

# Home & Community- Based Services (HCBS)



- Aging Services Division
- Sandi Erber, LMSW, Home and Community Based Services (HCBS) Program Administrator

# Informed Choice Process

**The Informed Choice referral and consultation process took effect Jan. 1, 2021.**

Referrals are generated by adding key questions to the state's existing Level of Care determination process. Responses result in targeted follow-up by specially trained department HCBS case managers and Community Outreach Specialists.

Once the department receives a referral, department case managers and community support specialists will meet with Medicaid participants virtually or face-to-face, wherever individuals are at. This may be after discharge.

The department provides information too on the options that may be available for long-term services and supports in an integrated setting.

# Informed Choice Process

During these conversations, case managers will help individuals and their families understand and explore available services and supports through person-centered planning.

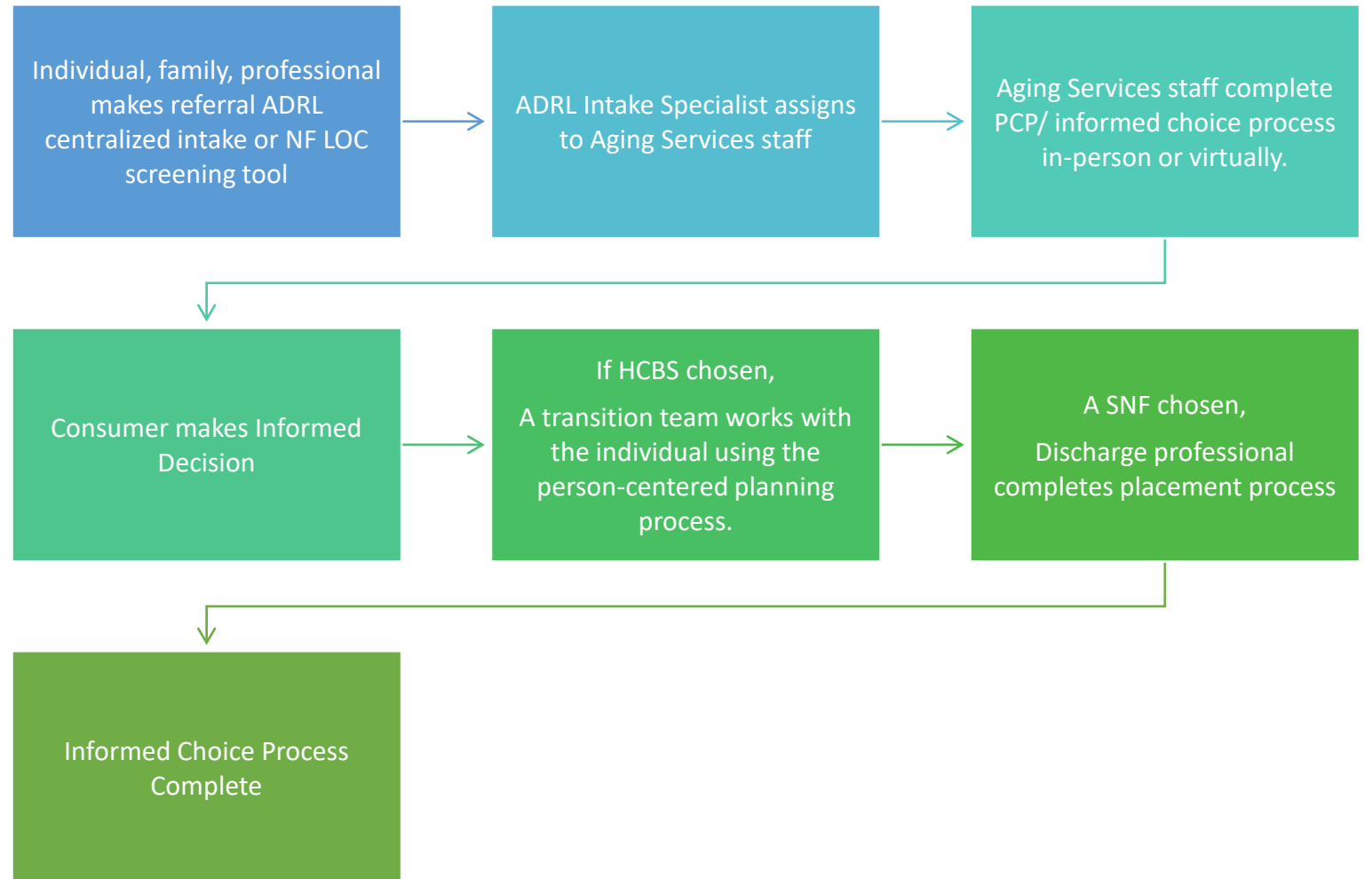
This planning process may include referrals to community partners, facilitated visits, opportunities to meet with other individuals with disabilities who are living, working and receiving services in community settings as well as their families and community service providers.

