

# ID Waiver New Provider Packet



Virginia Department of Behavioral Health  
& Developmental Services

*A life of possibilities for all Virginians*

Provider Development  
Division of Developmental Services  
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## COMMONWEALTH of VIRGINIA

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Dear Prospective Provider:

Thank you for your interest in becoming a provider of Intellectual Disability (ID) or Day Support (DS) Waiver services. This informational packet includes valuable resources to assist you in determining your level of expertise and identifying the resources needed for completing the process.

Enclosed you will find:

- A "Steps" document that identifies the various tasks that need completing to become a Waiver provider
- The handout "Making an Informed Choice in Becoming an Intellectual Disability Waiver Service Provider." This includes a link to a series of training modules for Waiver services providers.
- A contact list of DBHDS Community Resource Consultants available in each region to answer questions regarding the ID or DS Waiver, as well as provide technical assistance and development opportunities.
- A short description of all the services available under the ID Waiver.
- How to setup a Delta account for the Intellectual Disability On-line System (IDOLS), the vehicle by which providers of ID and DS waivers submit requests for authorization of their services for individuals they intend to support with Medicaid waiver funding.
- A list of links to various resources.

As you may be aware, Virginia is in the process of reviewing various aspects of the programs that serve individuals with intellectual and developmental disabilities. As part of this initiative, DBHDS has a webpage entitled My Life, My Community (<http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/my-life-my-community>). Please refer to this page often in order to keep up with news and information regarding our waiver programs. In the meantime, we encourage you to contact your regional Community Resource Consultant, if you require further guidance about your new endeavor, and we look forward to our work together in the future.

A handwritten signature in black ink that reads 'Gail B. Rheinheimer'.

Gail B. Rheinheimer  
Director, Provider Development Services

## Steps To Becoming an ID Waiver Provider:

1. Read the attached "Making an Informed Choice."
2. Read/obtain the following resources:
  - a. ID Community Services Manual  
<https://www.viriniamedicaid.dmas.virginia.gov/wps/portal/ProviderManual>
  - b. ID Waiver Regulations and other Waiver regulations  
<http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/waiver-services>
  - c. DBHDS Office of Licensing Regulations, locating the needed license per Waiver service  
<http://www.dbhds.virginia.gov/professionals-and-service-providers/licensing>
  - d. DBHDS Human Rights Regulations  
<http://www.dbhds.virginia.gov/professionals-and-service-providers/human-rights-for-service-providers>
3. Contact the DBHDS Community Resource Consultant (CRC) in your area initially to confirm that desired service follows the desired service in Virginia (small group homes; employment programs, etc.) CRC Contact information: <http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers/provider-development>
4. Review the DBHDS Provider Module, #2, **Becoming A Provider**, PowerPoint Version, (<http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers/provider-development>) along with the Handouts, which details the following:
  - a. Completing the required licence/certification process per Waiver service (if not licensed by DBHDS, follow process for DARS, VDH, or other licensing required).
    - I. Completing written Policies and Procedures
    - II. Completing staff criminal background checks
    - III. Completing enrollement into Delta and the Comprehensive Human Rights Information System (CHRIS)
    - IV. Affiliating with an Local Human Rights Committee (LHRC)
    - V. Participate in on-site review process with OL Specialist.
  - b. Enrolling as a Medicaid Waiver Provider via DMAS Participation Agreement
  - c. Completing the required staff training
    - i. DBHDS Direct Support Professional (DSP) for Supervisors and DSP Orientation Training
    - ii. Office of Licensing required training (CPR, Medication Administration, etc.)

- d. Completing the enrollment for an IDOLS account in order to submit electronic authorizations for services
  - e. Completing an electronic Provider Survey that details information about the provider's service/location/size/amenities that is shared with individuals seeking services, family members and Support Coordinators.
5. Take other service specific Provider Module training (see Handout in the packet for details).
  6. Take 2 day Person Centered Training class (not required but highly recommended).
  7. Once licensed, contact your CRC to arrange technical assistance visit, if needed, and discuss various provider development opportunities.
  8. It is strongly Recommend that you go to the Survey Monkey links below because Providers who wish to be considered for any of the individuals profiled on the Survey must enter their unique sets of skills, abilities and experiences on Survey Monkey at "Abbreviated Provider Services and Supports Information".

