

ILLINOIS DEPARTMENT ON AGING (IDoA)
DIVISION OF HOME AND COMMUNITY SERVICES

Title: Non-waiver services for MCO participants	CREATED By: J. Jimenez	
	ELECTRONIC FILE NAME: Non-waiver services 01.01.18	
	EFFECTIVE DATE: January 1, 2018	
OPERATIONS POLICY: IDoA will implement policy and procedure for authorizing non-waiver services for MCO participants.	Last Revisions: February 19, 2013	By: M. Killough
	Approved By: J. Jimenez	Date: 01.01.18
Search Word(s): Non-Waiver services Managed Care Organization MCO Authorization Title III	Pertains to: <input checked="" type="checkbox"/> CCU For Informational Purposes Only: <input type="checkbox"/> In-Home Service <input type="checkbox"/> Adult Day Service <input type="checkbox"/> Emergency Home Response Service <input checked="" type="checkbox"/> Other: Area Agencies on Aging <input checked="" type="checkbox"/> Other: MCOs	
REQUIREMENT: Each Care Coordination Unit will follow IDoA's policy and procedure for authorizing non-waiver services for MCO participants.	RULE REFERENCE: OTHER REFERENCE(S):	
	Rescinds Previous IDoA Policy:	
	<input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Yes
	Title: Same	Date: 02/19/13

PURPOSE:

The purpose of this policy is to notify Care Coordination Units (CCUs) and Managed Care Organizations (MCOs) of the procedure for authorizing non-waiver services for participants enrolled in MCOs. Effective January 1, 2018, participants statewide who are enrolled in an MCO will begin receiving their home and community-Based waiver services (Case Management, In-Home, Adult Day, Emergency Home Response, etc.) through the MCOs. **MCOs do have responsibility to make appropriate referrals but not necessarily to pay for services that may be provided by other sources (e.g., Veteran's benefits, Older Americans Act services).** MCOs should be aware that due to limited resources for Title III services, Area Agencies on Aging (AAAs) prioritize non-waiver service referrals for Title III services (e.g., Home Delivered Meals (HDM) and Respite care). Many AAAs need to assign participants who have opportunities to receive services through other sources (i.e., CCP and

MCOs) a lower priority ranking than those individuals without other service options due to limited non-waiver service funding.

POLICY:

The MCO should contact the AAA to determine the appropriate referral procedures for Title III services in each Planning and Service Area (PSA). If an MCO participant requires non-waiver services the MCO can make the appropriate referral directly based on the referral procedures established by the AAA in the PSA.

The MCO must provide the Title III provider with the information (ADLs, IADLs, nutritional risk, demographics, etc.) needed to register the participant in the National Aging Program Information System (NAPIS) and any other necessary information that the Title III provider needs to effectively provide the referral for non-waiver services. Additionally, in accordance with federal law, members will be asked for voluntary contributions for Title III services.

If these Title III services are not available the MCO should find other services to meet the participant's needs.

PROCEDURE:

The following procedures will be utilized by MCOs and CCU Care Coordinators regarding authorization and implementation of non-waiver services for participants enrolled in MCOs for home and community based waiver services.

MCO Participants:

- 1) After learning the appropriate referral procedures, the MCO should contact the appropriate AAA or Title III service provider for needed Title III services to determine whether Title III and related resources are available to address the non-waiver services needs of the participant. The MCO shall provide the Title III provider with all referral data (ADLs, IADLs, nutritional risk, demographics, etc.) needed to register the participant in NAPIS and other information that the Title III provider needs to effectively provide the services.
- 2) If the MCO does not know the appropriate Title III service provider they should contact the AAA that covers the appropriate area for contact information.
MCOs should not refer participants to the CCUs to set up non-waiver services. This is a responsibility of the MCO case manager.

Non-MCO Participants:

- 1) If a CCU receives a call for assistance for non-waivered services, the CCU should follow the guidelines set forth in the policy entitled "New referrals for Services" and start the process by checking the Participant Search Screen to ensure the participant is not already enrolled in an MCO.
- 2) Once it has been determined that the participant is not enrolled in an MCO, the CCU should continue to refer, assess, and/or monitor the participant by following the existing processes the CCU established for non-waiver services.
- 3) If a participant who receives Title III/non-waiver services becomes eligible for MCO services, the CCU should ensure all information pertaining to those services are provided to the MCO when transferring the case.