# Informed Choice Process

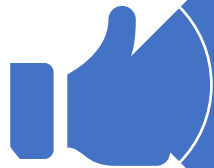
Informed Choice is made after person has been provided with information about options for integrated settings and engaged in person-centered planning.

The Informed Choice Referral process is designed to not delay discharges, but ensures appropriate referrals are made to department case managers who will explain home and community-based service options to individuals either before or shortly after discharge.

# Medicaid Informed Choice Referrals



# The Interview with Target Population Members



The assigned case manager will complete the informed choice process using a person-centered planning process.



The case manager will contact the individual and/or legal representative/guardian as soon as possible. No later than 5 working days from the date of referral.



Priority should be given to patients discharging from the hospital.

- Best practice is to follow up with the hospital daily and no later than 2 working days of the Informed Choice Referral.

# Communicating with Hospitals and Nursing Facilities

- **CHAPTER 75-02-02.4**
- **A public or private entity may not require target population members and their guardians or legal representatives to consent to the referral or sign a release of information before a referral is made.**
- **The administrative rule allows for the department to communicate with the entity who completed the LOC screening, to providing information on long-term services and supports, without a release of information.**
- **The In-reach worker may need to follow up with the screening facility to gather information to complete the in-reach visit.**

# Communicating with Hospitals and Nursing Facilities

- **CHAPTER 75-02-02.4**
- [Nursing Facilities and Hospitals] will afford case managers full access to target population members who are residing in or currently admitted to their facility to complete the informed choice process.
- **75-02-02.4-06. Disclosure.**
- Public and private entities may disclose target population members' individually identifiable health information to the department or its contractors for referral purposes and the disclosure is a disclosure for treatment, including the provision, coordination, and management of health care.



# Informed Choice Flyer

- The brochure ***“Informed Choice Referrals for Medicaid Recipients Referred for Nursing Facility Level of Care”*** provides individuals with an overview and comparison of Long-Term Services and Support programs paid through Medicaid and available in North Dakota.



## Benefits of Community Living *The Choice is Yours*

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### Many Services Can Help You Live at Home and in the Community Longer

#### Where are Services Provided?

Services can be provided in your home or in an apartment-like setting.

#### What In-Home AND Community Services are Available?

- Case Management
- Housecleaning, laundry, or meal preparation (Homemaker Services)
- Help with bathing, dressing, etc. (Personal Care Services)
- Emergency Response Service
- Non-Medical Transportation
- Opportunities for family caregivers to take a break and time for themselves (Respite Care)
- Family as your paid caregiver (Family Home Care)
- Home-Delivered Meals
- Daily supportive services for community living (Residential Habilitation)
- Companionship to prevent isolation and promote community involvement
- Hands-on care and training for medical needs (Extended Personal Care/Nurse Education)

### Explore Benefits of Community Living

Remaining in your home and community may be an option for you. Community Living may provide you with the following:

- Choose who you live with
- Make independent life choices
- Choose your services
- Choose who provides care, including family members, friends or other individuals
- Have privacy in your home
- Access the community
- Choose when family and friends visit
- Stay connected to your cultural/spiritual community
- Set your schedule
- Come and go as you please
- Choose to work and/or volunteer in the community
- Choose your medical provider
- Have pets in your home
- Remain in familiar surroundings
- Enjoy public events

Receiving services at home may include coordination with other community programs such as: home health care, family caregiver support, peer support, assistance transitioning back to your home, housing assistance, medication assistance, assistive technology and support groups.