<http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/community-services-provider-search> - <https://www.surveymonkey.com/s/YZKFJC8>



## Making an Informed Choice in Becoming a Provider of Intellectual Disability/Developmental Disability Waiver Services

Before taking the steps necessary to become a provider of services for people with intellectual and other developmental disabilities, please take the time to carefully consider your choice and what is needed to be successful. This packet is to help you navigate your way to making an informed decision about this new endeavor.

- ❖ Are you interested in and believe you can support individuals in ways that work for having the life they want to live?
- ❖ Are you doing this because you like supporting people and have heard that you can make a decent living by being a provider?
- ❖ Are you embarking on this venture to be of service to others?
- ❖ Do you fully understand all the requirements to become a provider (the need for start-up funds, Department of Behavioral Health and Developmental Services [DBHDS] Licensing regulations, Human Rights regulations, Department of Medical Assistance Services (DMAS) waiver regulations, bookkeeping, payroll, DMAS Provider Participation agreements, DMAS billing requirements, individual choice of provider processes, and Virginia's Person Centered Individual Support Planning processes)?

Have you supported individuals with intellectual/developmental disabilities previously? Did you consider the work simply that, work, or did you enjoy helping others have a good life like yours and mine? If you are a person who understands that we are all different and need to be supported in the ways that work specifically for each individual then you will have what it takes. It takes someone who sees how we are each more alike than we are different in what we need in our lives in that we all want to go the places we want to go, do the things we want to do, have the people in our lives we like, have the jobs we want and be happy and fulfilled. If you are someone who appreciates everyone for the person they are and the differences we each bring and are willing to learn how to support someone in the way that works for that person then you are on the right path.

It is important that you become familiar with the rate structure for the ID/DD Waiver and the financial limitations of providing services. It is important that people wishing to become providers of Waiver services understand that this is not a guaranteed source of income. This is because an individual might choose you as his support provider, but later choose to receive services from another provider. Because individuals have *the right to choose*, you may have an income one day and no income the next. Also, your income may take some time in arriving if you experience delays in individuals choosing you to be their provider of supports. A final

challenge faced by some providers is the retraction of funds following a Medicaid audit in which the provider is found not to have complied with regulatory requirements.

As a provider it is essential that you are vested in supporting individuals regardless of delays in or retractions of cash flow. Ask yourself: “Is providing supports about the *individual* or about the *income* you think you can earn?” If you can answer that you would still support someone even if there was little money attached to doing so, then you are making an informed decision and will succeed as a provider because you are taking on this endeavor understanding what it means for you and the individuals. We want to make certain that we are providing you with the information you may need in order for you to make an informed decision that will work for you regarding this new endeavor you are considering and help you be successful if you choose to become a Provider of services to individuals with developmental/intellectual disabilities.

You will also need to decide if you want to become a licensed provider of services or if you want to provide services through another agency. Providing services through another agency means contacting a licensed provider in your area and asking if they are looking for new staff or affiliates to join them. You would then become an employee or contract with them to provide services under their already approved license following the guidelines they have established to meet DBHDS and DMAS requirements. You can find a list of names of licensed providers on the DBHDS web site under Office of Licensing Provider Listing.

<http://www.dbhds.virginia.gov/individuals-and-families/licensed-providers>

**To be a provider** you will need to have:

- Knowledge of and background in supporting people with intellectual /developmental disability;
- A demonstrated ability to manage a business and supervise staff; and
- Competencies in or qualified staff to provide all areas of support that you plan to offer (e.g., Registered Nurse to oversee certain medical supports, physical therapy training to accomplish physical transferring; insulin medication training if supporting people with diabetes, etc.).

