**Revision History**

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| Date | Version | Description | Author |
| July 1st, 2021 | 1.0 | Initial publication | EOEA Home Care Team |

# Home Care Program (HC) Referral & Intake Tracking

Aging Services Access Points (ASAPs) are required to track referrals made to the Home Care program and the outcomes of these referrals. A specific Activity & Referral (A&R), **HC Program Referral & Intake**, has been added to SAMS and shall be utilized for tracking of Home Care Referrals.

For the HC Referral & Intake Tracking process, a distinction is made between the definition of referral and intake and how it applies to statuses and status reasons.

* Referral = no initial assessment has been conducted
* Intake= a initial assessment has been conducted

# SIMS Documentation in Consumer Record:

* **Activity & Referral**: **HC Program Referral & Intake** is the action utilized to document and track the **process and outcome** of the Home Care Program initial referral, the **status date** (date the referral was formally communicated to the ASAP), the **due date** (5 business days from the referral date) of the initial assessment, and the **completion date** (Date Initial Assessment is completed).
* If the initial assessment is **completed**, the Activity & Referral **status** is required to be updated to either **HC Intake** **Completed Eligible**, **HC Intake** **Completed Ineligible** or **HC Intake Completed Withdrawn** citing the appropriate **status reason; documentation of initial assessment in consumer record is required**.
  + **See HC Program Referral & Tracking Statuses and Status Reasons Chart below**
* If the initial assessment is **delayed**, the Activity & Referral **status** is required to be updated to **HC Referral** **In Progress** citing the appropriate **status reason**; supporting documentation in the journal is required.
  + **See HC Program Referral & Tracking Statuses and Status Reasons Chart below**
* If the initial assessment **cannot be completed** because the applicant is not expected to be returning to the community, declines, is unavailable or found ineligible prior to the initial assessment, the Activity & Referral **status** is required to be updated to **HC Referral** **Withdrawn(Prior to Initial Assessment)** citing the appropriate **status reason**; supporting documentation in the journal is required.
  + **See HC Program Referral & Tracking Statuses and Status Reasons Chart below**

# SIMS Data Entry Instructions:

To ensure accurate reporting across the state, it is imperative that the identified data elements are entered as instructed.

| **Element** | **Values** | **Notes** |
| --- | --- | --- |
| **Activity & Referral (Action)** | **HC Program Referral & Intake** | **Required**  **\*only this action should be used, do not use other actions for this purpose** |
| **Subject** | **Optional** | Completed according to agency business practice. Cannot be left blank. |
| **Program** | **Optional** | Not recommended by ELD due to added complexities when using the Status Wizard to close/transfer enrollments |
| **Status** | * **Not Started** * **HC Intake Completed Eligible** * **HC Intake Completed Ineligible** * **HC Intake Completed Withdrawn** * **HC Referral In Progress** * **HC Referral Withdrawn(Prior to Initial Assessment)** | Default is **Not Started**. ELD requires change of status as ASAP engages the applicant in the Home Care Program Intake process.  **Do not use other Statuses** |
| **Status Reasons** | * **Specific Status Reasons should be used for each of the appropriate Activity & Referral Statuses (Chart Below)** | Default status is **Not Started**. ELD requires change of status and status reason as the applicant engages in and moves through the Home Care Program Intake process. |
| **Status Date** | Date A&R is created = formal communication of HC referral to ASAP | **Status date is always the date ELD is basing the report time frame on.** |
| **Due Date** | 5 business days from status date |  |
| **Start Date** | Optional | **Not required by ELD** |
| **Date Completed** | Date of Initial Assessment  or date the A&R is **HC Referral** **Withdrawn(Prior to Initial Assessment)** | **Completion date** will default to the date of data entry when the **Status** is changed to Complete.  Change the **Completion Date** from the default date to the date of the Initial Assessment or the date the A&R is **HC Referral** **Withdrawn(Prior to Initial Assessment)**.  The date of the Initial Assessment should coincide with the Assessment dates in the CDS Sec.A.1. Assessment Reference Date a. Date of assessment (#1144)  The **Completion Date** should never be dated prior to the Referral date (**Status Date** of the A&R) |

