



# Florida Medicaid

## **DEVELOPMENTAL DISABILITIES INDIVIDUAL BUDGETING WAIVER SERVICES COVERAGE AND LIMITATIONS HANDBOOK**

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Agency for Health Care Administration  
September 2021



**DEVELOPMENTAL DISABILITIES  
INDIVIDUAL BUDGETING WAIVER SERVICES  
COVERAGE AND LIMITATIONS HANDBOOK  
UPDATE LOG**

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**How to Use the Update Log**

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**Introduction**

The update log provides a history of the handbook updates. Each Florida Medicaid handbook contains an update log.

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**Obtaining the Handbook Update**

When a handbook is updated, the Medicaid provider will be notified. The notification instructs the provider to obtain the updated handbook from the Agency for Health Care Administration's Web site at <http://ahca.myflorida.com/Medicaid/review/index.shtml>.

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**Explanation of the Update Log**

Providers can use the update log below to determine if updates to the handbook have been received.

**Update** describes the change that was made.

**Effective Date** is the date that the update is effective.

<b>UPDATE</b>	<b>EFFECTIVE DATE</b>
New Handbook	September 2015
Revised Handbook	July 2017
Revised Handbook	June 2018
Revised Handbook	September 2020
Revised Handbook	September 2021

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**DEVELOPMENTAL DISABILITIES  
INDIVIDUAL BUDGETING WAIVER SERVICES  
COVERAGE AND LIMITATIONS HANDBOOK  
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## INTRODUCTION TO THE HANDBOOK

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### Overview

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### Introduction

This chapter outlines the three types of Florida Medicaid policy handbooks that all enrolled providers must comply with in order to obtain reimbursement. This chapter also describes the format used for the handbooks and instructs the reader how to use the handbooks.

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### Background

There are three types of Florida Medicaid handbooks:

- Provider General Handbook describes the Florida Medicaid program.
- Coverage and limitations handbooks explain covered services, their limits, who is eligible to receive them, and any corresponding fee schedules. Fee schedules can be incorporated within the handbook or separately.
- Reimbursement handbooks describe how to complete and file claims for reimbursement from Medicaid.

The current Florida Medicaid provider handbooks are posted on the Agency for Health Care Administration's Web site at <http://ahca.myflorida.com/Medicaid/review/index.shtml>.

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### Federal and State Authority

The following federal and state laws govern Florida Medicaid:

- Title XIX of the Social Security Act
  - Title 42 of the Code of Federal Regulations
  - Chapter 409, Florida Statutes
  - Rule Division 59G, Florida Administrative Code
- 

### In This Chapter

This chapter contains:

TOPIC	PAGE
Overview	i
Handbook Use	ii
Characteristics of the Handbook	iii
Handbook Updates	iv

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**Handbook Use**

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**Purpose**

The purpose of the Medicaid handbooks is to educate the Medicaid provider about policies and procedures needed to receive reimbursement for covered services provided to eligible Florida Medicaid recipients.

The handbooks provide descriptions and instructions on how and when to complete forms, letters, or other documentation.

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**Provider**

Term used to describe any entity, facility, person, or group who is enrolled in the Medicaid program and provides services to Medicaid recipients and bills Medicaid for services.

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**Recipient**

Term used to describe an individual enrolled in Florida Medicaid to receive service.

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**Provider  
General  
Handbook**

Information that applies to all providers regarding the Florida Medicaid program, recipient eligibility, provider enrollment, fraud and abuse policy, and important resources are included in the Florida Medicaid Provider General Handbook.

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**Coverage and  
Limitations  
Handbook**

Each coverage and limitations handbook is named for the service it describes. A provider who renders more than one type of Medicaid service will have more than one coverage and limitations handbook with which they must comply.

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**Reimbursement  
Handbook**

Most reimbursement handbooks are named for the type of claim form submitted.

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## Characteristics of the Handbook

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<b>Format</b>	The format of the handbook represents a reader-friendly way of displaying material.
<b>Label</b>	Labels are located in the left margin of each information block. They identify the content of the block in order to help scanning and locating information quickly.
<b>Information Block</b>	<p>Information blocks replace the traditional paragraph and may consist of one or more paragraphs about a portion of the subject. Blocks are separated by horizontal lines.</p> <p>Each block is identified or named with a label.</p>
<b>Chapter Topics</b>	Each chapter contains a list of topics on the first page, which serves as a table of contents for the chapter, listing the subjects and the page number where the subject can be found.
<b>Note</b>	Note is used to refer the reader to other important documents or policies contained outside of this handbook.
<b>Page Numbers</b>	Pages are numbered consecutively within each chapter throughout the handbook. The chapter number appears as the first digit before the page number at the bottom of each page.
<b>White Space</b>	The "white space" found throughout a handbook enhances readability and allows space for writing notes.

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## Handbook Updates

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### Update Log

The first page of each handbook will contain the update log.

Every update will contain a new updated log page with the most recent update information added to the log. The provider can use the update log to determine if all updates to the current handbook have been received.

Each update will be designated by an “Update” and “Effective Date.”

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### Handbook Update Classifications

The Medicaid handbooks will be updated as needed. Updates are classified as either a:

- Replacement Handbook – Major revisions resulting in a rewrite of the existing handbook, without any underlines and strikethroughs throughout the rulemaking process.
  - Revised Handbook – Minor revisions resulting in modification of the existing handbook identified during the rulemaking process by underlines and strikethroughs.
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### Handbook Effective Date

The effective date of a handbook is the month and year that will appear on the final published handbook. The provider can check this date to ensure that the material being used is the most current and up to date.

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### Identifying New Information

New information or information moved from one place to another within the handbook will be identified by an underline on draft versions of the handbook during the development and proposed stages of the rulemaking process (e.g., new information).

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### Identifying Deleted Information

Deleted information will be identified by a line through the middle of the selected text on 44 versions of the handbook during the development and proposed stages of the rulemaking process (e.g.,).

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### Final Published Handbook

The adopted and published version of the handbook will not have underlines (indicating insertions) and text with strikethroughs (indicating deletions).

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## **CHAPTER 1**

### **QUALIFICATIONS AND ENROLLMENT**

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#### **Overview**

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#### **Introduction**

This chapter describes Florida Medicaid’s Developmental Disabilities Individual Budgeting (iBudget) Waiver services, the specific authority regulating these services, and provider qualifications and enrollment.

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#### **Legal Authority**

Home and community-based services (HCBS) waivers are authorized under section 1915(c) of the Social Security Act and governed by Title 42, Code of Federal Regulations (CFR), Parts 440 and 441.

Section 409.906, Florida Statutes (F.S.), and Rule 59G-13.070, Florida Administrative Code (F.A.C.), authorize the application for the Florida Medicaid Developmental Disabilities Individual Budgeting Waiver. The iBudget Waiver is referenced in Chapter 393, F.S., and the Agency for Person’s with Disabilities’ Rule 65G-4.0210, F.A.C.

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#### **In This Chapter**

This chapter contains:

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#### **Purpose**

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#### **Introduction**

The iBudget Waiver provides home and community-based supports and services to eligible persons with developmental disabilities living at home or in a home-like setting. The iBudget Waiver program is funded by both federal and matching state dollars.

Individuals enrolled in the iBudget Waiver should receive services that enable them to:

- Have a safe place to live.
  - Have a meaningful day activity.
  - Receive medically necessary medical and dental services.
  - Receive medically necessary supplies and equipment.
  - Receive transportation required to access necessary waiver services.
-

**Purpose**, continued

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**Introduction**,  
continued

This waiver reflects use of an individual budgeting approach and enhanced opportunities for self-determination. The purpose of this waiver is to:

- Promote and maintain the health and welfare of eligible individuals with developmental disabilities.
- Provide medically necessary supports and services to delay or prevent institutionalization.
- Foster the principles of self-determination as a foundation for services and supports.

Providing an array of services, from which eligible recipients can choose, allows them to live as independently as possible in their own home or in the community and achieve productive lives. Eligible recipients can choose between the iBudget Waiver or an intermediate care facility for individuals with intellectual disabilities (ICF/IID).

The iBudget Waiver enhances each recipient's opportunity for participant direction by providing greater choice among services within the limits of an individual budget. To facilitate this, similar services are grouped in service families.

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**Medicaid  
Provider  
Handbooks**

This handbook must be used in conjunction with the Florida Medicaid Provider Reimbursement Handbook, CMS-1500 which contains information about specific procedures for submitting claims for payment, and the Florida Medicaid Provider General Handbook, which describes the Florida Medicaid program.

Note: Policies are available on the Agency for Health Care Administration's Web site at <http://ahca.myflorida.com/Medicaid/review/index.shtml>. All policies are incorporated by reference in Rule Division 59G, F.A.C.

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**Definitions**

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**Agency**

A business or organization enrolled to provide a waiver service(s) that has two or more employees to carry out the enrolled service(s), including the agency owner. An agency or group provider for rate purposes is a provider that employs staff to perform waiver services. A provider that hires only subcontractors to perform waiver services is not considered to be an agency provider for rate purposes. This definition is not applicable to Waiver Support Coordination Qualified Organizations

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**Agency for  
Health Care  
Administration**

The single state Medicaid agency responsible for the administration of the iBudget Waiver. The Agency for Health Care Administration (AHCA) has final authority on all policies, procedures, rules, regulations, and handbooks pertaining to the waiver.

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**Definitions, continued**

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**Agency for Persons with Disabilities**

The Agency for Persons with Disabilities (APD) is the state agency responsible for the day-to-day operation of the iBudget Waiver.

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**APD iConnect**

APD designates iConnect as the agency's data management system as specified in Florida Statutes, Section 393.066(2). APD iConnect is used to document service provision to APD recipients, and provide a centralized location for key demographic and recipient-related information. This information includes the recipient's address, county of residence, program component, legal representative name and address (if applicable) and type of benefits received. APD iConnect includes the Electronic Visit Verification (EVV) functionality for the delivery of services as described in Rule 65G-12.002, F.A.C. for iBudget waiver recipients. This does not include EVV functionality for recipients enrolled in the CDC+ program.

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**Amount, Duration, Frequency, Intensity, and Scope**

Service components as reflected on a recipient's service authorization and are defined as follows:

- Amount - The total amount of units or dollar amount for which the service authorization is approved.
  - Duration - Length of time for which a service authorization is approved. Located on the service authorization form as the beginning and ending dates.
  - Frequency - Number of times the service is provided in a given time period. Specific limitations to frequency should not be limited to a specific number per month, unless this has been agreed upon by the recipient, the waiver support coordinator (WSC), and the provider, in advance of service authorization.
  - Intensity - The number of units to be provided in a session and can also denote the level (basic, moderate, intensive or 1:1, 1:2, 1:6-10, or standard, moderate, intensive).
  - Scope - The service and any limitations to, or instructions for, activities to be provided.
- 

**Annual Report**

A report of the supports and services received by a recipient throughout the year, a description of progress toward meeting individually determined goals, and any pertinent information about significant events that occurred in the recipient's life during the previous year.

The provider shall complete the annual report and make it available to the WSC 60 days prior to the support plan's effective date (or 10 months past the effective date of the current support plan) to allow time for the WSC to include any pertinent information in the support plan. The third quarterly summary can serve as the annual report. For those providers completing monthly summaries the ninth monthly summary serves as the annual report. The WSC is responsible for providing this report to the recipient or legal representative. Service specific content for annual reports may be found under the respective service.

**Definitions, continued**

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**Approved Services** Waiver services that are approved by APD for a specific recipient and identified on the recipient's approved cost plan.

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**Behavior Analysis Services Plan** The implementation plan for behavior analysis services.

