

DATE: March 4, 2016

OPERATIONS MEMORANDUM #16-03-02

SUBJECT: Balancing Incentive Program (BIP)

TO: Executive Directors

FROM: Inez Titus
Director
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PURPOSE

To provide information regarding the implementation of BIP, and the changes in processing related to COMPASS and eCIS.

BACKGROUND

BIP provided federal financial incentives to states to better assist clients who require home and community-based services (HCBS) and increase access to non-institutional long-term services and supports (LTSS). BIP helped states transform their long-term care systems by establishing “No Wrong Door” options for people to obtain information on available services. BIP will also create a streamlined application process where the functional and financial assessments can be evaluated concurrently because both the County Assistance Office (CAO) and the functional assessor will receive the application information at the same time. This will allow the Department of Human Services (DHS) to provide clients with the services they require in a much more efficient and timely manner.

HCBS enrollment, disenrollment, or changes currently require a HCBS Eligibility/Ineligibility/Change form (PA 1768) to be provided by the functional eligibility assessor via mail, fax, or email. Currently, COMPASS allows for the application and renewal of the Consolidated Waiver, Person/Family Directed Support Waiver, and Long Term Living services.

DISCUSSION

BIP will allow the functional eligibility assessor to electronically send the PA 1768 to eCIS, which will warrant better tracking of these forms and expedite processing. BIP will allow users to apply for most Office of Long-Term Living (OLTL) Waivers, and process renewals for waivers and LTC programs using COMPASS. COMPASS will

also add a referral service for clients who are interested in waiver services to provide their information and to be contacted by the appropriate program office.

CAOs may receive questions regarding this new program, and are to assist the client with their needs, following the “No Wrong Door” policy. If a client contacts the CAO requesting information regarding waiver services, the CAO will provide any information available for the program in which the client is interested and the appropriate program office contact information about which the client is inquiring found in the attached [“Program Office Contact Information”](#) list. If the client is unsure about what services or supports they may need, provide the phone number for the PA Link Call Center (1-800-753-8827). The CAO will also refer the client to the information referral tool (IRT) in order to answer a series of questions that will provide the client with information regarding the program that best fits the client’s needs based upon the answers provided. The IRT can be found at <http://www.dhs.pa.gov/irt>. If the client is interested in applying for benefits, the CAO may refer the client to COMPASS to complete an application or referral to the appropriate program office. The new process will be effective March 14, 2016.

COMPASS:

- Referral Module
 - Clients will have the ability to submit a referral for Autism, Early Intervention, and Intellectual Disability Services via the “Do I Qualify?” section of COMPASS.
 - Clients will only have the option to submit a referral for Autism, Early Intervention, and Intellectual Disability Services. These services cannot be applied for through COMPASS.
 - A referral is informational only and is sent to the appropriate program office.
 - A referral is not an actual application. When the client submits the referral, they will have the option to continue to COMPASS to apply for all other programs that are available.
 - Waiver programs in the referral section of COMPASS will display dynamically by the applicants age, so that the client can only submit a referral for waivers for which they potentially qualify.

- New Application for Benefits
 - The following OLTL waiver programs will now have the ability to submit a full application for HCBS services:
 - Aging
 - Attendant Care
 - COMMCARE
 - Independence
 - OBRA

- OLTL Waivers will be displayed as “Long Term Living Services – Home and Community Based” on COMPASS. The functional assessor will determine which specific program the client will be enrolled in.
 - The COMPASS application questions have been updated to reflect the most recent PA 600L revision dated 05/15.
 - The additional PA 600L questions on COMPASS will import to their respective fields in Case Processing, except for Transferred Resources.
 - Transferred Resources should be reviewed by the worker and entered manually on the LTL Asset Transfer screen in Case Processing.
 - When an application is submitted through COMPASS it is simultaneously sent to the CAO to start the financial assessment and to the functional assessor to start the functional assessment.
- Renewal
 - All HCBS and LTC programs that were previously unavailable for COMPASS renewal will be able to be renewed through COMPASS.
 - The CAO (Clerical Staff) will need to import the renewal by selecting “Renew” on the Web Application Details page in AP (CAPWAD). This will notify the worker, on their dashboard, that they have a COMPASS renewal that needs to be processed. The notification will link to the COMPASS renewal in imaging.
 - HCBS renewals will not import information into eCIS and must be entered manually.
 - LTC renewals will continue to import information into eCIS, and must be reviewed for accuracy.
- Text Changes
 - “Sold Property” text was changed to “Transferred Resource” to match the PA 600L.
 - Sold Property (now Transferred Resource) questions have been updated to state “Has anyone given away, sold or transferred any resources such as: a home, land, personal property, life insurance policies, annuities, bank account, certificate of deposit, stocks, IRA, bonds, or a right to income within the past 60 months?”
 - Long Term Living Services will now be named “Long Term Living Services – Nursing Home and Related Facilities”. This will indicate a LTC application.
 - All HCBS services that can be applied for will now be grouped into one collection named “Long Term Living Services – Home and Community Based”.
 - All instances of the term “mental retardation” or “mentally retarded” have been replaced with “intellectual disability” or “intellectually disabled”.

eCIS:

- PA 1768
 - The functional eligibility assessor will have the ability to send an electronic version of their assessment to eCIS if the client is currently open for Medical Assistance (MA) benefits or has a pending MA application.
 - The electronic PA 1768 (e1768) will appear in imaging associated with the client requesting waiver services, and will be a PDF version of the paper PA 1768.
 - The e1768 will inform the worker of all the information that the current paper PA 1768 provides.
 - CAOs are to use the standard 30 day application time frame to evaluate financial eligibility. If all verifications except the PA 1768 are provided, the CAO will hold the application for an additional 15 days because the delay is due to a third party. If the PA 1768 is not received by day 45, the CAO will reject waiver services and review for straight MA benefits.
 - The COMPASS electronic transmission date is the MA application date. If retroactive MA is requested the CAO will review eligibility for retroactive MA as far back as the first day of the third calendar month prior to the application date.
 - The CAO will enter the service begin date listed on the PA 1768 as the waiver start date on the waiver screen. If a service begin date is not listed then the assessment date is the waiver start date, if the client is found functionally eligible for services.

- A new alert will be created labeled '**HCBS**'.
 - This alert will be generated when the e1768 is received in eCIS.
 - This alert has a high priority and should be acted upon by the due date which is 5 days.
 - The alert description will read "(Worker) Take Action: View PA 1768".
 - This alert is worker cleared.
 - The alert description will be a direct link to the e1768 located in imaging. It will also be accessible directly through imaging.

- Notification to functional eligibility assessor
 - Once the information listed on the e1768 has been acted upon, eCIS will inform the functional eligibility assessor a review has been completed via an alert to the assessor's system, and inform them to expect a notice.
 - The CAO must enter the functional eligibility assessor on the provider screen in eCIS, so that the assessor will receive a copy of the eligibility or change notice.

- Renewals
 - Scheduled renewals will now be sent out using the 05/15 version of the PA 600L, which is the most recent revision.

- The PA 4 will now be listed as an optional form when scheduling renewals.
 - The voter registration form is no longer required because the 05/15 version of the PA 600L has that information integrated into it.
- If the client is not currently receiving or applying for MA benefits, the current process will remain.

NEXT STEPS

1. Share and review this information with appropriate staff.
2. Please contact your Area Manager if you have questions regarding this Operations Memorandum.

ATTACHMENTS

[Program Office Contact Information](#)