

Bureau of Managed Care
Managed Care Organizations
Policy / Procedures

Direction to MCOs regarding: Care Plan Deviations for Home and Community Based Services (HCBS) Membership

The purpose of this policy is to require MCOs to establish a process with their providers to report deviations from the care plan for HCBS membership. This can occur when a member receiving home services repeatedly does not allow the home service provider access into the home to allow service or does not answer the door on days the provider is to provide service.

This policy does not instruct MCOs how often or in what method providers should communicate (written communication, spreadsheet reporting) with the MCO when deviations are occurring. This policy instructs MCOs to require providers to report such deviations to the plan.

Providers should always document deviation. If the deviation from the plan of care becomes frequent or significant, the provider should contact the MCO.

Examples of deviations that providers must document:

- Member refuses service because member's family is in town for the holidays.
- Member refuses certain task in one day (i.e., bathing).
- Member will not allow provider access into the home, even though the date and time were agreed to for working that day.
- Member doesn't answer the door repeatedly (could be due to vacation, hospitalization)
- Member wants or requires additional assistance than currently on the plan of care.
- Provider completes the assigned tasks in shorter time than authorized or has to do a task more frequently – provider should document this.

Responsibilities for documenting deviations:

- If a deviation occurs just once, the provider documents it in the member's file and does not need to report it to the MCO.
- If these deviations become consistent, the provider is required to contact the MCO. The care coordinator will then discuss with the participant.
- Patterns of deviations may precipitate the need for a change in the care plan.

Policy History
Direction to Managed Care Organizations
Care Plan Deviations

Date	Action	Policy Originator
March 2020		Lauren Tomko

Policy Revisions	Revision Approved
[revision date]	[name of person who approved revision]