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**Budget Allocation** The waiver funding approved for a recipient to expend on medically necessary iBudget Waiver services during the dates of service on the approved cost plan.

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**Case Review** A regularly scheduled review of recipient progress with the behavior analyst in which graphed data for targeted maladaptive and replacement behaviors or skill acquisition is shared with staff. Case review includes:

- Positive feedback to staff on recipients who have had improvements.
- Identification of targets that are not on track and actions needed to resolve.
- Discussion of any slowing progress and identification of strategies to address progress.
- Discussion of recent reactive strategies and a plan for how the intervention might be avoided or improved upon in the future.

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**Central Record**

- A file, or a series of continuation files, based on the Medicaid waiver recipient's records, in paper or electronic format, kept by the WSC in which the following documentation must be recorded, stored, and made available for review: Recipient demographic data (including emergency contact information, parental or legal representative contact information, releases of information, and results of assessments, eligibility determination, evaluations, as well as medical and medication information)
- Legal documents (such as medical powers of attorney, healthcare surrogate, guardianship or guardian advocacy papers, and court orders)
- Service delivery information (including the original, or a copy of, the waiver eligibility determination, the current support plan, cost plan or written authorization of services, and implementation plans, as required)

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**Community Integrated Settings** Local community settings, resources, and locations that facilitate direct personal interaction between persons with and without disabilities.

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**Community Supports** Resources available to all community members.

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**Cost Beneficial** The best value for goods or services received in relation to the money spent.

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**Definitions**, continued

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**Cost Plan** The document or electronic record that lists all approved waiver services for a recipient and the maximum cost of each waiver service. Changes to the cost plan can be made throughout the year at the request of the recipient or their legal representative.

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**Cost Plan Year** The cost plan year spans the state fiscal year, which begins July 1<sup>st</sup> and ends June 30<sup>th</sup>.

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**Daily Attendance Log** A list naming the recipients who received a particular waiver service, the time period (e.g., 8:30 a.m. to 2:30 p.m.), and the dates during the month when the service was provided, including the name of the service provider. For residential habilitation services, the times are not required.

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**Daily Progress Note** A provider's summary of the waiver service delivered on the day and times that the service was delivered documenting of the recipient's progress; steps taken to monitor and document the recipient's health, safety, and welfare and how the provider or intervention addressed the recipient's goal(s). For providers that complete both service logs and daily progress notes, the two can be combined, but must contain all information required for both documents. Service specific content for daily progress notes may be found under the respective service. Electronic signatures are acceptable.

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**Direct Service Provider** A person age 18 years or older who has direct face-to-face contact with a recipient or has access to a recipient's living areas or to a recipient's funds or personal property, as defined in section 393.063, F.S.

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**Employment Stability Plan** This document is also known as the Individualized Plan for Employment and is developed by the Life Skills Development - Level 2 Supported Employment provider. The Employment Stability Plan (ESP) must include the following information: client demographic information, current job information to onsite contact person at the job location, employment level of support needed and the plan for fading of the level of support as appropriate and periodic performance review information, identification of natural supports being used, social security benefits information and work incentives being used, and career interests of the individual for future planning. A model template can be accessed on the APD Web site at [www.apdcares.org](http://www.apdcares.org).

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**Family Home** The primary residence occupied by the recipient and member(s) of the family including parents and siblings, including stepchildren, stepparents, stepsiblings and in-laws.

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**Home Accessibility Assessment** An independent assessment by a professional rehabilitation engineer or other specially trained and certified professional to determine the most cost-beneficial and appropriate accessibility adaptations for a recipient's home.

**Definitions**, continued

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**iConnect  
Electronic Visit  
Verification  
Mobile Site**

APD's designated functionality of APD iConnect under which visits conducted as part of personal care services or home health care services, as they are defined in Chapter 65G-12, F.A.C., are electronically verified.

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**Implementation  
Plan**

A plan developed by the provider with direction from the recipient and includes the name of the recipient receiving services. The implementation plan details the support plan goal(s) that the service will address, the methods employed to assist the recipient in meeting the support plan goal(s), and the system to be used for data collection and assessing the recipient's progress in achieving the support plan goal(s).

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**Individually  
Determined Goal**

The goals a recipient has for their life as reflected in the support plan.

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**Legal  
Representative**

For recipients under the age of 18 years of age, the legal representative or health care surrogate appointed by the Florida court to represent the child or anyone designated by the parent(s) of the child to act in the parent(s)' behalf (e.g., due to military absence).

For recipients age 18 years or older, the legal representative could be the recipient, anyone designated by the recipient through a Power of Attorney or Durable Power of Attorney, a medical proxy under Chapter 765, F.S., or anyone appointed by a Florida court as a guardian or guardian advocate under Chapter 393 or Chapter 744, F.S.

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**Licensed  
Residential  
Facility**

Facilities providing room and board and other services to waiver recipients.

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**Meaningful Day  
Activity**

Choices made by recipients regarding how to use their time in order to gain direction, purpose, and quality in their daily lives is critical to the person's well-being and health. The recipient's choice of meaningful day activities can be based on interests, skills, and talents. Meaningful day activities can involve choices that are not paid for by the waiver, including paid employment, volunteer work, and school. For those services funded by the waiver, the meaningful day activity must directly address identified goals in the recipient's support plan.

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**Medicaid Waiver  
Services  
Agreement**

The contract between APD and providers of waiver services for individuals with developmental disabilities.

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**Definitions**, continued

**Medical  
Necessity/  
Medically  
Necessary**

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In accordance with Rule 59G-1.010, F.A.C., “[T]he medical or allied care, goods, or services furnished or ordered must:

(a) Meet the following conditions:

1. Be necessary to protect life, to prevent significant illness or significant disability, or to alleviate severe pain;
2. Be individualized, specific, and consistent with symptoms or confirmed diagnosis of the illness or injury under treatment, and not in excess of the patient’s needs;
3. Be consistent with generally accepted professional medical standards as determined by the Medicaid program and not experimental or investigational;
4. Be reflective of the level of service that can be safely furnished, and for which no equally effective and more conservative or less costly treatment is available statewide; and
5. Be furnished in a manner not primarily intended for the convenience of the recipient, the recipient’s caretaker, or the provider.”

“(c) The fact that a provider has prescribed, recommended, or approved medical or allied care, goods, or services does not, in itself, make such care, goods or services medically necessary or a medical necessity or a covered service.”

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**Monitoring**

A review, audit, inspection, or investigation of the provider’s administrative and programmatic service delivery systems by AHCA, APD, or their authorized agent(s).

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**Monthly  
Summary**

A written summary by the waiver provider of the services billed during that month, listing the month’s activities, a report of the recipient’s progress toward achieving support plan or service specific goals, and the recipient’s name. The monthly summary is based on daily service logs or daily progress notes required for that service, all of which must be maintained by the provider. For providers doing monthly summaries, the ninth month of the support plan is the annual report for the current support plan period.

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**Natural Supports**

Unpaid supports that are or may be provided voluntarily to the recipient in lieu of waiver services and supports. Any determination of the availability of natural supports includes, but is not limited to consideration of the recipient’s caregiver(s) age, physical and mental health, travel and work or school schedule, responsibility for other dependents, sleep, and ancillary tasks necessary to the health and well-being of the recipient.

**Definitions**, continued

<b>Own Home</b>	A house, apartment, or comparable living space meeting community housing standards, which the recipient chooses, owns or rents, controls, and occupies as a primary place of residence.
<b>Person-Centered Planning</b>	A planning approach based on the recipient's perspective rather than that of a program or resource used to identify the services and supports necessary to meet the recipient's needs involving the recipient and significant people in the recipient's life. The most important goals and outcomes are identified as well as the supports needed to achieve them.
<b>Plan of Remediation</b>	A plan of proposed corrective actions developed by the provider and agreed to by APD that addresses the improvements needed for Medicaid waiver services cited as below standard or non-compliant by APD or AHCA or their authorized agent. Providers may request a reconsideration of any findings from the quality improvement organization (QIO).
<b>Prudent Purchase</b>	A purchase based on a combination of quality and cost, where quality is measured by the ability to meet the recipient's accessibility need and cost is measured as the most reasonable and economical approach necessary to meet that need.
<b>Quarterly Summary</b>	A written summary compiled by the provider of the activities that took place during each quarter, including the recipient's progress toward achieving support plan goals and for the Medicaid waiver services billed during in that quarter. Monthly summaries can replace quarterly summaries. The third quarterly summary is the annual report.
<b>Qualified Organization</b>	An organization that employs four or more support coordinators and meets all specifications in s. 393.0663, F.S.; Rule Chapter 65G-14, F.A.C.; and this handbook. Qualified Organizations render support coordination services to recipients.
<b>Regional Office</b>	The APD local office responsible for managing a specific geographical region.
<b>Relative</b>	A family member, not legally responsible for the care of the recipient. This cannot be the parent of a minor child.

**Definitions**, continued

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**Safety Plan**

A component of the support plan developed in consultation with the behavior analyst for individuals who have a documented history of engaging in sexual aggression, sexual battery or otherwise engaged in nonconsensual sexual behavior with another individual, with or without police involvement, that addresses their unique needs and creates safe environments for everyone and facilitates successful community living. The safety plan should include: a brief summary of historical behavior and any related criminal charges, court order, probationary or registration requirements, and information related to preventing the reoccurrence of offenses. Preventative measures should include triggers and high risk situations for the individual, any known predatory grooming behaviors, any limitations on access to media or community outings, any avoidance behaviors requiring training or prompting, level and type of supervision throughout the day, that is supported by appropriate funding level, and any need for alarms or monitoring devices. If the safety plan impacts an individual's rights, the Local Review Committee must provide oversight.

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**Service Authorization**

An APD document that authorizes the provision of specific waiver services to an individual and includes, at a minimum, the provider's name and the specific amount, duration, scope, frequency, and intensity of the approved service. The service authorization and any modifications to it must be received by the provider prior to service delivery. This includes changes to the authorization as a result of recipients redistributing funds within their existing cost plan. Service authorizations will not be approved retroactively. In limited circumstances, an exception may be made on a case by case basis by the APD regional office to correct an administrative error or to consider a health and safety risk or emergency situations.

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**Service Family**

Categories that group related waiver services together. These include Life Skills Development, Supplies and Equipment, Personal Supports, Residential Services, Support Coordination, Wellness and Therapeutic Supports, Transportation, and Dental Services.

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**Service Log**

A form in paper or electronic format used by a provider to document service delivery that contains the name of the individual providing the service, the recipient receiving the service, the time in and out for the period services were provided, the name of the service, the dates of service provision, summary or list of services provided, and any follow up needed for the recipient's health and safety if applicable. For providers that complete both service logs and daily progress notes, the two can be combined but must contain all information required for both documents. Electronic signatures are acceptable.

---

**Solo Provider**

A solo or independent provider who personally renders waiver services directly to recipients and does not employ others to render waiver services for which the rate is being paid. If the provider incorporates they are still considered a solo provider for rate purposes, unless they hire at least two employees including the owner and meet the definition of agency. Providers of waiver support coordination services cannot be solo providers and must be enrolled with a Qualified Organization.

**Definitions**, continued

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**Subcontractor** A subcontractor is an individual or business that signs a contract to perform part or all of the obligations of another’s contract.

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**Support Plan** An individualized plan of supports and services designed to meet the needs of a recipient enrolled in the waiver.

