

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

Title: Terminating CCP Services for an MCO Participant	CREATED: By: J. Jimenez	
	ELECTRONIC FILE NAME: Terming CCP for MCO prt 01.01.18	
	EFFECTIVE DATE: January 1, 2018	
OPERATIONS POLICY: IDoA will implement policy and procedure for when an MCO participant will be terminating CCP services.	Last Revisions:	By:
	Approved By: J. Jimenez	Date: 01.01.18
Search Word(s): Managed Care Organization MCO Termination	Pertains to: <input checked="" type="checkbox"/> CCU <input checked="" type="checkbox"/> In-Home Service <input checked="" type="checkbox"/> Adult Day Service <input checked="" type="checkbox"/> Emergency Home Response Service <input checked="" type="checkbox"/> Other: Managed Care Organizations (MCOs)	
REQUIREMENT: Each Care Coordination Unit and MCO will follow IDoA's policy and procedure for terminating an MCO participants from CCP services.	RULE REFERENCE:	
	OTHER REFERENCE(S):	
	Rescinds Previous IDoA Policy:	
	<input checked="" type="checkbox"/> N/A	<input type="checkbox"/> Yes
	Title:	Date:

PURPOSE:

The purpose of this policy is to notify Care Coordination Units (CCUs) and Managed Care Organizations (MCOs) of the procedures to follow when terminating an MCO participant's Community Care Services (CCP) waiver services.

POLICY:

MCOs shall utilize the following procedures when an MCO participant, age 60 or older, is being terminated from Home and Community Based waiver CCP services.

PROCEDURE:

The MCO, CCU and provider(s) shall work together to ensure all parties understand that the services for the participant are being terminated. An MCO participant may request to have services terminated and still remain enrolled in the MCO for their medical services.

The following will be the procedure utilized by the MCOs and CCUs when terminating a participant's CCP waiver services.

MCO responsibilities:

- 1) If a participant who is still enrolled with an MCO wishes to terminate their CCP waiver services, the MCOs shall complete the "Termination of Services" section of the "MCO Participant Transfer Form" [IL-402-1151 (Rev. 10/17)] indicating the reason for the termination request. This form must indicate the reasons why the participant is terminating their services. The MCO must ensure the participant understands that terminating their services means their home care aid, adult day services or EHRS will stop and will not be resumed until a new initial assessment can be completed by the CCU. This needs to be carefully explained so there is no confusion as to what is occurring and to lessen the instances of needing to retract or disregard a request to the CCU for termination.
- 2) If the participant is unavailable for services, it is the MCOs responsibility to track these cases and to terminate services once the participant has been unavailable for services for 60 calendar days.
- 3) It is the MCOs responsibility to notify the participant in writing that their services are terminating, the MCO should not wait for the CCU to terminate the participant's case in eCCPIS. Per Administrative Rule 240.945, the written notification should contain the effective date of the termination. The participant's termination of services should begin 15 days after written notification unless the participant requests immediate termination which should be documented on the written notification. This allows the participant time to change their mind and gives the provider ample time to reassign the worker. The CCU should be notified after these 15 days to ensure that terminations do not occur prematurely. **If the participant notifies the CCU directly to request the termination, the CCU will send an MCO Status Form to the MCO indicating the participants desire to terminate. The MCO is still responsible for notifying the client and all providers of the termination.**
- 4) If the termination is due to participant no longer meeting eligibility criteria, the CCU will be responsible for notifying the participant in writing of the decision to terminate. However, it is still the MCOs responsibility to notify all provider agencies of the termination. This notification should be documented in the participants case file to ensure compliance. Appeals related to eligibility are handled through IDoA. If the participant files an appeal within the 10 days timeframe, the CCU shall cancel the termination in eCCPIS and notify the MCO of the continuation of services. The MCO shall notify the provider to continue serving the client through the appeal process.
- 5) MCOs must confirm in the Termination of Services section of the MCO Participant Transfer Form that the provider(s) has been notified that services have been terminated. The MCO must document the date on which the providers were notified of this termination. Per Administrative Rule 240.945 d), this notification should occur on the same date as the notification to the participant. This notification ensures the providers stop providing services and that providers understand they cannot resume services if a participant requests it. It is recommended for the MCO to verify with providers that the termination notices were received. If the MCOs fail to notify the providers to terminate services,

the MCOs will be liable for paying for the services even if the Aging indicator code has been removed. MCOs may not just rely on the authorizations ending or the Medi system to notify providers. This notification is also required when the CCU initiates the termination of services (See #2 under CCU responsibilities).