**Other important information** to keep in mind:

- Individuals are supported by friends, family, and support coordinators/case managers in finding the best possible matches for their needed supports, with consideration of their likes, dislikes, and things that are important to them and things important for their health and safety. Although you may want to support an individual, this does not mean that it will be the best possible match for that individual or for your program. Of primary importance is consideration of the person’s likely success in the community and being able to have the life he or she wants; it is not about “filling beds or spots at a day program.”

- Once waiver slots are assigned to individuals, they, with the help of their Support Coordinator (SC) / Case Manager (CM), will decide upon the types of waiver services that they'd like to have and explore service providers that best meet their needs and preferences. It is always the individual's choice!

## **ID Waiver Services Available in Virginia**

### **Assistive Technology**

Specialized medical equipment, supplies, devices, controls, and appliances, which are not available under regular Medicaid, and help individuals to improve their abilities to perform activities of daily living, or to perceive, control or communicate within the environment in which they live. This service also includes items necessary for life support, ancillary services and equipment necessary for the proper functioning of such items.

### **Companion Services**

Support and companionship provided to adults (age 18 and older) in their homes or at various locations in the community. Services can be provided by an agency or be consumer-directed. Consumer-Directed Services offer the individual/family the option of hiring workers directly, rather than using traditional agency staff.

### **Crisis Stabilization Services**

Clinical services and other supports provided to avoid emergency psychiatric hospitalization, institutional admission or any removal from home, to strengthen the individual's current living situation, to help stabilize the situation quickly and maintain beyond the crisis period.

### **Day Support Services**

Center-based and community-based programs offered during the day and evening hours that provide different types of opportunities for learning new skills and completing activities of daily living, being active and involved in the community, enhancing social networks and building relationships. Supports to ensure an individual's health and safety are also provided.

### **Environmental Modifications**

Physical adaptations to an individual's home or vehicle, and in some instances, a workplace, when the modification exceeds the reasonable accommodation requirements of the Americans with Disabilities Act (ADA) expected by the employer. Environmental modifications provide direct medical or remedial benefit to the individual and not allowed to bring a substandard dwelling up to standard. They are typically permanently installed fixtures or modifications that change a site's structure.

### **Personal Assistance Services**

Direct support in the home and community with personal assistance, activities of daily living, using the community, taking medication and care of other health needs. They can either be provided by an agency or by consumer-directed services. Consumer-Directed Services offer the individual/family the option of hiring workers directly, rather than using traditional agency staff.

### **Personal Emergency Response System (PERS)**

Electronic device enabling individuals to secure help in case of an emergency. PERS electronically monitors the individual's safety in the home and provides access to emergency crisis intervention for medical or environmental emergencies through the provision of two-way voice communication system. The system dials a 24-hour response center upon activation and via the home telephone line. PERS may also include medication-monitoring devices, when needed.

### **Prevocational Services**

Services aimed at preparing an individual for paid employment and provided to individuals who are not expected to join the regular work force without supports or participate in a transitional sheltered workshop program within a year.

### **Residential Support Services**

Supports provided in an individual's home and community. These supports should enable the individual to maintain or improve his or her health and medical status, live at home and use the community and improve abilities in activities of daily living, taking care of his or her home, using the community.

### **Respite Services**

Services designed to provide temporary, substitute support which is normally provided by the family or other unpaid, primary caregiver. These short-term services may be provided because of the primary caregiver's absence in an emergency or a on-going need for relief. They may be provided by an agency or be consumer-directed. Consumer-Directed Services offer the individual/family the option of hiring workers directly, rather than using traditional agency staff.

## **Services Facilitation (SF)**

Individuals choosing the Consumer-Directed model of service delivery may receive supports from a Services Facilitator (SF). SFs provide training and help to individuals and family members on hiring, training and dismissing employees who provide Companion, Personal Assistance or Respite supports.