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**Zero Tolerance** Abuse, neglect, exploitation, or sexual misconduct related to the recipient by a provider of services must result in the review of termination of the provider’s Medicaid Waiver Agreements in addition to any other legal sanctions available. The failure of a provider to report any incident of abuse, neglect, exploitation, or sexual misconduct on behalf of the recipient will also result in the termination review of the provider’s Medicaid and Waiver Agreements. Abuse, neglect, exploitation, or sexual misconduct related to the recipient by an employee of a provider or an employee’s failure to report an incident of abuse, neglect, exploitation, or sexual misconduct can be imputed to the provider and will result in termination review of the provider’s Medicaid and Waiver Agreements. Considerations shall include the following in the review of whether to pursue disciplinary action in response to verified findings by the Department of Children and Families of abuse, neglect, or exploitation involving the providers:

- Provider’s corrective action plan and other actions taken to safeguard the health, safety, and welfare of recipients upon discovery of the violation.
  - Whether the provider properly trained and screened, in compliance with section 393.0655, F.S., the staff member(s) responsible for the violation.
  - Whether, upon discovery, the provider immediately reported any allegations or suspicions of abuse, neglect, or exploitation to both the Florida Abuse Hotline as well as APD.
  - Whether the provider fully cooperated with all investigations of the violation.
  - Whether the provider took immediate and appropriate actions necessary to safeguard the health, safety and welfare of recipients during and after any investigations.
  - Whether the occurrence is a repeat violation and the nature of such violation.
  - The specific facts and circumstances before, during, and after the violation.
  - Mandatory Reporting Requirements: Any person who knows, or has reasonable cause to suspect, that a person with a developmental disability is being abused, neglected, or exploited by a relative, caregiver, or household member is required to report such knowledge or suspicion to the Florida Abuse Hotline, which is a nationwide, toll-free telephone number, at 1-800-96-ABUSE (1-800-962-2873), TDD access is gained by dialing 1-800-453-5145. Failure to report known or suspected cases of abuse, neglect, or exploitation is a criminal offense. In addition, service providers who fail to report known or suspected cases of abuse, neglect, exploitation, or sexual misconduct will be subject to termination of their waiver enrollment status. Criminal and administrative penalties will also be pursued.
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**Definitions**, continued

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**Zero Tolerance**,  
continued

- **The Sexual Misconduct Law:** Sexual activity between a direct service provider or employee and a person with a developmental disability (to whom services are being rendered) is not only unethical but can also be a crime, regardless of whether consent was first obtained from the victim. Pursuant to section 393.135, F.S., the term “sexual misconduct” refers to any sexual activity between a covered person (such as a direct service provider) and an individual to whom that covered person renders services, care, or support on behalf of the agency or its providers, or between a covered person and another recipient who lives in the same home as the individual to whom a covered person is rendering the services, care, or support, regardless of the consent of the recipient. The crime of sexual misconduct is punishable as a second degree felony.
- **Recipient-on-Recipient Sexual Abuse:** Known or suspected sexual abuse between two individuals with developmental disabilities must also be reported immediately to the Florida Abuse Hotline at 1-800-96-ABUSE (1-800-962-2873). An investigation will occur in order to determine whether or not the sexual abuse was the result of inadequate supervision or neglect on the part of a service provider or caregiver. The incident must also be reported immediately to the APD regional office to ensure the continued health and safety of the individuals involved.
- **Reporting Abuse, Neglect, Exploitation, or Sexual Misconduct:** Direct service providers or staff of a provider who know or suspect that a person with a developmental disability is being abused, neglected, or exploited by a relative, caregiver, or household member; or is the victim of sexual misconduct, should do all of the following immediately:
  - Call the Florida Abuse Hotline, which is a nationwide, toll-free telephone number, at 1-800-96-ABUSE (1-800-962-2873), TDD access is gained by dialing 1-800-453-5145
  - Notify their supervisor (if employed by an agency)
  - Notify the APD regional office
  - For situations in which the life of a person with a developmental disability is in immediate danger due to abuse, neglect, or exploitation, direct service providers or staff of a provider should call 911 before calling anyone else

Provider agencies cannot require their employees to first report such information to them before permitting their employees to call the Florida Abuse Hotline or 911. Any person who knowingly and willfully fails to report a case of known or suspected abuse, neglect, or exploitation of a vulnerable adult or prevents another person from doing so is guilty of a misdemeanor of the second degree and any person who fails to report known or suspected child abuse, abandonment, or neglect or who knowingly and willfully prevents another person from doing so is guilty of a felony of the third degree, punishable as provided in sections 775.082, 775.083, or 775.084, F.S.

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## Qualifications

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### Agency or Group Provider

All employees of an agency or group provider must meet the qualifications and requirements specified in the provider's agreement and those specified for enrolled service(s). The provider must maintain personnel files documenting qualifications of all employees and their background screening results. Agencies may have subcontractors, but must retain the required employees to maintain agency status.

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### Architects

Architects must be licensed in accordance with Chapter 481, F.S., and must have at least one year of experience in environmental adaptation assessment and remodeling or be Rehabilitation Engineering and Assistive Technology Society of North America (RESNA) certified.

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### Behavior Analysis

Behavior analysis providers must have licensure or certification on active status at the time services are provided. Levels have been established based on specific credentials and years of experience that also indicate fee variation. Providers of this service must have at least one of the following credentials:

- Level 1 - Board certified behavior analyst, master's or doctoral level, or a person licensed under Chapter 490 or 491, F.S., (psychologist, school psychologist, clinical social worker, marriage and family therapist, or mental health counselor) with evidence of work samples and work history of more than three years of experience in the application of applied behavior analysis procedures to persons with exceptional needs, post-certification, or licensure.
- Level 2 - Board certified behavior analyst, master's or doctoral level, Florida certified behavior analyst with a master's degree or higher, or a person licensed under Chapter 490 or Chapter 491, F.S., (psychologist, school psychologist, clinical social worker, marriage and family therapist, or mental health counselor) with evidence based on work samples and work history of at least one year supervised experience in the application of applied behavior analysis procedures to persons with exceptional needs. Board certified behavior analysts have met the year of supervision requirement as part of becoming certified.
- Level 3 - Florida certified behavior analyst with a bachelor's degree, associate's degree, or high school diploma, or board-certified assistant behavior analyst. Level 3 providers are required to show evidence of at least one hour per month of supervision from a professional who meets the requirements of a Level 1 or Level 2 board certified behavior analyst.

Diplomas or degrees earned in other countries must be accompanied by authentication documentation that the degree is equivalent to the educational requirements for the position.

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**Qualifications**, continued

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**Behavior Assistant**

Behavior assistant providers must be age 18 years or older, have a high school or general education diploma (GED), and have at least:

- Two years of experience providing direct services to recipients with developmental disabilities, or one of the following:
  - At least 120 hours of direct services to recipients with complex behavior problems, as defined in APD's Rule 65G-4.010(3)(b), F.A.C.
  - Ninety classroom hours of instruction in applied behavior analysis from non-university, non-college classes or university and college courses. The 90 classroom hours of instruction will count as meeting the requirements of the 20 contact hours.
- Twenty contact hours of instruction in a curriculum meeting the requirements specified by the APD state office and approved by the APD designated behavior analyst. Instruction must be provided by a person meeting the qualifications of any category of behavior analysis provider as described in this handbook. For initial certification, role play, videotaped feedback, or instructional videos demonstrating the skills being taught, must be included.
  - As proof of instruction, the provider must have either a certificate of completion or a college or university transcript and a course content description, verifying the applicant successfully completed the required instruction.
- Certification by the Behavior Analyst Certification Board (BACB) as a Registered Behavior Technician™ (RBT™) may substitute for the requirements above.
- Training in an APD approved emergency procedure curriculum consistent with APD's Rule 65G-8.002, F.A.C., where providers work with recipients with significant behavioral challenges.

Annually, eligibility to continue providing behavior assistant services can be maintained through receipt of at least eight hours of in-service training offered through instruction in applied behavior analysis and related topics. Content or curricula for basic training and providers of training will be approved by the regional behavior analyst within each region.

All behavior assistant services provided must be authorized in a behavior assistant plan contained within the behavioral analysis service plan developed by the supervising behavior analyst or provider licensed under Chapter 490 or Chapter 491, F.S., reviewed and approved by the regional behavior analyst or designee.

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**Carpenters**

Carpenters and other vendors must hold local occupational licenses or permits, in accordance with Chapter 205, F.S.

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**Qualifications**, continued

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**Consumable  
Medical Supplies**

Home health agencies and durable medical equipment (DME) companies must provide a bond, letter of credit, or other collateral at the time of application, unless the agency has been a Medicaid enrolled provider for at least one year prior to the date it applies to become a waiver provider and has had no sanctions imposed by Medicaid or any regulatory body.

Medical supply companies and durable medical equipment suppliers must hold local occupational licenses or permits, in accordance with Chapter 205, F.S., and must be currently licensed in accordance with Chapter 400, Part VII, F.S.

Independent vendors can also provide these services.

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**Contractors and  
Electricians**

Contractors and electricians must be licensed in accordance with Chapter 489, F.S.

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**Dental**

Providers of adult dental services must be dentists licensed in accordance with Chapter 466, F.S.

Unlicensed dental interns and dental students of university-based dental programs can provide services under the general supervision of a licensed dentist, but cannot act as a treating provider or bill the Medicaid waiver for covered services.

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**Dietitian  
Services**

Providers of dietitian services must be licensed dietitians or nutritionists in accordance with Chapter 468, Part X, F.S.

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**Durable Medical  
Equipment**

In accordance with 42 CFR Part 440.70, providers of DME must be in compliance with all applicable laws relating to qualifications or licensure. In accordance with Chapter 205, F.S., independent vendors, assistive technology suppliers and assistive technology practitioners certified by RESNA can also provide these services.

Medical supply companies and durable medical equipment suppliers must hold local occupational licenses or permits, in accordance with Chapter 205, F.S., and be currently licensed in accordance with Chapter 400, Part VII, F.S.

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**Engineers**

Engineers must be licensed in accordance with Chapter 471, F.S., and have one year of experience in environmental adaptation assessment and remodeling or be RESNA certified.

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**Qualifications**, continued

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**Environmental  
Accessibility  
Adaptations**

Any enrolled environmental accessibility adaptations (EAA) provider who provides construction work must present a qualified business number, as required in section 489.119, F.S.

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**Home Health and  
Hospice**

Home health and hospices must be licensed in accordance with Chapter 400, Parts III and IV, F.S.

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**Hospitals**

Hospitals must be licensed in accordance with Chapter 395, F.S.

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**Independent  
Vendors**

Independent vendors must hold local occupational licenses or permits, in accordance with Chapter 205, F.S.

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**Licensed  
Residential  
Facility**

A licensed residential facility must be in accordance with the licensing requirements for the facility type, which include:

- Group homes and foster care facilities licensed in accordance with Chapter 393 and Chapter 409, F.S.
  - Comprehensive transitional education programs licensed in accordance with Chapter 393, F.S.
  - Assisted living facilities and transitional living facilities licensed in accordance with Chapter 400 and Chapter 429, F.S.
  - Residential habilitation centers licensed in accordance with Chapter 393, F.S.
  - Adult family care homes licensed in accordance with Chapter 429, F.S.
  - Any other type of licensed facility not mentioned above, having a capacity of 16 or more persons, if the recipient has continuously resided at the facility prior to or since August 8, 2001.
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**Qualifications**, continued

**Life Skills  
Development –  
Level 1  
(Companion)**

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Providers and employees providing companion services hired after September 2015 (the effective date of this rule) must meet the qualifications outlined in this handbook.

Providers and employees of agencies must be age 18 years or older, have a high school diploma or GED, and have at least one year of verifiable experience working directly with individuals receiving services in a medical, psychiatric, nursing, or childcare setting or working with recipients who have a developmental disability. In lieu of the required work experience, providers and employees may have 30 semester hours, 45 quarter-hours, or 720 classroom hours of college or vocational school.