# HC Program Referral & Tracking- Statuses and Status Reasons:

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| --- | --- | --- |
| **HC Intake Completed Eligible**  HC Intake Completed Eligible: An applicant has completed the intake process, including having an initial assessment completed and is found eligible for Home Care Program Enrollment | | |
| Status | Status Reason | Definition |
| HC Intake Completed Eligible | Eligible for Home Care | Applicant eligible to open; Age, FIL, Need. Not for use when applicant is opened as an exception to eligibility. |
| HC Intake Completed Eligible | Eligible Exception Age with ADRD | Applicant eligible to open; Under age 60 with ADRD Diagnosis. |
| HC Intake Completed Eligible | Eligible Exception At Risk | Applicant eligible due to Medical risk, Behavioral Health concerns or Protective Services eligibility or enrollment. |
| HC Intake Completed Eligible | Eligible Exception Congregate Housing | Applicant eligible to open; Residing in Congregate Housing Facility. |
| HC Intake Completed Eligible | Eligible Exception Waiver Eligible | Applicant eligible to Open; Eligible for the Frail Elder Waiver Program. |
| **HC Intake Completed Ineligible**  HC Intake Completed Ineligible: An Applicant has completed the intake process, including having an initial assessment completed and is found to be ineligible for Home Care Program Enrollment | | |
| Status | Status Reason | Definition |
| HC Intake Completed Ineligible | Ineligible Resides in Ineligible Setting | Applicant ineligible to open; Resides in a Group Home, Certified Assisted Living, Skilled Nursing Facility or Rest Home. |
| HC Intake Completed Ineligible | Ineligible due to FIL/Critical Need | Applicant ineligible to open; due to FIL or No Critical Need. |
| HC Intake Completed Ineligible | Ineligible Under Age 60 without ADRD | Applicant ineligible to open; under age 60, without ADRD Diagnosis. |
| HC Intake Completed Ineligible | Ineligible Declines to Disclose Income | Applicant ineligible to open; declines to disclose income during initial assessment, cost share could not be calculated. |
| HC Intake Completed Ineligible | Ineligible Declines to Pay Cost Share | Applicant ineligible to open; declines to agree to cost share after financial assessment completed. |
| HC Intake Completed Ineligible | Ineligible One Care Enrolled | Applicant ineligible to open; is enrolled in a One Care Managed Care plan. |
| HC Intake Completed Ineligible | Ineligible SCO Enrolled | Applicant ineligible to open; is enrolled in a Senior Care Options (SCO) Managed Care plan. |
| HC Intake Completed Ineligible | Ineligible PACE Enrolled | Applicant Ineligible to open; is enrolled in a Program for All Inclusive Care for the Elderly (PACE) Managed Care plan. |
| HC Intake Completed Ineligible | Ineligible GAFC Enrolled | Applicant ineligible to open; is enrolled in Group Adult Foster Care (GAFC) program. |
| **HC Intake Completed Withdrawn**  HC Intake Completed Withdrawn: An Applicant has completed the intake process, including having an initial assessment completed but will not be moving forward and enrolling in a Home Care Program | | |
| Status | Status Reason | Definition |
| HC Intake Completed Withdrawn | Completed Withdrawn Referred Out/Other Program | Applicant is referred to another ASAP program (ANCHOR, Options Counseling, etc.) or a program outside of the ASAP (GAFC, PCA, etc.) instead of continuing with HC intake. |
| HC Intake Completed Withdrawn | Completed Withdrawn Applicant Expired | Applicant expired after initial assessment but before enrollment into a Home Care program. |
| HC Intake Completed Withdrawn | Completed Withdrawn Applicant Moved Out of State | Applicant moved out of state and no longer resides in Massachusetts. |
| HC Intake Completed Withdrawn | Completed Withdrawn Home Care No Longer Needed | Home Care Services not needed, referral not made to another program for services. |
| HC Intake Completed Withdrawn | Completed Withdrawn Applicant Declined Services | Applicant declined Home Care Services. |
| **HC Referral In Progress**  HC Referral In Progress: Applicant is engaged in intake process, process cannot move forward until additional information is gained which will impact eligibility for Home Care or Completing the Intake Process. Limit to 14 calendar days in progress, after 14 calendar days tracking should be updated with outcome. | | |
| Status | Status Reason | Definition |
| HC Referral In Progress | In Progress Initial Assessment Scheduled | Initial Assessment is scheduled with applicant/family. |