## **Skilled Nursing Services**

Nursing services ordered by a physician for individuals with serious medical conditions and complex health care needs. Available only for individuals for whom these services cannot be accessed through another means. Skilled Nursing services may be provided in an individual's home, community setting or both. They may occur alongside other Waiver services as long as they are both needed and do not duplicate each other.

## **Supported Employment**

Employment and on-the-job training and support in jobs in which persons without disabilities are typically employed and alongside people without disabilities. There are two types of Supported Employment. Individual Supported Employment is support, provided one-on-one by a job coach to an individual in a regular job in the community. Group supported employment is continuous support provided by staff to eight or fewer individuals with disabilities in an enclave, work crew, entrepreneurial or "benchwork" model of employment, who work in the community and have regular contact with people without disabilities.

## **Therapeutic Consultation**

Training and technical assistance to family members, caregivers, and direct support professionals in providing certain supports to an individual at home or in the community. The specialty areas include: Psychology, Behavior, Speech and Language Pathology, Occupational Therapy, Physical Therapy, Therapeutic Recreation and Rehabilitation Engineering.

## **Transition Services**

Direct purchase of goods and services for anyone receiving ID Waiver services and moving into a private residence, such as a family member's home, one's own apartment or home, adult foster care, sponsored residential, and, to a limited extent, a group home. Examples of allowable goods and services include security deposits, household furnishings, utility deposits, pest extermination, move-in cleaning service, moving expenses, proof of identity documents and delivery of appliances.

**DBHDS - Division of Developmental Services**  
**Provider Module Training**

Provider training includes 15 modules, which cover the spectrum of ID and DS Waiver services in Virginia. Link to the 15 modules on the DBHDS web page -

<http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers/provider-development>

- **Modules 1** (Overview of the ID and DS Waivers) and **2** (Becoming an ID Waiver Provider) focus on basic waiver information and how to become a provider. These modules are directed to prospective and new providers in the ID and DS Waivers.
- **Module 3** (Supporting People in the ID and DS Waivers) covers the philosophy and person-centered practices of the ID Waiver as provided in the DSP Orientation Training. It can serve as both an introduction to new providers and a refresher for Direct Support Professionals (DSP) and DSP Supervisors. It does not replace the requirements of the DSP Orientation Training.
- **Module 4** (Introduction to Planning) focuses on the person-centered planning process. This module is targeted to all providers of ID and DS Waiver Services. It should be followed by the additional five Person-Centered Individual Support Plan modules and the Direct Support Professional Training, (located separately from these Provider Modules on the DBHDS Knowledge Center by searching for “PC ISP”) prior to proceeding to the service specific modules.

*Module 5 through 13 are designed for specific ID and DS Waiver services. They detail information that is specific to each service and may be used in conjunction with Modules 1 through 4 as desired.*

- **Module 5** Residential Services defines the types of residential services that can be provided in a sponsor residential home, group home or in the individual’s own home; the support activities that focus on teaching new skills, building relationships, ensuring health & safety, personal needs and community involvement; and billable hours and limitations.
- **Module 6** Personal Assistance, Respite and Companion (Agency-Directed) defines these types of ‘non-skilling-building’ services – and details the allowable supports each can provide. Also distinguishes differences in the Dept of Health (DOH) and Dept of Behavioral Health and Developmental Services (DBHDS) requirements; defines limitations and billable hours.