Providers and employees providing companion services hired before September 2015 (the effective date of this rule), with no break in employment, must meet the qualifications outlined in Developmental Disabilities Waiver Service Coverage and Limitations Handbook, November 2010, as outlined below.

Minimum qualifications for a companion include:

- Be at least 18 years of age and have
- One year of experience working in a medical, psychiatric, nursing or child care setting, or in working with recipients having developmental disabilities
- College, vocational, or technical training from an accredited institution can substitute at the rate of 30 semester, 45 quarter or 720 classroom hours for the required experience

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**Life Skills  
Development –  
Level 2  
(Supported  
Employment)**

Providers of supported employment services must meet one or more of the following requirements:

- Have a bachelor's degree from an accredited college or university with a major in education, rehabilitative science, business or a related degree.
- Have an associate's degree or two years of college from an accredited college or university and have two years of documented direct experience with recipients with developmental disabilities.
- Have one year of college from an accredited college or university and three years of documented direct experience in working with recipients with developmental disabilities.
- Four years of direct professional experience in working with recipients with developmental disabilities may substitute for college on a year for year basis.

The provider must hold a valid high school diploma or GED diploma.

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**Qualifications**, continued

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**Life Skills  
Development –  
Level 3 (Adult  
Day Training)**

The provider must meet the following minimum qualifications for staff:

- The program director must possess at a minimum an associate's degree from an accredited college or university and two years, verifiable experience working directly with individuals receiving services or related experience.
  - Supervisors of direct care staff will have a high school diploma or GED and one year of direct, care-related experience.
  - Related experience will substitute on a year-for-year basis for the required college education.
  - Direct service staff must be age 18 years or older at the time they are hired.
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**Occupational  
Therapy**

Providers of occupational therapy and assessment services must be licensed as occupational therapists, occupational therapy aides, or occupational therapy assistants, in accordance with Chapter 468, Part III, F.S. These providers can also provide and bill for the services of a licensed occupational therapy assistant. The licensed occupational therapy assistant is not qualified to perform occupational therapy assessments. Assessments can only be performed by a licensed occupational therapist.

Occupational therapists, aides, and assistants can provide services as independent vendors or an employee of an agency.

Occupational therapy aides and assistants must be supervised by an occupational therapist in accordance with the requirements of their professional licenses.

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**Personal  
Emergency  
Response  
System**

Electrical or alarm system contractors must be licensed in accordance with Chapter 489, Part II, F.S.

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**Qualifications**, continued

**Personal Supports**

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Providers and employees providing personal support services hired after September 2015 (the effective date of this rule) must meet the qualifications outlined in this handbook.

Providers and employees of agencies must be age 18 years or older, have a high school diploma or GED, and have at least one year of verifiable experience working directly with individuals receiving services in a medical, psychiatric, nursing, or childcare setting or working with recipients who have a developmental disability. In lieu of the required work experience, providers and employees may have 30 semester hours, 45 quarter-hours, or 720 classroom hours of college or vocational school.

Solo providers must have a high school diploma or a GED and at least one year of hands-on verifiable experience working in a medical, psychiatric, nursing or child care setting or working with recipients who have a developmental disability. In lieu of the required work experience, providers and employees may have 30 semester hours, 45 quarter-hours, or 720 classroom hours of college or vocational school.

Providers and employees previously providing in-home services hired before September 2015 (the effective date of this rule) with no break in service must meet the qualifications outlined in Developmental Disabilities Waiver Service Coverage and Limitations Handbook, November 2010, as outlined below.

Providers of in-home support services are independent vendors, who are either individuals or employees of agencies, must be at least 18 years of age and have at least a high school diploma or equivalent and one year of experience working in a medical, psychiatric, nursing or childcare setting or working with recipients who have a developmental disability. College, vocational, or technical training equal to 30 semester hours, 45 quarter hours or 720 classroom hours may substitute for the required experience. Licensure, certification, or registration is not required.

Providers and employees previously providing personal care assistant services hired before September 2015 (the effective date of this rule) with no break in service must meet the qualifications outlined in Developmental Disabilities Waiver Service Coverage and Limitations Handbook, November 2010, as outlined below.

Providers of personal care assistance may be home health or hospice agencies, licensed in accordance with Chapter 400, Parts III or IV, F.S. Providers may also be independent vendors. Independent vendors are not required to be licensed, certified, or registered.

Independent vendors and employees of agencies must be at least 18 years of age and have at least one year of experience working in a medical, psychiatric, nursing or child-care setting or working with recipients who have a developmental disability. College, vocational, or technical training equal to 30 semester hours, 45 quarter hours or 720 classroom hours may substitute for the required experience.

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**Qualifications**, continued

**Personal Supports**, continued

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Providers and employees previously providing respite services hired before September 2015 (the effective date of this rule) with no break in service must meet the qualifications outlined in Developmental Disabilities Waiver Service Coverage and Limitations Handbook, November 2010, as outlined below.

Providers of respite care services may be licensed residential facilities, licensed home health or hospice agencies, licensed nurse registries, or agencies that specialize in services for recipients with developmental disabilities.

Independent vendors may also provide this service. Independent vendors and employees of agencies may be registered or licensed practical nurses or persons at least 18 years of age with one year of experience working in a medical, psychiatric, nursing or child care setting or working with recipients with developmental disabilities. College, vocational, or technical training equal to 30 semester hours, 45 quarter hours or 720 classroom hours may substitute for the required experience.

Independent vendors, who are not nurses, are not required to be licensed, certified, or registered if they bill for and are reimbursed only for services personally rendered.

Nurses who render respite care services as independent vendors must be licensed in accordance with Chapter 464, F.S.

Providers and employees previously providing companion services hired before September 2015 (the effective date of this rule) with no break in service must meet the qualifications outlined in Developmental Disabilities Waiver Service Coverage and Limitations Handbook, November 2010, as outlined below.

Minimum qualifications for a companion services include:

- Be at least 18 years of age
- Have one year of experience working in a medical, psychiatric, nursing or child care setting, or in working with recipients having developmental disabilities
- Have college, vocational, or technical training from an accredited institution can substitute at the rate of 30 semester, 45 quarter or 720 classroom hours for the required experience

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**Pharmacy**

Pharmacies must hold a permit to operate and issued in accordance with Chapter 465, F.S.

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**Qualifications**, continued

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**Physical Therapy**

Providers of physical therapy and assessment services must be licensed as physical therapists and physical therapist assistants in accordance with Chapter 486, F.S. Physical therapists can provide this service as independent vendors or as an employee of an agency. They can also employ and bill for the services of a licensed physical therapist assistant. Assessments can only be performed by a licensed physical therapist. A licensed physical therapist assistant is not qualified to perform physical therapy assessments.

Physical therapist assistants must be supervised by a physical therapist in accordance with the requirements of their professional licenses.

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**Plumbers**

Plumbers must be licensed in accordance with Chapter 489 F.S. A Certified Environmental Access Consultant (CEAC) must be certified through the U.S. Rehabilitation Association, and a Certified Aging in Place Consultant must be administered through the National Home Builder's Association.

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**Private Duty Nursing**

Providers of private duty nursing services must be nurses registered or licensed in accordance with Chapter 464, F.S., and within the scope of Florida's Nurse Practice Act for recipients who require ongoing nursing intervention in their own home or family home. Nurses can provide this service as employees of licensed home health, hospice agencies, or nurse registries licensed in accordance with Chapter 400, Part III or IV, F.S. They can also be enrolled as independent vendors providing services under their own name and license.

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**Required Training**

All providers and their direct service staff must comply with training requirements as noted in the appendices of this handbook.

It is the responsibility of the provider to ensure that all direct service employees complete the appropriate training in accordance with the appendices of this handbook, and any training which carries an expiration date is successfully completed prior to that date.

The provider must maintain on file for review, adequate and complete documentation to verify participation, and the successful completion of, by its direct service employees or subcontractors, all required training courses and certifications. Proof of training, both required and in-service, is defined in the iBudget Training Requirements for iBudget Waiver providers, found in the appendices.

Documentation of training must be maintained by the provider in the staff file for at least five years after the last date of service provided by the provider, employee, or subcontractor.

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**Qualifications**, continued

**Residential Habilitation**

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Providers and employees providing residential habilitation services hired after September 2020 must meet the qualifications outlined in this handbook.

Residential habilitation services must be licensed residential facilities as defined in this handbook.

Providers of standard residential habilitation must hire direct care providers who are age 18 years and older, and have one year experience working in a medical, psychiatric, nursing, or child care setting, or experience working with recipients with developmental disabilities, or have 30 semester hours, 45 quarter-hours, or 720 classroom hours of college or vocational school. Providers of behavior focus intensive behavior and enhanced intensive behavior (EIB) residential habilitation must be designated by the APD regional office. Agencies must hire direct care providers who are age 18 years and older, have at least a high school or GED diploma, have one year of experience working in a medical, psychiatric, nursing, or child care setting, or experience working with recipients with developmental disabilities. In lieu of the required work experience, the employee may have 30 semester hours, 45 quarter-hours, or 720 classroom hours of college or vocational school. Additional qualifications for behavior focus providers are found on page 2-52 and 2-53. Additional qualifications for Intensive behavior providers can be found on page 2-56, 2-57, and 2-58. Additional qualifications for EIB providers can be found on page 2-64 and 2-65. For exemptions to this requirement, see Rule 65G-2.008, F.A.C.

Providers and employees providing behavior focus and intensive behavior residential habilitation services hired before September 2020 with no break in service, must meet the qualifications outlined in Developmental Disabilities Waiver Service Coverage and Limitations Handbook, November 2010, as outlined below.

Direct care staff providing residential habilitation services must be at least 18 years of age and have a high school diploma or equivalent and one year of experience working in a medical, psychiatric, nursing or child care setting or in working with persons who have a developmental disability. College, vocational, or technical training equal to 30 semester hours, 45 quarter hours, or 720 classroom hours can substitute for the required experience.

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**Residential Nursing**

Providers of residential nursing services must be nurses registered or licensed in accordance with Chapter 464, F.S., and within the scope of the Nurse Practitioner Act. Nurses can provide these services as independent vendors or as employees of licensed residential facilities.

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**Qualifications**, continued

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**Respiratory Therapy**

Providers of respiratory therapy and assessment services must be respiratory therapists licensed in accordance with Chapter 468, Part V, F.S. Respiratory therapists can be either independent vendors or an employee of an agency.

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**Respite Care**

Providers and employees providing respite care services hired after September 2020 must meet the qualifications outlined in this handbook.

Solo providers and employees of agencies must be age 18 years or older, have a high school diploma or GED, and have at least one year verifiable experience working directly with individuals receiving services in a medical, psychiatric, nursing, or childcare setting or working with recipients who have a developmental disability. In lieu of the required work experience, the providers and their employees may have 30 semester hours, 45 quarter-hours, or 720 classroom hours of college or vocational school.

Providers of respite care services can be licensed residential facilities, licensed home health or hospice agencies, licensed nurse registries, or agencies that specialize in services for recipients with developmental disabilities.

Nurses who render respite care services as solo providers must be licensed in accordance with Chapter 464, F.S.

Providers and employees providing respite care services hired before September 2020 with no break in service must meet the qualifications outlined in Developmental Disabilities Waiver Service Coverage and Limitations Handbook, November 2010, as outlined below.

Providers of respite care services may be licensed residential facilities, licensed home health or hospice agencies, licensed nurse registries, or agencies that specialize in services for recipients with developmental disabilities.

Independent vendors may also provide this service. Independent vendors and employees of agencies may be registered or licensed practical nurses or persons at least 18 years of age with one year of experience working in a medical, psychiatric, nursing or child care setting or working with recipients with developmental disabilities. College, vocational, or technical training equal to 30 semester hours, 45 quarter hours or 720 classroom hours may substitute for the required experience.