| HC Referral In Progress | In Progress On Hold/Applicant Request | Applicant has requested Home Care intake be put on hold. |
| HC Referral In Progress | In Progress On Hold/Other Reason | Home Care intake on hold. |
| HC Referral In Progress | In Progress On Hold/Inpatient | Applicant has been admitted to Hospital or Skilled Nursing Facility or Rehab since HC referral. Scheduling of Initial assessment is on hold until Discharge date is known. In Progress status should be used when Discharge home is expected to be within 14 calendar days. If over 14 days, withdraw HC Referral/Intake and refer to CSSM as needed. Home Care Regulations permit initial assessment to be completed in Skilled Nursing Facilities, Rehab, or other inpatient setting. |
| HC Referral In Progress | In Progress Attempting to Make Contact | ASAP has attempted to contact applicant to schedule initial assessment but applicant has not responded. Documentation must support each attempt. After multiple attempts send letter, conduct an unannounced Home Visit, ensure applicant is contacted directly, emergency contact is contacted, and referral source is contacted. |
| HC Referral In Progress | In Progress Gathering Required Details/Forms | Home Care intake cannot move forward unless additional information is received such as: a signed Applicant Consent & Disclosure Form, confirmation of other program/HCBS waiver enrollment, Discharge date is known, confirmation of residential setting or confirmation of exception to eligibility. |
| **HC Referral Withdrawn(Prior to Initial Assessment)**  HC Referral Withdrawn(Prior to Initial Assessment): A HC Referral/Intake is withdrawn prior to an Initial Assessment. This could happen during initial communication with the consumer, or during a pre-screening prior to the Initial Assessment. If the consumer did have an Initial Assessment, then “Completed Ineligible” or “Completed Withdrawn” Status and status reasons would apply. | | |
| Status | Status Reason | Definition |
| HC Referral Withdrawn(Prior to Initial Assessment) | Withdrawn Applicant Re-hospitalized | Applicant has been hospitalized; discharge is not expected to be imminent. |
| HC Referral Withdrawn(Prior to Initial Assessment) | Withdrawn Applicant in SNF | Applicant currently in a Skilled Nursing Facility, discharge unknown. Refer to CSSM as needed. |
| HC Referral Withdrawn(Prior to Initial Assessment) | Withdrawn Moved Out of State | Applicant moved out of state and no longer resides in Massachusetts. |
| HC Referral Withdrawn(Prior to Initial Assessment) | Withdrawn No Response to Attempted Contacts | Applicant has not responded to ASAP’s multiple attempts to contact such as: telephone contact, voicemail messages, letter sent, unannounced Home Visit and attempt to make contact through Emergency Contact or Referral Source. Documentation must support attempts that have been unsuccessful for at least 14 calendar days. |
| HC Referral Withdrawn(Prior to Initial Assessment) | Withdrawn Resides in Ineligible Setting | Applicant resides in a Group Home, Certified Assisted Living, or Rest Home. |
| HC Referral Withdrawn(Prior to Initial Assessment) | Withdrawn Under Age 60 Without ADRD | Applicant is under age 60 without ADRD Diagnosis. |
| HC Referral Withdrawn(Prior to Initial Assessment) | Withdrawn Declined Services | Applicant declined Home Care services during pre-screening or initial assessment scheduling. |
| HC Referral Withdrawn(Prior to Initial Assessment) | Withdrawn Applicant Expired | Applicant expired before an initial assessment could be completed. |
| HC Referral Withdrawn(Prior to Initial Assessment) | Withdrawn One Care Enrolled | Applicant is enrolled in a One Care Managed Care plan. |
| HC Referral Withdrawn(Prior to Initial Assessment) | Withdrawn SCO Enrolled | Applicant is enrolled in a Senior Care Options (SCO) Managed Care plan. |
| HC Referral Withdrawn(Prior to Initial Assessment) | Withdrawn PACE Enrolled | Applicant is enrolled in a Program for All Inclusive Care for the Elderly (PACE) Managed Care plan. |
| HC Referral Withdrawn(Prior to Initial Assessment) | Withdrawn GAFC Enrolled | Applicant is enrolled in Group Adult Foster Care (GAFC) program. |
| HC Referral Withdrawn(Prior to Initial Assessment) | Withdrawn Referred Out/Other Program | Use when referred to another ASAP program (ANCHOR, Options Counseling, etc.) or a program outside of the ASAP (GAFC, PCA, etc.) instead of continuing with Home Care intake. |

# Reporting:

**Report Monitoring:**

• ASAP – Monthly

• EOEA – Quarterly and ad hoc