in the last year related to Support Service expectations. All responses are based upon Federal Medicaid and State Administrative Rule or policy requirements. Relevant documents available on the DHS/SPD Web Site are:

- Oregon Administrative Rule Chapter 411-340 Support Services For Adults with Developmental Disabilities http://www.dhs.state.or.us/policy/spd/rules/411_340.pdf.
- ICF/MR Support Service Medicaid Waiver #0375.01 http://www.oregon.gov/DHS/spd/qa/ssa_waiver_icfmr.pdf.
- Limited Monthly Billing For Provider Organizations Policy SPD PT 05-002 http://www.dhs.state.or.us/policy/spd/transmit/pt/2005/pt05002.pdf.
- 2003 Support Service Outcome Statements and Indicators Guide http://www.oregon.gov/DHS/spd/qa/ssa_qa_osi.pdf.

Question 1:
What are the essential documents that define planning and delivery of services for a customer of a Brokerage?
Answer: There are six important documents that relate to the planning and delivery of support services. They are:

- ✓ The Assessment Tool(s) for Level of Care (Title XIX Waiver and Base Supplement Assessment;
- ✓ A Person Centered Plan;
- ✓ The individual Support Plan;
- ✓ A Provider Service Agreement or Job Description;
- ✓ The Invoice requesting payment for services provided;
- ✓ A Progress Report summarizing activity and outcomes of service

Question 2:
What values provide the foundation for all planning, documents and requirements when supporting a customer of a Brokerage?
Answer: All planning and implementation of Support Services are based upon the principles of Self-Determination and the practices of Person Centered Planning. A provider organization has an agreement with an individual customer.

A primary function of the Brokerage is customer education as the individual learns what it means, is assisted, and takes some level of responsibility and control over time for:

- ✓ Developing plans and budgets based on their needs and resources;
- ✓ Finding and arranging resources;
- ✓ Authorizing payment for services provided;
- ✓ Evaluating plan implementation over time;

- ✓ Adjusting plan goals as necessary; and
- ✓ Monitoring the quality of their supports.

<u>Question 3:</u>
Does the State define the detail that must be included in a customer service agreement?
Answer: PARTIALLY. The content of a service agreement or contract is defined by State administrative rule and may also include expectations or requirements of the signers or partners including the customer, the service provider, and or the Brokerage.

Section 411-340-0170(2)(b) defines the content of a provider organization written service agreement must be consistent with the customer ISP and describe at a minimum: (a) type of services; (b) hours, rates, locations, and expected outcomes; and (c) specific individual health, safety and emergency procedures.

For the benefit of all parties, the Service Agreement should clearly describe consensus on:

1. What specific supports are being purchased;
2. Why the supports are needed;
3. What outcomes are expected;
4. How will those outcomes be reported and measured; and
5. How customer control and the responsibility for authorizing payment will be exercised. Possible billing methods include customer sign off, Personal Agents confirmation of service, or Personal Agent quarterly face to face review of services and payments with customer.

<u>Question 4:</u>
Does the state define the outcomes expected in Support Service?
Answer: NO.
Oregon Revised Statue 427.005 guides the State to measure the effectiveness of all services for adults with developmental disabilities based upon the opportunities for integration, independence and productivity provided. In Support Services, the individual customer with the help of his or her Personal Agent will work to clarify his or her expected goals and outcomes.

In 2003, customers, families, board members and staff developed the Support Service Outcomes and Indicators Guide. Some examples of possible outcome measures that may reflect the desires, dreams, and needs of customers have been developed for training purposes and will be available at the SPD web site on July 1, 2005.

<u>Question 5:</u>
Is there a Service Agreement or Contract Form for Support Services?

Answer: YES. All Brokerages use the same Service Agreement or contract form. This form was developed in conjunction with providers and contractors serving customers. The common form supports consistent customer education and understanding over time.

<u>Question 6:</u>

What information does the State require on a Support Services invoice?

Answer: Section 411-340-0150(9)(C) requires both signed contracts and itemized invoices for any services purchased from independent contractors and or professionals (including provider organizations). Each invoice is for the individual identified in a service agreement. No group invoicing is allowed.

For processing purposes, any submitted invoice must identify:

- The individual customer,
- The designated time period,
- The billing rate and total payment requested.

OAR Section 411-340-0170 (2)(c)(E) states that for payment a provider must maintain and submit records of:

- Individual service type and location;
- Customer attendance service dates and hours; and
- Personnel involved.

Payment of support services is based upon customer availability for service. Unless otherwise allowed, agencies will invoice for approved hourly or daily face-to-face support of a customer.   SPD PT 05-002 allows limited monthly billing under certain circumstances. Use of this policy adds additional invoice requirements including:

- Identified monthly obligation ($ amount);
- Summary of billing and attendance levels (total days and % of attendance and absence); and
- Reason for absences.

<u>Question 7:</u>

What are the requirements for processing invoices for payment?

Answer: Payments are made only for services that are part of the plan and for services that were provided. There are 2 possible methods for customer authorization or control of payments:

- <u>Customer sign-off</u> The customer or a designated representative reviews each invoice and signs off so the Brokerage will pay. Sign off-may occur at the service site or through mailing the invoice to a customers home.
- <u>Personal Agent confirmation</u> The customer asks the PA to assist in the confirmation of each invoice. Upon receipt of an “unsigned” invoice, the Agent will contact the customer and receive verbal assurance of service delivery and approval for payment.

Question 11:
Is there a State progress report form for support services?
Answer: NO.

Question 12:
Are the invoices and progress reports submitted together?
Answer: WHILE IT IS NOT A REQUIRMENT-IT IS DESIRABLE. Helping a customer see the relationship between their payment authorization and the achievement of their goals increases individual understanding and control. One caution as we move to electronic invoicing (eXPRS), progress notes should not accompany an invoice to any files that are not protected information.

Question 13:
Can we see samples of clear goals, invoices and progress reports?
Answer: YES. Samples will be provided when training occurs, are available when working with your local Brokerage, and will be on the DHS-SPD Brokerage Support Services-Qualified Providers Web Page after July 1, 2005. http://www.oregon.gov/DHS/dd/adults/qualified_prov.shtml.