Independent vendors, who are not nurses, are not required to be licensed, certified, or registered if they bill for and are reimbursed only for services personally rendered.

Nurses who render respite care services as independent vendors shall be licensed in accordance with Chapter 464, F.S.

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**Qualifications**, continued

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**Retail Stores**

Retail stores must hold local occupational licenses or permits in accordance with Chapter 205, F.S.

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**Skilled Nursing**

Providers of skilled nursing services must be nurses registered or licensed in accordance with Chapter 464, F.S., and within the scope of the Nurse Practitioner Act.

Nurses can provide this service as solo vendors, as employees of home health, hospice agencies, or nurse registries licensed in accordance with Chapter 400, Part III or IV, F.S. They can also be enrolled as independent vendors providing services under their own name and license.

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**Special Medical Home Care**

Group homes must be licensed in accordance with Chapter 393, F.S.

Special medical home care services must be provided at an APD licensed foster or group home that has been approved by the APD state office to provide this level of care.

Providers of special medical home care must employ registered nurses, licensed practical nurses, and certified nurse assistants licensed or certified in accordance with Chapter 464, F.S. Certified nurse assistants must work under the supervision of a registered nurse or licensed practical nurse.

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**Specialized Mental Health Counseling**

Providers of specialized mental health services must be:

- Psychiatrists licensed in accordance with Chapter 458 or Chapter 459, F.S.
- Psychologists licensed in accordance with Chapter 490, F.S.
- Clinical social workers, marriage and family therapists, or mental health counselors licensed in accordance with Chapter 491, F.S.

Providers of specialized mental health services must have two years of experience working with recipients who are dually diagnosed with mental illness and developmental disabilities.

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**Qualifications**, continued

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**Speech Therapy**

Providers of speech therapy and assessment services must be speech-language pathologists or speech-language pathology assistants licensed by the Department of Health, in accordance with Chapter 468, Part I, F.S., and can perform services within the scope of their licenses.

Speech-language pathologists can provide this service as an independent vendor or as an employee of an agency. Speech-language pathologists can also provide and bill for the services of a licensed or certified speech therapy assistant. Only licensed speech therapists can perform assessments.

Speech-language pathologists with a master's degree in speech language pathology, who are in their final year of post-degree training, can also provide this service. Speech-language assistants must be supervised by a speech-language pathologist in accordance with the requirements of their professional license in accordance with Chapter 468, Part I, F.S.

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**Subcontractors**

Subcontractors are required to meet the same qualifications as the contractor for each type of service provision.

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**Support Coordinator**

All WSCs must meet the following minimum qualifications:

- A bachelor's degree from an accredited college or university.
- Two years of paid, supervised experience in developmental disabilities, special education, mental health, counseling, guidance, social work, or health and rehabilitative services. A master's degree in a related field can substitute for one year of the required experience.

Supervisors and designated mentors of a Qualified Organization shall meet the minimum qualifications outlined in Rules 65G-14.002 and 65G-14.0043, F.A.C.

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**Qualifications**, continued

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**Supported Living Coach**

Providers of supported living coaching services can be solo providers or employees of agencies.

Providers of supported living coaching services must meet at a minimum, one of the following requirements:

- Have a bachelor's degree from an accredited college or university with a major in education, rehabilitative science, business or a related degree.
- Have an associate's degree or two years of college from an accredited college or university and have two years of documented direct experience with recipients with developmental disabilities.
- Have one year of college from an accredited college or university and three years of documented direct experience in working with recipients with developmental disabilities.
- Four years of direct professional experience in working with recipients with developmental disabilities may substitute for college on a year for year basis. The provider must hold a high school or GED diploma.

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**Transportation**

Transportation providers can be community transportation coordinators (CTC) for the transportation disadvantaged; limited transportation providers; public transit authorities that run the community's fixed-route, fixed-schedule public bus system; group homes and other residential facilities in which the recipients being transported reside; adult day training programs to which the recipients are being transported; and other public, private for-profit, and private not-for-profit transportation entities.

To be reimbursed under the iBudget Waiver, all providers will comply with the Commission for the Transportation Disadvantaged Rule 41-2.006 (2) and (4), F.A.C., Insurance, Safety Requirements and Standards.

Family members or friends or who are not considered "for hire" provider must have a valid driver's license and a current automobile and liability insurance.

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## **Enrollment**

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### **Introduction**

Applicants must meet specific qualifications and requirements before becoming eligible to provide waiver services. In addition, provider applicants must have no adverse history with any regulatory agency that causes AHCA or APD to question whether the health, safety, and welfare of a recipient could be jeopardized during the delivery of an approved waiver service. Recipients have the right to choose providers, and enrollment as a waiver provider does not guarantee selection by a recipient.

A provider can be enrolled as an agency or solo provider.

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### **Enrollment**

Per APD requirements and prior to enrollment, the provider applicant must comply with the following requirements:

- Be determined eligible by the APD regional office to enroll as a waiver provider
  - Not be currently suspended or terminated as a provider from Medicare or Medicaid in any state
  - Meet provider qualification and requirements described in this handbook
  - Complete a Medicaid Provider Enrollment application (which can be accessed from the Medicaid fiscal agent's Web site at [http://portal.flmmis.com/FLPublic/Provider\\_ProviderServices/Provider\\_Enrollment/Provider\\_Enrollment\\_EnrollmentForms/tabId/58/Default.aspx?desktopdefault=1](http://portal.flmmis.com/FLPublic/Provider_ProviderServices/Provider_Enrollment/Provider_Enrollment_EnrollmentForms/tabId/58/Default.aspx?desktopdefault=1))
  - Carefully review the description of each service for which the applicant wants to become enrolled prior to completing the waiver provider application
  - Complete the APD provider application, incorporated by reference into Rule 65G-4.0215, F.A.C., which can be obtained from the APD regional offices and is posted on the APD Web site at [www.apdcares.org](http://www.apdcares.org).
  - Complete a Level II background screening and APD Affidavit of Good Moral Character with results indicating no disqualifying offenses or receive an exemption from disqualification
  - Be assigned a Medicaid provider number
  - Be age 18 years or older
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### **Waiver Provider Background Screening Requirements**

Provider applicants and enrolled providers must comply with the requirements of a Level II screening in accordance with sections 435.04 and 409.907, F.S.

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**Enrollment**, continued

**Change in Waiver Provider Status**

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If a waiver provider wishes to expand from solo to agency enrollment status, provide additional services, or expand services geographically, the provider must notify the APD regional office serving the geographic area in which expansion is requested. Once APD iConnect is available for enrollment activities, providers must request an expansion in APD iConnect. The APD regional office must approve prior to the expansion.

Providers must notify the APD regional office and recipients as soon as they become aware of any change, sale, or transfer of ownership. Recipients receiving services must be given an opportunity to receive services from the new owner, purchaser, or transferee, or to select another provider.

If a provider voluntarily terminates services and later desires to return to the waiver in any capacity, they will be considered a new applicant and must comply with all the requirements of a new applicant.

Before the APD regional office approves a provider for expansion, the regional office must determine that the provider meets the specific service requirements stipulated in this handbook. With the promulgation of this rule, before the APD regional office approves a provider for expansion, the APD regional office must determine that the provider meets the respective handbook requirements for expansion to occur. The APD regional office must ensure that the provider has:

- An 85% or higher on their last QIO report. If a provider does not have a history of a QIO review, this does not prevent consideration for expansion.
- No identified alerts (i.e., background screening, medication administration, and validation).
- No outstanding billing discrepancies or plan of remediation.
- No adverse performance history in their home region.
- No open investigations or referrals to AHCA and DCF. APD staff must check with the provider's home regional office to see if there is a history of complaints filed and logged on the remediation tracker, any open investigations or referrals to AHCA's Medicaid Program Integrity (MPI) or the Attorney General's Medicaid Fraud Control Unit (MFCU), or the Department of Children & Families (DCF).

The APD regional office has thirty calendar days to review and determine if a provider is in good standing to permit the expansion. The APD regional office must submit any intended denial for expansion to the State Office Bureau of Provider Supports for review and final determination. .

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**Enrollment**, continued

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**Relatives as Providers**

Parents of minors, spouses, guardians, or legal representatives of waiver recipients are excluded from payment for any services under this waiver unless the recipient is enrolled in the Consumer Directed Care Plus program authorized under the 1915(j) state plan amendment. Parents or persons related by blood or marriage are considered to be natural supports and as such should be considered as providers of services without compensation.

Relatives not legally responsible for the care of a recipient cannot be a provider of any direct or indirect services and cannot be hired by or be subcontracted by an enrolled provider to perform any direct service to their relative, with the exception of personal supports, respite or transportation services. In those limited situations, the relative must meet the same qualifications as other providers of the same waiver service. Reasons for using a relative not legally responsible for the care of the recipient must be documented and include the lack of available providers or the ability to meet specific scheduling needs of a recipient that other providers cannot meet. Convenience to the recipient, care or family alone is not adequate justification.

Family members can be a provider or can work for a provider but cannot be reimbursed for direct services to their family member. Family members can be employed by providers, but cannot be paid for providing services to their relative.

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**Provider Agency Requirement**

A provider agency must maintain a personnel file for each employee, documenting that the employee meets the minimum education and experience requirements for the service the employee or direct care staff was hired to provide, has completed all required training as specified in this handbook, and has satisfied all background screening requirements. The personnel file must be maintained for each employee or direct care staff at least five years after the date of service was billed. Training taken in the Department of Health TRAIN Learning Management system shall be documented in an electronic format in that system.

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**Transportation**

The public transportation provider must be an enrolled Medicaid waiver provider.

Public transit authorities that operate the community's fixed-route, fixed-schedule public bus system can enroll as providers in the iBudget Waiver to facilitate the purchase of monthly or other frequency bus passes for participants. If natural supports are unavailable, this transportation option is to be used for recipients who can use the fixed-route, fixed-schedule public bus system to go to some or all of their waiver services. Bus passes are to be purchased for recipients who can utilize the bus system to go to their waiver service sites whenever the cost of the trips to be taken during the month, if taken by Paratransit, would exceed the cost of the monthly bus pass. Public transit authorities will adhere to minimum safety standards as required by Rule Chapter 14-90, F.A.C.

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**Enrollment**, continued

**Transportation**,  
continued

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Group homes or other residential facilities in which recipients live can enroll as transportation providers to transport the recipients to and from their waiver services.

Life Skills Development Level 3 – ADT providers, which regularly provide services to recipients, can enroll as transportation providers to transport the recipients to and from the agencies' programs.

Transportation providers that are not part of the CTC system (e.g., taxi companies and private for-profit and not-for-profit transportation companies can be paid with waiver funds to transport recipients to and from waiver services if the CTC determines it is unable to provide or arrange the required transportation).

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## **CHAPTER 2**

### **COVERED, LIMITED, AND EXCLUDED SERVICES**

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**Overview**

**Introduction**

This chapter describes information about coverage, limitations, and exclusions. It also describes who can provide and receive services and any applicable service requirements.

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## General Information

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### Medical Necessity

Medicaid reimburses services that are determined medically necessary and do not duplicate another provider's service.

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### Medical Necessity Determinations

A medical necessity determination by a qualified professional (such as a registered nurse, board-certified behavior analyst, qualified developmental disabilities professional, or physician) must be obtained at least annually and periodically upon request to determine that the level of service requested continues to meet the level of the recipient's need, as well as being consistent with the service definition contained in the approved iBudget Waiver and in this handbook.