**ND ADRL** AGING & DISABILITY  
RESOURCE LINK

#### Get Help Finding Services:

Aging and Disability Resource Link (ADRL) Centralized Intake  
855.462.5465 • ND 711 (TTY) | Email: carechoice@nd.gov  
<https://carechoice.nd.assistguide.net>

# Informed Choice Flyer

- The brochure *“Informed Choice Referrals for Medicaid Recipients Referred for Nursing Facility Level of Care”* provides individuals with an overview and comparison of Long-Term Services and Support programs paid through Medicaid and available in North Dakota.

Nursing Home Care	PACE Senior Care Services	In-Home and Community Services (HCBS)
		
<b>Where are Services Provided?</b>	<b>Where are Services Provided?</b>	<b>Where are Services Provided?</b>
<ul style="list-style-type: none"><li>• Skilled nursing facilities (nursing homes)</li></ul>	<ul style="list-style-type: none"><li>• Home</li><li>• Adult foster care home</li><li>• Adult residential care</li><li>• Nursing home</li><li>• Must live in Bismarck, Dickinson, Fargo or Minot</li></ul>	<ul style="list-style-type: none"><li>• In your home/family home</li><li>• Adult foster care home</li><li>• Agency adult foster care</li><li>• Specialized homes providing care for memory impairment and traumatic brain injuries</li></ul>
<b>Eligibility</b>	<b>Eligibility</b>	<b>Eligibility</b>
<ul style="list-style-type: none"><li>• Medicaid eligible, and</li><li>• Based on an assessment individual requires extra assistance with their personal care needs. This is typically referred to as “nursing facility level of care”</li></ul>	<ul style="list-style-type: none"><li>• Medicaid eligible,</li><li>• Based on an assessment that you need extra support to live in the community. This is typically referred to as “nursing facility level of care,”</li><li>• Only available in some regions of the state, and</li><li>• 55 years or older</li></ul>	<ul style="list-style-type: none"><li>• Is based on income and assets</li><li>• Need some assistance with self care to live independently in the community. Help needed may vary from a little to 24-hour care</li><li>• 18 years old and older</li></ul>
<b>What Services are Provided?</b>	<b>What Services are Provided?</b>	<b>What Services are Provided?</b>
<ul style="list-style-type: none"><li>• Medical coordination</li><li>• 24-hour skilled nursing care</li><li>• 24-hour supervision</li><li>• On-site occupational therapy, physical therapy and speech services</li><li>• Congregate meals</li><li>• Social and recreational opportunities</li><li>• Medical transportation</li><li>• Room and board included</li></ul>	<ul style="list-style-type: none"><li>• Care and services coordinated by a team</li><li>• 24-hour emergency helpline</li><li>• Medical care, nursing, personal care services, occupational therapy, physical therapy and speech therapy</li><li>• Home delivered meals or congregate dining</li><li>• Social and recreational opportunities at day center</li><li>• Medical transportation</li></ul>	<ul style="list-style-type: none"><li>• Care and services coordinated through case management</li><li>• Up to 24-hours of care or supervision based on need</li><li>• Assistance in your home with bathing, dressing, housekeeping, laundry, preparing meals, respite care, etc.</li><li>• Choice of care provider including family or others</li><li>• Coordination of services with other community providers such as home health or other skilled therapy providers</li><li>• Home delivered meals or meal prepared by provider</li><li>• Individualized social and recreational opportunities</li><li>• Medical transportation based on need and availability</li></ul>
		March 2021
<p>855.462.5465 • ND 711 (TTY) Email: <a href="mailto:carechoice@nd.gov">carechoice@nd.gov</a> <a href="https://carechoice.nd.asstsguide.net">https://carechoice.nd.asstsguide.net</a></p>		

# Informed Choice Information

## Benefits of In-Home & Community Living

-  Choose who you live with
-  Make independent life choices
-  Choose your services
-  Choose who provides care, including family members, friends or other individuals
-  Have privacy in your home
-  Access the community
-  Choose when family and friends visit
-  Stay connected to your cultural/spiritual community
-  Set your schedule
-  Come and go as you please
-  Choose to work and/or volunteer in the community
-  Choose your medical provider
-  Have pets in your home
-  Remain in familiar surroundings
-  Enjoy public events

### Notes:

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## About Us

The Aging and Disability Resource Link (ADRL), administered by the ND DHS Aging Services Division, connects people to services at home and in their communities to help them maintain or improve their quality of life.