- **Module 7** Employment and other Day Services defines the different day services – Supported Employment, Day Support, and Prevocational; includes activities allowable per service; limitations of each service and billable hours.
- **Module 8** Crisis Stabilization – ID Waiver defines service; staff requirements for providing the service; limitations associated with the service and allowable billable hours.
- **Module 9** Assistive Technology, Environmental Modifications and Transition Services defines each service; to whom and where the service can be provided; financial restrictions and limitations; needed documentation.
- **Module 10** Skilled Nursing defines service; who can provide; allowable supports that can be provided; limitations/restrictions and billable hours.
- **Module 11** Personal Emergency Response System (PERS) defines the service, that includes an emergency electronic monitoring device and may also include medication monitoring; defines who can provide and to whom; limitations for the service and billable hours.
- **Module 12** Consumer Directed Services (CD) and Services Facilitation (SF) defines the three ‘non-skilling-building’ CD services – Personal Assistance, Respite, and Companion and details the allowable supports each can provide; defines limitations and billable hours. Defines SF services provided to the individual/family; who can provide; limitations; billable hours.
- **Module 13** Therapeutic Consultation defines each specialty service: Psychology, Behavior, Speech and Language Pathology, Occupational Therapy, Physical Therapy, Therapeutic Recreation and Rehabilitation Engineering ; who can provide and to whom; limitations and billable hours.
- **Modules 14** (Preauthorization and Billing) and **15** (Monitoring and Oversight) focus on preauthorization/reimbursement and monitoring/oversight of services. These final modules are relevant to all service providers in the ID and DS Waivers.



## How to Setup Your DELTA ACCOUNT and ACCESSING IDOLS

To request a **DELTA** account and to begin learning about **IDOLS**: The link below will take you to the page on the DBHDS website that includes the “How to use the DELTA portal to IDOLS” document, the “Delta Account Request Form”, and the “IDOLS Training Manual for Providers on Service Authorization”.

<http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/waiver-services>

**FIRST STEP:** read the “How to use the DELTA portal to IDOLS” document. It explains the process to register for DELTA and the various roles that will need to be assigned.

**SECOND STEP:** you or your agency head completes the attached DELTA-Account Request Form and e-mail it to [deltaprod@dbhds.virginia.gov](mailto:deltaprod@dbhds.virginia.gov). This is also the e-mail address you can use to ask questions about completing the account request process. You can also call the DELTA Help Line at (804) 371-4695.

**THIRD STEP:** when you receive an e-mail notification about your completed registration your Security Officer and Supervisor will complete the necessary forms to assign the other roles which is explained, in detail, in the attached documents.

**FOURTH STEP:** read the “IDOLS Training Manual for Providers on Service Authorization”. This manual contains all the information you will need to know about completing service authorization requests (ISARs) in IDOLS. Of course, share this manual with all others who will need the information.

**FIFTH STEP:** watch the training videos. The videos can be found at:

<http://www.youtube.com/user/ODSVA>



## Resources

Virginia's Behavioral Health, and Developmental Services community is comprised of 40 locally-run Community Services Boards (CSBs). The CSBs and facilities serve children and adults who have/or who are at risk of mental illness, and intellectual disability.

### Programs and Services links:

#### Developmental Services:

<http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers/provider-development>

#### Waiver Services

<http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/waiver-services>

#### Community Resource Consultants (PC ISP):

<http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers/provider-development>

#### Office of Licensing:

<http://www.dbhds.virginia.gov/professionals-and-service-providers/licensing>

#### Office of Human Rights:

<http://www.dbhds.virginia.gov/about-dbhds/offices/human-rights>

#### Person-Centered Thinking Training:

<http://www.personcenteredpractices.org/>

#### Online Direct Support Providers (DSP) Orientation Manual Training for Supervisors:

<https://covkc.virginia.gov/dbhds/external/>

#### Settlement Agreement information at DBHDS:

<http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities/doj-settlement-agreement>

#### Statewide Transition Plan for Compliance with the Home and Community Based Services (HCBS) Final Rule's Setting Requirements:

<http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers>

#### My Life, My Community (Waiver Redesign):

<http://www.dbhds.virginia.gov/individuals-and-families/developmental-disabilities>

**CMS Final Rule information at DMAS:**

[http://www.dmas.virginia.gov/Content\\_pgs/HCBS.aspx](http://www.dmas.virginia.gov/Content_pgs/HCBS.aspx)

**VA Association of CSB:**

<http://www.vacsb.org/>

**Department of Medical Assistance Services (DMAS):**

<https://www.viriniamedicaid.dmas.virginia.gov/wps/portal>