If sufficient information is not available to determine that the service or item is medically necessary, the Agency for Persons with Disabilities (APD) will send a written request for more information to the waiver support coordinator (WSC) and the recipient, family, or legal representative. If it is determined that the service is not medically necessary or does not meet other requirements for it to be a paid waiver service, APD will send a written denial of the service and notice of due process to the recipient, the family, or the legal representative and copy the WSC. The recipient can appeal decisions made by APD by requesting a hearing, accordance with Title 42, Code of Federal Regulations (CFR), 431.200. A request for hearing must be made to APD, orally or in writing, within 30 days of the recipient's receipt of the denial, reduction, or termination of services. If the hearing request is received within the time frame stated above, then services will continue pending the outcome of the hearing. A prescription, as defined in Rule 59G-1.010, Florida Administrative Code (F.A.C.), for a service or item does not in itself establish a "medical necessity" determination.

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### Funds and Allocation

The recipient, waiver support coordinator (WSC), and service providers work together to accommodate the needs of the recipient within the recipient's waiver services allocation. Service amounts are determined at the onset of the planning process in order for cost plans to be based on the recipient's priorities.

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### Protection of Recipient Benefits

Only supported living and residential services providers assist with managing a recipient's personal funds and only under limited situations when the recipient needs assistance with money management and natural supports are not available to assist. In these limited situations, the provider must assist the recipient to maintain a separate checking account or savings account for all personal funds.

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**General Information**, continued

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**Protection of Recipient Benefits**, continued

Except as provided in this section for single trust accounts, the provider must not allow any recipient's personal funds be co-mingled with funds of another person, including those of the provider or any of its employees. If a single account is maintained for recipients residing in licensed residential settings, there must be a separate accounting for each recipient's funds. There must be a monthly reconciliation with the account and the total on the bank statement, and this must be retained by the provider for review by APD or AHCA. The legal representative must be provided a copy of the reconciliation statement each month.

The provider must maintain on file a written consent to manage personal funds, signed by the recipient or the recipient's legal representative. The provider must maintain on file receipts for single-item purchases of \$25.00 or more, and will provide a monthly report of the account and expenditures to the legal representative, if applicable.

Neither the provider, its employees, or any family members of the employee or provider can receive any financial benefit as a result of being named the beneficiary of a life insurance policy covering a recipient served by the provider, or receive any financial benefit through the will of the recipient at the time of his or her death. Neither the provider, its employees, or family members of the employee or provider can benefit financially by borrowing or otherwise using the personal funds of a recipient served by the provider.

Providers who manage any aspect of the recipient's personal funds must regularly review bank statements and bank balances to ensure Medicaid eligibility is maintained and must immediately notify the WSC and APD regional office when they become aware of an issue that could jeopardize the recipient's Medicaid eligibility. Neither the provider, its employees, or family members of the provider serve as the landlord for recipients served by the provider, nor can they benefit from the sale of property to a recipient to whom they provide services.

Neither the waiver provider, its employees, or family members of the provider will be named representative payee for Social Security benefit checks with the exception of providers who operate licensed residential facilities and supported living agency providers. The provider must keep on file, and available for APD inspection, a copy of each recipient's annual report to the Social Security Administration.

Supported living coaches may only be the representative payee under the following circumstances:

- There are no other available persons to serve as the representative payee
  - The individual entered supported living and representative payee arrangement prior to the promulgation of this handbook
  - Authorization is granted by the APD regional office for arrangements made after the promulgation of this handbook
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**General Information**, continued

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**Marketing Practices**

When waiver provider markets its services, it must do so in a professional and ethical manner.

- Neither the provider nor subcontractors nor employees of the provider possess or use for the purpose of solicitation lists or other information from any source that identifies recipients receiving waiver services.
  - Neither the provider nor subcontractors nor employees of the provider solicit recipients to request services directly or through an agent, through the use of fraud, intimidation, undue influence, or any form of overreaching.
- 

**Freedom of Choice**

The iBudget Waiver is designed around individual choice. Recipients served through the waiver can select among enrolled, qualified providers and can change providers at any time within the funds allocated in their individual budget allocations. Freedom of choice includes individual responsibility for selection of the most appropriate residential environment and combination of services and supports to accomplish the recipient's goals and objectives set forth in their support plans, while ensuring the level of services provided is appropriate to address the recipient's needs.

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**Training**

Recipients and their families will be supported in exercising greater participant direction by receiving training on managing their individual budgets and making informed choices.

This training will be provided by WSCs through paid waiver services, and through other means. Recipients and families will also be provided relevant information on the variety of waiver and community supports that are available.

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**Support Plan Requirements**

The plan is based on the preference, interests, talents, attributes and needs of a recipient. The recipient or legal representative must be consulted in the development of the plan and must receive a copy of the plan and any revisions made to the plan. Each plan must include the least restrictive and most appropriate environment for accomplishment of the objectives for individual progress and a specification of all services authorized. This also includes identification of natural and community supports as well as paid services. The plan must include provisions for the most appropriate level of care for the recipient. The goal for each plan must be to enable the recipient to live a dignified life in the least restrictive setting, appropriate to the recipient's needs. This document is reviewed, signed, and dated by the recipient or legal representative prior to its implementation.

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**General Information**, continued

**Service Families**

Services are organized into service families. This is to help recipients select the service(s) that best meet their needs.

<b>Group</b>	<b>Service Family</b>	<b>Services and Subservices</b>
1	Life Skills Development	Level 1 – Companion
		Level 2 – Supported Employment
		Level 3 – Adult Day Training
2	Supplies and Equipment	Consumable Medical Supplies
		Durable Medical Equipment and Supplies
		Environmental Accessibility Adaptations
		Personal Emergency Response Systems (Unit and Services)
3	Personal Supports	Personal Supports
		Respite Care
4	Residential Services	Residential Habilitation (Standard)
		Residential Habilitation (Behavior Focused)
		Residential Habilitation (Intensive Behavior)
		Residential Habilitation (Enhanced Intensive Behavior)
		Specialized Medical Home Care
		Supported Living Coaching
5	Support Coordination	Support Coordination-Limited
		Support Coordination-Full
		Support Coordination-Enhanced
6	Wellness and Therapeutic Supports	Behavior Analysis Services
		Behavior Assistant Services
		Dietitian Services
		Private Duty Nursing
		Residential Nursing
		Skilled Nursing
		Occupational Therapy
		Physical Therapy
		Respiratory Therapy
		Speech Therapy
Specialized Mental Health Counseling		
7	Transportation	Transportation
8	Dental Services	Adult Dental Services

**General Information**, continued

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**Who Can Receive**

Individuals must meet the eligibility requirements in accordance with Chapter 393, F.S. In addition, the individual must meet the level of care criteria for placement in an intermediate care facility for individuals with intellectual disabilities (ICF/IID) and must be eligible for Medicaid under one of the program codes described in the Florida Medicaid Provider General Handbook.

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**Medicaid Eligibility**

Individuals who are not already eligible for Medicaid benefits through Supplemental Security Income (SSI), Medicaid for Adult Disabled (MEDS-AD), or Temporary Assistance to Needy Families (TANF) at the time of application for the iBudget Waiver, must apply or have a designated representative apply for Medicaid benefits through the Department of Children and Families (DCF). Individuals can apply for eligibility online at [www.myflorida.com/accessflorida](http://www.myflorida.com/accessflorida).

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**APD Eligibility**

The Agency for Persons with Disabilities maintains the statewide waitlist of individuals waiting for waiver services. Enrollment in the iBudget Waiver is available only when APD has determined it has sufficient funding appropriated to offer an enrollment to an individual, when a review of the individual's diagnosis and related characteristics indicate that the ICF/IID level of criteria has been met, and when a determination of Medicaid eligibility has been made.

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**General Information**, continued

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**Required Policies and Procedures**

A provider agency must have policies and procedures in place that include at a minimum:

- Procedures for using a person-centered approach to identify individually determined goals and promoting choice.
  - A detailed description of how the provider will protect the health, safety, and well-being of the recipients served.
  - Procedures for ensuring compliance with background screening and five-year rescreening.
  - Hours and days of operation and the notification process to be used if the provider is unable to provide services for a specific time and day scheduled (such as arrangements for a qualified back-up provider).
  - Procedures for ensuring the recipient's medications are administered and handled safely.
  - A description of how the provider will ensure a smooth transition to and from another provider (if desired by the recipient or their legal representative).
  - The process for addressing recipient complaints and grievances regarding possible service delivery issues.
  - Procedures for ensuring recipient confidentiality and maintaining and storing records in a secure manner.
  - Policies and procedures which detail the methods for management and accounting of any personal funds, of any and all recipients in the care of, or receiving services from, the provider.
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**General Information**, continued

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**General Provider Requirements**

- The provider must, with the recipient's or legal representative's permission, participate in the discussion of the recipient's record, the recipient's progress, the extent to which the recipient's needs are being met or any need for modifications to their support plan, implementation plan, or other documents, as applicable. This discussion could involve APD or its authorized representatives, other service providers, the recipient, the legal representative, family, and friends.
  - The provider must, with the recipient's or legal representative's permission, provide information about the recipient to assist in the development of the support plan, and to attend the support planning meeting when invited by the recipient, family member, or legal representative.
  - The provider must immediately notify the APD regional office, of any change in contact information including e-mail address, mailing address or telephone number. The provider must also notify the APD regional office if they plan to close their business or have a change in ownership.
  - The provider shall notify APD and clients served of any change of name, or change, sale, or transfer of ownership at least sixty (60) days prior to the change, sale, or transfer. In accordance with 409.907(6)(b) F.S. at least sixty (60) days prior to the change, sale, or transfer, the provider shall complete the change of ownership process with Medicaid. Prior to, or contemporaneously with, the change, sale, or transfer, the provider must execute a new Medicaid Waiver Services Agreement to ensure no lapse in service delivery. Clients receiving services will be given an opportunity to receive services from the new owner, purchaser, or transferee, or to select another provider.
  - All enrolled iBudget Waiver providers must have access to a computer with Internet access, which allows for secure transmission to and from APD, and a valid active e-mail address. The computer must be used exclusively by the provider and stored in a secure manner. All providers must ensure any computer used for business purposes is capable of performing security functions that promote and maintain confidentiality of information. These security functions include password-protected logins, virus detection, and secure (encrypted) network communications. Information stored on physical media, e.g., computer hard-drive, USB drive, which is not encrypted, should be physically safeguarded to prevent loss or theft. Providers will comply with APD information security policies, and state and federal regulations and laws, in all use of APD computer systems and data in accordance with Chapter 119, F.S.; section 501.171, F.S.; section 282.318 and 286.011, F.S. Providers rendering services that require electronic visit verification (EVV) must ensure that portable equipment used allows for GPS functionality and that allows for secure transmission of information.
  - Providers must agree to abide by the terms and conditions of use of the APD online iBudget Waiver system or other electronic system providing such access when made available by APD.
  - The computer hard drives used by waiver providers must implement Full Disk Encryption software. For other types of electronic data storage devices that store confidential iBudget Waiver recipient data, such data must be encrypted using a minimum of a 128-bit encryption algorithm.
-

**Person-Centered  
Planning  
Requirements**

The provider must participate in and support the person-centered planning and implementation for each recipient. The provider will also use the recommendations from the person-centered planning to: (1) implement person-centered supports and services; (2) support development of informed choices through education, exposure, and experiences in activities of interest to the person served; (3) enhance service delivery in a manner that supports the achievement of individually determined goals; and (4) make improvements in the provider's service delivery system.

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**General Information**, continued

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**Documentation Requirements**

Documentation required in accordance with Appendix A shall be entered into APD iConnect confirming that a service has been rendered. When a service is rendered, the provider must document the service and submit billing documentation in APD iConnect in accordance with Appendix A.