**ND ADRL** AGING & DISABILITY  
RESOURCE LINK

## Contact Us

**1.855.462.5465**

Email: [carechoice@nd.gov](mailto:carechoice@nd.gov)  
<https://carechoice.nd.assistguide.net>

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## Know Your Care Choices

*Informed Choice Referrals  
for Medicaid Members  
Referred for Nursing Facility  
Level of Care*

# Informed Choice Information

Know Your Care Options. Choose What's Right For You.

## Nursing Home Care

Skilled nursing services are provided 24 hours a day. Room and board is paid by Medicaid.

### Nursing homes provide:

- Room and board
- Monitoring of medications
- Help with bathing, dressing, transferring (personal cares)
- 24-hour emergency care
- Supervision
- Social and recreational activities
- Skilled therapies such as physical therapy, occupational therapy, speech therapy
- Coordination of medical care and transportation to appointments

### Check with the hospital discharge team or nursing home of your choice.

List of nursing home facilities in North Dakota:  
<https://bitly/3rsngar>



## PACE Senior Care Services

The Program of All-inclusive Care for the Elderly (PACE) provides person-centered and coordinated care for older adults with significant support needs living in the community.

Services include preventive and primary healthcare, and short-term and long-term care services. For most people, the program allows them to continue living at home while receiving services.

### Who qualifies?

- People at least 55 years old,
- Who need personal care services similar to residents of skilled nursing facilities,
- Live within a PACE service area, and
- Are able to live safely at home at the time of enrollment

### For more information contact the ADRL centralized intake:

Phone: 855.462.5465  
Email: [carechoice@nd.gov](mailto:carechoice@nd.gov)  
<https://carechoice.nd.assistguide.net>

[www.nd.gov/dhs/services/medicalsev/medicaid/pace.html](http://www.nd.gov/dhs/services/medicalsev/medicaid/pace.html)

## In-Home and Community Services (HCBS)

Home and Community-Based Services for individuals who would like to stay in the community or move back into the community from a nursing facility. Support can be provided up to 24 hours a day. In-home and community services may include and are not limited to:

- Help with bathing, dressing, etc. (Personal Care)
- Housecleaning, laundry, or meal preparation (Homemaker Services)
- Opportunities for family caregivers to take a break and time for themselves (Respite Care)
- Care provided in your home by family members (Family Home Care)
- Home-delivered meals
- Training by a nurse on care tasks
- Medical related care provided by a trained caregiver
- Non-medical transportation

HCBS can be coordinated with other community services such as home health, skilled therapies, assistive equipment for your home, and help moving back to the community from a nursing home.

### Services provided at home are person-centered and based on:

- Individual needs
- Choice of services
- Choice of who provides care
- Maintaining as much independence as possible

### Who qualifies?

- People who meet functional and financial criteria

### Learn more, contact the ADRL centralized intake:

Phone: 855.462.5465  
Email: [carechoice@nd.gov](mailto:carechoice@nd.gov)  
<https://carechoice.nd.assistguide.net>

A blue 3D character is shown in a state of struggle, attempting to build a wall with grey bricks. The character is positioned in the center-right of the frame, with its arms raised and one leg bent as if pushing or pulling a brick. The wall is partially constructed, with several bricks missing or being placed. The background is a solid blue color. A large, semi-transparent white circle is overlaid on the left side of the image, containing the title and a list of bullet points.

# Identifying Barriers and Gaps in Services

- Housing Challenges
- Care Provider Needs
- Lack of Formal and Natural Supports



# Informed Choice

Ensures individuals know their long-term services and support (LTSS) options.

Provides essential information for improving access and delivery of long-term services and supports.

Addresses identified barriers through person-centered planning.

**ND ADRL** AGING & DISABILITY  
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# Accessing Services & Supports

**To find out more about any  
program or to enroll as a provider**