- 6) Notification to providers is also required when the MCO is terminating a specific service provider and transferring the participant to another service provider of the participant's choosing. This information should not be reported to BEAM on the MCO Participant Transfer form, but the providers do need to be notified and documentation of notification should be recorded in the participant's file.
- 7) The MCOs are required to send the MCO Participant Transfer Forms to the BEAM unit. BEAM will forward these forms to the CCU for termination in the system. The Aging indicator will not immediately be removed from the record. MCOs should be advised that it may take up to 8 weeks for the indicator code to be removed by HFS. If the termination CAT is visible in eCCPIS but the code remains on the record, and it has been more than 8 weeks, the MCO should contact BEAM to inquire about the removal of the code.
- 8) If a participant wishes to return to CCP waiver services after a termination has been processed, the MCO must submit a new referral for services in order for the client to receive services again.

CCU responsibilities:

- 1) Upon receipt of the MCO Participant Transfer form, the CCU shall process the appropriate CAT to terminate services (a 40 CAT in Program Type 15 with the appropriate TA/AR, with a billing code of 000) within 15 calendar days of notification. Terminating these clients will ensure the waiver indicator code is removed from the State record which will remove the participant from the MCO and CCU's caseloads. Failure to terminate these clients may result in the CCU being out of compliance on their annual reassessments.
- 2) If the participant/family contacts the CCU directly to request service termination, the CCU should ensure the participant understands that terminating their service means their home care aid, adult day services, or EHRS will stop and will not be resumed until a new initial assessment can be completed by the CCU. The CCU shall then immediately complete a MCO Status form indicating services were terminated in eCCPIS and provide the appropriate reason. This form must be sent to the appropriate MCO for notification of the termination of services. Upon receipt of the MCO Status Form, the MCO must notify the participant and all waiver service providers immediately of the termination of services as outlined above.
 - a) It is not required but it is recommended that the CCU notify the MCO case manager to alert them of the participant's request to terminate services prior to processing the paperwork. This will give the MCO case manager an opportunity to discuss the

ramifications of terminating services with the participant and possibly prevent unnecessary terminations.

- 3) If the termination occurs because the participant no longer meets eligibility criteria for services, the CCU shall follow CCP guidelines and notify the participant in writing that their services will be terminated. The CCU is required to send the Plan of Care Notification Form (POCNF) to the participant detailing the reason for the termination so the participant has the ability to appeal their termination. The CCU shall then immediately complete a MCO Status Form indicating that services were terminated in eCCPIS and provide the appropriate reason. This form must be sent to the appropriate MCO so they are notified of the termination of services due to ineligibility. Upon receipt of the MCO Status Form, the MCO must notify all waiver service providers immediately of the termination of services as outlined above. Appeals related to eligibility are handled through IDoA. If the participant files an appeal within the 10 days timeframe, the CCU shall cancel the termination in eCCPIS and notify the MCO of the continuation of services. The MCO shall notify the provider to continue serving the client through the appeal process.

CCP Service Providers Responsibilities:

- 1) Providers need to communicate with MCO case managers on the status of participants. If a participant is unavailable for services (i.e., out of the country, hospitalized), the provider must report this to the MCO as a deviation to the plan of care.
- 2) If a provider has been notified that services have been terminated, providers may not resume services if a participant requests it. Providers should report this information to the MCO case manager so that a new referral can be made.
- 3) Providers need to submit bills in a timely manner and pay close attention to their rejected billings. This will help alert providers that a participant has been terminated without their knowledge. Providers should utilize the PSS system to help monitor participant eligibility and terminations in eCCPIS.