Documentation in accordance with the requirements in Appendix A, Billing and Documentation Requirements is required in order to bill and receive payment. A plan of remediation is required for failure to comply with the requirements listed in this handbook.

All documentation must be dated and identify the person rendering the service. Documentation must be signed by the person rendering the service to attest to the accuracy and completeness. If using an electronic signature the name of the person providing the service should be typed on all documentation related to billing.

Services that are billed on a quarter-hour or hour basis must have “from” and “through” time and date documented.

It is the responsibility of each provider to understand and comply with all documentation requirements. Questions about documentation requirements should be directed to the APD regional office.

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**Central Record**

The central record is the property of APD and follows the recipient if the recipient’s WSC changes. It is the responsibility of the WSC to maintain the central record. If the WSC is using an electronic system for record keeping the information must be secured with a password maintained on a separate drive or disk, which is for backup documentation and is available to APD or AHCA upon request. The documents on the disk must be clearly named so that the contents are identifiable and in a format that is usable by APD and AHCA.

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**General Information**, continued

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**Incident Reporting**

Providers must report critical incidents and other reportable incidents on the APD Incident Report form, incorporated by reference in Rule 65G-2.010, F.A.C.

Although reactive strategies are not reported as part of critical or reportable incidents, they must be documented and reported in accordance with Rules 65G-8.010 and 65G-8.001, F.A.C.

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**General Information**, continued

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**Waiver Support  
Coordination  
Notification  
Requirements**

Waiver support coordinators must notify the recipient's providers and other appropriate parties when the following issues occur:

- The recipient's continued eligibility for waiver services is in jeopardy due to loss of Medicaid. Any support coordinator that becomes aware of a recipient's loss of Medicaid must immediately notify the recipient's providers and appropriate APD regional office. Any provider that becomes aware of a recipient's loss of Medicaid benefits must immediately contact the recipient's support coordinator.
- The recipient plans to move out of the region, state, or country.
- The recipient plans to discontinue receiving services from the provider, waiver, or APD, either temporarily or permanently.
- Changes in the WSC's contact information including e-mail address, physical address, or phone number.
- Breach of recipient's confidential information. Notification must include details of circumstances and information that was involved.

Providers will notify the recipient's WSC and other appropriate parties when they become aware of any of the above-listed issues. Providers will also notify the WSC of changes to their provider's contact information. WSCs will notify providers when they become aware of any of the above-listed issues.

Waiver support coordinators working with recipients and their families are required to locate and develop natural and community supports. WSCs should work with recipients and their families, along with other providers and APD staff, to identify and develop community-based resources. These could include assistance from family, friends, colleagues, churches, or businesses who might be approached directly with requests to support a recipient outside of a formal organizational program of assistance. WSCs also have a key role in promoting recipients to be competitively employed, based on the recipient's interests, talents, and abilities.

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**General Information**, continued

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**Hierarchy of Reimbursement**

Services must not be authorized under the iBudget Waiver if they are available from another source.

It is the WSC's responsibility to first ensure that the same type of service offered through the waiver cannot be accessed through other funding sources, such as:

- Natural and community supports.
- Third Party Payer (e.g., private insurance).
- Medicare.
- Other Medicaid programs (e.g., Medicaid State Plan or Medicaid managed care plan).

For example, the Florida Medicaid durable medical equipment and medical supplies services must be accessed before using waiver consumable medical supplies or specialized medical equipment services. Effective, July 1, 2013, WSCs will request incontinence supplies through the Medicaid State Plan pursuant to Rule 59G-13.086, F.A.C., Florida Medicaid Developmental Disabilities Individual Budgeting Waiver Disposable Incontinence Medical Supplies Fee Schedule.

If a recipient is dually-eligible under Medicare and Medicaid, the WSC must secure services from providers enrolled as Medicare and Medicaid providers so that any services that are covered by Medicare can be billed to Medicare first before billing to Medicaid (e.g., Medicaid cannot reimburse a non-Medicaid home health agency for Medicare reimbursable services provided to a dual-eligible recipient).

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**Financial Requirements**

- The provider agrees to notify APD in writing prior to any filing for bankruptcy protection.
  - Appropriate to the type and scope of services rendered, the provider agrees to maintain a separate checking account for any personal funds of any and all recipients in the care of, or receiving services from, the provider. If a single trust account is maintained for all recipients' personal funds, a separate accounting must be maintained for each recipient's funds, which reconciles monthly to the account's total as noted on the bank statement and is retained by the provider for review by APD or AHCA. The provider further understands and agrees that at no time should any recipient's personal funds be co-mingled with any other funds, including those of the provider or any of its employees. The provider must maintain on file a written consent to manage personal funds, signed by the recipient or his legal guardian. The provider must maintain on file receipts for individual purchases of \$25.00 or more.
  - Neither the provider nor its employees, in their official capacity, will receive any financial benefit as a result of being named the beneficiary of a life insurance policy covering a recipient served by the provider.
  - Neither the provider nor its employees, in their official capacity, will benefit financially by borrowing or otherwise using the personal funds of a recipient served by the provider.
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## Life Skills Development Level 1 – Companion

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**Description**

Life Skills Development Level 1 – Companion services consist of non-medical care, supervision, and socialization activities provided to recipients age 21 years or older. This service must be provided in direct relation to the achievement of the recipient's goals as specified in the recipient's support plan. The service provides access to community-based activities that cannot be provided by natural or other unpaid supports, and should be defined as activities most likely to result in increased ability to access community resources without paid support. These services can be scheduled on a regular, long-term basis.

Activities can be volunteer activities performed by the recipient as a pre-work activity or activities that connect a recipient to the community.

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**Who Can Receive**

Recipients must be 21 years or older.

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**Who Can Provide**

Companion services may be provided by licensed home health or hospice agencies. Providers can also be solo or agency providers who are not required to be licensed, certified, or registered.

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**Service Requirements**

Companion services are limited to the amount, scope, frequency, duration, and intensity of the services described on the recipient's support plan and current approved cost plan.

This service cannot be provided simultaneously with Life Skills Development Level 2 – Supported Employment, Life Skills Development Level 3 – Adult Day Training, and personal supports services.

---

**Place of Service**

Companion services can be provided in the following settings:

- Recipient's own home
- Recipient's family home
- This service may be provided to individuals who resided in a licensed facility while the recipient is engaged in a community activity as long as the companion service is not duplicative of what is required by the residential provider licensing requirements
- The community

Companion services cannot be received in the home of the provider or in the home of a relative or friend of the provider.

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**Life Skills Development Level 1 – Companion, continued**

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**Limitations and Exclusions**

Companion service providers are not reimbursed separately for transportation and travel costs. These costs are integral components of companion services and are included in the rate.

The recipient should have no more than a maximum of the equivalent of 112 hours per week of all life skills development services combined.

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**Life Skills Development Level 2 – Supported Employment**

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**Description**

Supported employment services provide training and assistance to help support recipients in job development and sustaining paid employment at or above minimum wage unless the recipient is operating a small business. This service can be performed on a full or part-time basis and at a level of benefits paid by the employer for the same or similar work performed by trained non-disabled recipients. The provider assists with the acquisition, retention, or improvement of skills related to accessing and maintaining such employment, or developing and operating a small business. With the assistance of the provider, the recipient receives help in securing employment according to the recipient's knowledge, skills, abilities, supports needed, desired goals, and planned outcomes. This service is conducted in a variety of settings, including work sites in which individuals without disabilities are employed. This service should include assisting a recipient to learn job tasks needed to be employed, and the recipient should be included in all aspects of job development, interviewing, and job seeking activities.

---

**Who Can Receive**

A recipient seeking supported employment must first exhaust available resources through the Division of Vocational Rehabilitation (DVR). If the recipient is under the age of 22 years and does not have a standard high school or GED diploma, they must first exhaust available resources through the public school system.

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**Who Can Provide**

Providers of supported employment services can be either solo providers or agency providers who are enrolled to provide supported employment.

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## Life Skills Development Level 2 – Supported Employment, continued

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### Service Requirements

Supported employment providers will focus on the recipient's knowledge, skills, abilities, supports needed, and use of any federal Social Security work incentive programs to maximize income, as well as provide consultation to the employer on ways to support the recipient in order to sustain paid employment. To generate additional funding to support a recipient's employment goals, supported employment coaches through the waiver must ensure that the recipients they serve are aware of, and encouraged to utilize the various work incentives and employment planning tools that are available, in particular, Impairment Related Work Expenses (IRWE), the Plan to Achieve Self Sufficiency (PASS), and others that will benefit the individual.

There are three models of Life Skills Development Level 2 – Supported Employment: (1) Individual, (2) Group, and (3) Supported Self-Employment:

- The individual model is an approach to obtaining and maintaining competitive employment through the support of a job coach on a one-on-one basis. The individual model can apply to either employment in the general work force or in establishing a business that will to be operated by the recipient. There are two phases under the individual model.
  - Phase 1 funded through the waiver is defined as time-limited supports needed to obtain a job and reach stabilization. Phase 1 is typically paid for by the Division of Vocational Rehabilitation. When Phase 1 is funded through the waiver, reimbursable support activities include:
    - Completion of a situational assessment to determine a recipient's employment goals, preferences, and skills.
    - Job development for a specific recipient, matching the recipient with a job that fits personal expectations.
    - Intensive, systematic on-the-job training and consultation focused on building skills needed to meet employer productivity requirements, learning appropriate behaviors, and acceptance in the social environment of the job setting, and building job-related supports with the employer from those naturally occurring at the work site and other job-related supports.

The number of hours of intervention is intended to diminish over the first few weeks of employment as the supported employee becomes more productive and less dependent on paid supports. Phase 1 ends after demonstration that the supported employee has established job stability. The stabilization period begins when the recipient has achieved satisfactory job performance as judged by the employer, provider, vocational rehabilitation counselor (if applicable), and the recipient; or when the need for paid supports diminishes to fewer than 20% of weekly hours of employment. The stabilization period is a minimum of 90 days. If the recipient continues to perform the job satisfactorily, the services move into extended, ongoing support services (Phase 2).

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## Life Skills Development Level 2 – Supported Employment, continued

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### Service Requirements, continued

During waiver funded Phase 1, the provider is expected to provide varying intensities of services to each recipient. The service intensity must be sufficient to support the recipient in finding a job within three months. The provider must furnish:

- On-the-job training which begins with high intensity support and fades to achieve stabilization.
- Job development must be done with the recipient's input. Activities on behalf of the recipient must be limited to less than 20% of the provider's time.
- Weekly updates to the job seeker regarding progress in attaining employment.

The APD regional operations manager or designee must approve waiver funded job development period, if it exceeds three months at Phase 1. This will include review of written justification from the provider of the reasons that employment has not been achieved.

- Phase 2 is defined as long-term, ongoing supports needed to maintain employment indefinitely. Reimbursable support activities include:
  - Ongoing, systematic contacts with recipients to determine the need, intensity, and frequency of supports needed to maintain productivity, social inclusion, and continued employment
  - Educative, on-the-job training, to meet productivity expectations, consultation and refinement of natural supports or other elements important to maintaining employment
  - Related work supports, such as accessing transportation and other supports necessary for the recipient to maintain employment or consultation with family members or other members of the supported employee's support network, including employers and co-workers
  - Efforts to expand work responsibilities within current employment for the purpose of increasing hours, pay, or benefits
  - Social Security wage reporting and work incentive instruction to maximize income

Double billing for multiple job seekers is not reimbursable. For example, if a provider develops jobs for three hours for three different individuals, billing one hour for each person would be the maximum allowable billing.

Phase 2 supports assume periodic life changes that can cause job instability. Supports and services are designed to be dynamic and to change in intensity and duration consistent with the needs of each supported employee during periods of job instability and possibly during job loss and re-employment activities.

