Medicaid Community Options

Course 6: Being a Supports Planner

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MARYLAND
Department of Health

What do Supports Planners do?

- Help the participant understand the supports in their community and assist them in getting them
- Help the participant develop a plan for services
- Help the participant realize goals
- Help the participant find providers
- Be the participant's advocate
- Know about the person and know their options
- Monitor behavior/services and report any issues/changes

People are healthier and happier when they have the freedom to choose where they want to live and what services they want to receive.

Medicaid's Philosophy on HCBS

- Medicaid's HCBS programs are based on a philosophy of self-direction, where program participants are empowered to make choices that work best for them regardless of the nature or extent of their disability.

Person-Centered Planning

- Gives people choice, direction and control of their lives
- It is important to talk to the individual to learn their goals and preferences
- Provide accurate information about eligibility criteria and application processes for programs
- Support the individual in researching alternative LTSS resources (i.e., connecting to MAP)
- Follow-up with participant and adjust plan and/or goals as desired by the participant
- Helping people understand how resources may help them in reaching their goals

What is Self Direction?

- *Self-direction* means the opportunity for participants to exercise choice and control over the budget, planning, and purchase of personal assistance services, including the amount, duration, scope, provider, and location of service provision.
- In the future, participants will have access to a client portal on LTSSMaryland
  - Supports Planners will be responsible for helping participants gain access to the client portal
  - Participants will be able to access information about their services and request changes
- There are various levels of self direction that a participant can be involved in.

What Does Self Direction include?

Self Direction includes the ability of participants to:

- Have a significant role in the delivery of their specific care including
  - Directing the services and supports identified in their person-centered service plan; and
  - Exercising as much control as desired to select, train, schedule, determine duties, and dismiss the personal assistance worker in their home.

Plan of Service Development

After the LHD assessment is completed, a face-to-face meeting with the applicant should be conducted to:

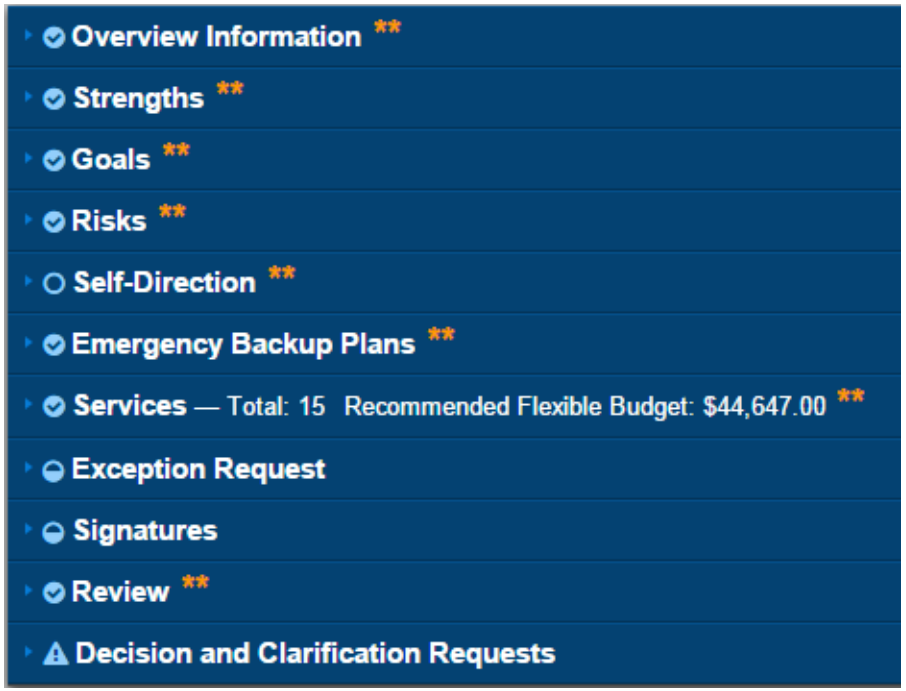
- Engage in a person-centered planning process
- Educate the applicant about self directed options
- Identify the applicant's strengths, goals and risks
- Review the medical assessment with the applicant
- If applicable, assess the individual's transition needs from a nursing facility, such as the need for household items, furniture, etc.
- Identify various resources to support the applicant in the community, Medicaid and non-Medicaid
- Complete the initial Plan of Service

Plan of Service Development

- Things to think about during Plan of Service Development:
  - What is important *to* the participant
    - i.e., sleeping in
  - What is important *for* the participant
    - i.e., taking medication as prescribed
  - Who the participant would like to be involved in the process
    - i.e., their spouse
- How will available services fit into the individuals' day and provide the most support?

Plan of Service Development

- There are nine sections in the LTSSMaryland system to be completed and reviewed prior to the submission of a POS:



- All sections must be completed prior to submission to the Department

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Goals, Strengths and Risks Should Drive the Plan of Service

- Discuss goals with the person. The SMART system may be helpful.
  - **S**pecific objectives
  - **M**easurable
  - **A**chievable
  - **R**ealistic
  - **T**ime-based
- Discuss strengths
  - Health-related, social supports, skills
- Discuss risks
  - Areas of concern

Who Should I Contact in an Emergency?

- Every participant needs a back-up plan in case of an emergency.
- An emergency may happen:
  - if a provider doesn't show up, or
  - in a natural disaster (hurricane, snowstorm, etc.) and someone needs to be notified.
- Plan for small and big emergencies.
- At least one back-up contact must be on the Plan of Service.
- Paid providers may be a backup (must also be listed on the service list).