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## Life Skills Development Level 2 – Supported Employment, continued

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### Service Requirements, continued

When supports needed to maintain employment for a given recipient become too great in intensity or duration, it will be necessary to move back to Phase 1 services to access a better job match or seek employment alternatives. Moving to Phase 1 supports must include a referral to vocational rehabilitation or the local school system (as applicable) to seek required funding. Medicaid waiver funding must be used only if these alternative resources are not available.

Recipients who maintain successful employment over a number of years with the help of natural supports should no longer require a high level intensity of supports. In these instances, the supports intensity may be faded in consultation with the employer, the recipient, and the provider.

- Group supported employment models are defined as follows:
  - Enclave: A group approach to employment where two to eight recipients with disabilities work either as a group or are dispersed individually throughout an integrated work setting with supervision by the employer.
  - Mobile Crew: A group approach to employment where a crew, such as lawn maintenance or janitorial, of one to eight recipients with disabilities are in the community in businesses or other community settings with supervision by the provider.
  - Entrepreneurial: A self-employment approach where a small group starts a business or micro-enterprise created specifically by, or for, the recipients.

Group models should be considered a bridge to individual supported employment based on the recipient's interest and goals for employment. Generally, group models are needed only when constant paid supervision of a recipient is required.

- The supported self-employment model of service is defined as working for oneself with direct control over the work and services undertaken and can include micro-enterprise or micro-credit arrangements such as proprietorships, partnerships, and corporations. Those recipients that select supported self-employment must contribute to the development of a business service or product or perform a core function of the business.

Supported self-employment services can be provided to recipients who own their own businesses and need supports and ongoing assistance in the day-to-day running of the business.

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**Life Skills Development Level 2 – Supported Employment**, continued

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**Service Requirements,**  
continued

Any recipient expressing an interest in supported self-employment will be referred by their WSC, to the DVR through the local supported employment liaison (EL), or the regional employment coordinator (REC) for tracking purposes. If the WSC finds that the recipient has gone to DVR on their own, the recipient must notify the EL or REC within five business days for tracking purposes. The WSC will be responsible for providing the information required to DVR and following APD guidelines to determine eligibility and vocational goals.

Any recipient determined eligible for services through DVR will generally be provided funding and supports by DVR. If DVR deems a recipient ineligible for DVR services, then services may be provided through APD.

All of the above information must be documented initially in the ESP under the direction of the recipient as part of person-centered planning.

The provider will furnish APD with employment outcome data, including information regarding the recipient's job, benefits, pay, and other quality indicators as part of billing documentation and as otherwise requested. Non-compliance with reporting employment outcome data may result in penalties or fines.

Providers of supported employment services will notify the recipient's WSC of any changes affecting the recipient's income within five days.

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**Place of Service**

Supported employment services may be provided in the following settings:

- Recipient's place of employment in the community
- In a setting mutually agreed to by the recipient, the provider, and the employer

Should the employment location of a recipient change, the provider must notify the recipient's WSC at the conclusion of the month.

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**Limitations and Exclusions**

Transportation of a recipient to and from a job is not a reimbursable component of Supported employment services. Separate payment for transportation services furnished by the supported employment provider will not be made when rendered as a component of this service.

Supported employment services furnished under the waiver are not available through programs funded by the Rehabilitation Act of 1973 or Public Law 94-142, such as vocational rehabilitation and the public school system.

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**Life Skills Development Level 2 – Supported Employment**, continued

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**Limitations and Exclusions,**  
continued

Documentation to this effect must be maintained in the file of each recipient receiving this service, in the form of a written denial of supports from vocational rehabilitation or a note in the progress notes describing the content of a telephone call, the person contacted, and date of the call.

Payment will not be made for incentives, subsidies, or unrelated vocational training provided to the recipient. The supported employment provider will not be reimbursed for supports rendered to the recipient by the employer.

The recipient should have no more than 64 quarter-hour units of this service per day or a maximum of the equivalent of 112 hours per week of all life skills development services combined. Under the individual employment approach, service intensity should diminish across time and billing should reflect fading services consistent with each recipient's demonstrated need.

Recipients needing transportation can receive transportation services when no other community, natural, or generic support is available to provide transportation.

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**Reimbursement**

To be eligible for reimbursement, providers of supported employment services must send, at minimum, quarterly data requested by the regional office. That data includes, but is not limited to, place of employment, weekly hours, rate of pay, date of last raise, benefits, and industry.

To be eligible for reimbursement of supported employment services, the provider must properly complete, maintain, and submit (along with the supported employee's billing information) the APD ESP. The ESP must be completed and used by the provider as requested by APD and must include the following:

- Documentation of attempts to develop natural supports in the workplace
  - The reduction of supported employment services rendered (fading of paid supports) as efficiently as possible to provide only the minimal supported employment services necessary for the recipient to maintain competitive employment
  - Documentation of the recipient's employment outcome (including the attained job or position, benefits received, rate of pay, number of hours worked weekly, and other quality indicators as requested by APD)
  - Notes regarding ongoing instructions on the reporting of wages and work incentives to the Social Security Administration on a monthly and quarterly basis
  - Use and purpose of work incentives utilized or reasons for the lack thereof
  - Documentation of number of units of supported employment services provided during the time frame for which the billing is being submitted
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### **Life Skills Development Level 3 – Adult Day Training**

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**Description** Life Skills Development Level 3 – Adult Day Training (ADT) are training services intended to support the participation of recipients in valued routines of the community, including volunteering, job exploration, accessing community resources, and self-advocacy, in settings that are age and culturally appropriate. Adult day training services can include meaningful day activities and training in the activities of daily living, adaptive skills, social skills, and employment. The training, activities, and routine established by the ADT must be meaningful to the recipient and provide an appropriate level of variation and interest.

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**Who Can Receive** This service generally begins at the age of 22 years when a recipient is out of the public school system or when they have graduated from the public school system, receiving a standard diploma. Recipients who are age 22 years or older who have not graduated are also eligible.

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**Who Can Provide** Providers of ADT services must be designated by the APD regional office as ADT providers.

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**Service Requirements** The service expectation is to achieve individually determined goals and support recipient participation in less restrictive settings.

This training must be provided in accordance with a formal implementation plan, developed under the direction of the recipient, reflecting goal(s) from the recipient's current support plan.

Documentation of services rendered is not considered a billable activity. Adult day training services can be provided as an adjunct to other services included in the life skills development family on a recipient's support and cost plan. For example, a recipient can receive other life skills development services for part of a day or week and ADT services at a different time of the day or week.

Mobile crews, enclaves, and entrepreneurial models that do not meet the standards for supported employment and are provided in groups of four or more recipients are included as Life Skills Development Level 3 – ADT off-site services.

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### Life Skills Development Level 3 – Adult Day Training, continued

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**Service Requirements,**  
continued

Off-site models include services that teach specific job skills and other services directed at meeting specific employment objectives. Adult day training models include:

- Enclave: A group approach to training where no more than ten recipients with disabilities work either as a group or are dispersed individually throughout an integrated work setting with supervision by the provider.
- Mobile Crew: A group approach to training where a crew (lawn maintenance, janitorial) of recipients with disabilities is in a variety of community businesses or other community settings with supervision by the provider.
- Entrepreneurial: A group approach to training with experienced professionals in assisting the recipient with disabilities to set up and work in a small business created especially by or for the recipient. Such models include self-employment and micro-enterprise. Any profits earned from this model must be used to either pay the recipients, per federal guidelines, or reinvested in the business or both.

At least annually, providers will conduct an orientation informing recipients of supported employment and other competitive employment opportunities in the community.

The recipient can choose to attend an ADT program in the frequency that is desired within the budget allocation and as approved on the service authorization.

The provider must render services at a time mutually agreed upon by the recipient and the provider during regular service hours. This will allow a recipient the flexibility to determine when to attend the ADT program for limited hours or only on certain days. Billing is by the hour for the number of hours attended each day by the recipient.

A recipient can begin receiving services at the age of 16 years without a standard diploma if the public school system is willing to provide and pay for this service throughout the recipient's legal age of eligibility.

The only services that can be provided at the same time and at the same facility are behavior analysis, physical therapy, occupational therapy, speech therapy, or skilled nursing, at the request of, or convenience of, the recipient at a time agreed upon by the provider.

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**Life Skills Development Level 3 – Adult Day Training**, continued

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**Service Requirements,**  
continued

Behavior assistant services (BAS) cannot be provided as a discrete service in the ADT facility, except for limited situations in which the recipient exhibits extreme and dangerous behavior and requires the service for a short term period to help the recipient transition and to train ADT staff to implement the behavior program.

Any recipient receiving ADT service who is performing productive work either on-site or off-site, must be financially compensated commensurate with members of the general workforce doing similar work per wage and hour regulations of the United States Department of Labor.

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**Place of Service**

Adult day training services must be provided in the community integrated settings or designated ADT centers that are compliant with the federal HCBS settings rule in 42 CFR 441.301(c)(4).

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**Limitations and Exclusions**

Adult day training providers are paid separately for transportation services only when the service is authorized in the cost plan, the provider is enrolled as a transportation provider, and transportation is provided between a recipient's place of residence and the training site.

Transportation between ADT sites, if the activities provided are a part of the respective services, will be included as a component and in the rate paid to the provider of ADT services. Adult day training staff responsible for transporting recipients must meet the minimum requirements of a transportation provider. Adult day training staff is responsible for assisting recipients into and out of facilities when they have been transported in vehicles not owned or operated by the ADT center. Drivers of such vehicles are responsible for ensuring the recipient's safe entry into and exit from the vehicle.

The recipient should have no more than a maximum of the equivalent of 112 hours per week (up to 8 hours per day and 2,064 hours per year for ADT) of all life skills development services combined.

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### Life Skills Development Level 3 – Adult Day Training, continued

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#### Reimbursement

The stepped rate published for ADT is based on one extra hour of staff time to accommodate the variance in recipient schedules for attendance.

Adult day training services and ADT off-site services will be billed based on the stepped rate for the services.

The agency manager or director will not have full-time responsibility for providing direct services and will not be included in determining the staffing ratios. The staffing ratio will not exceed 10 recipients per direct service staff for ADT facility-based programs (supervisory and other management staff can be included in determining the direct care staffing ratio. Administrative staff and those not providing direct service to the recipient are not considered direct service staff). Direct service staff will work under appropriate supervision.

Life Skills Development Level 3 – ADT services must be billed at the standard 1:10 rate level for the service. The standard 1:10 rate is paid when a recipient requires minimal assistance, through instructional prompts, cues, and supervision to properly complete the basic personal care areas of eating, bathing, toileting, grooming, and personal hygiene.

Rates based on staffing ratios for ADT services are provided at one of the following levels 1:1, 1:3, 1:5, or 1:6 to 1:10. For any ratio other than 1:10, the following is used to determine the correct ratio assigned to the recipient:

For the purposes of staffing ratios for ADT services, the following will apply:

- Indicators of a one staff-to-one individual staffing rate ratio level include:
    - A recipient who is on a behavior services plan that is implemented by the ADT provider and who exhibits the characteristics required for intensive behavior residential habilitation services as outlined in this handbook and as determined by a certified behavior analyst. The need for this level of supervision must be verified in writing by the APD regional office local review committee (LRC) chairperson. The recipient is not required to live in a licensed residential facility. The behavior services plan and its effects on the behavior must be reviewed on a regular schedule as determined appropriate by the LRC chairperson.
    - The ADT provider must maintain a copy of the Behavior Analysis Service Plan being implemented by the ADT.
  - Indicators of a one staff-to-three individual staffing rate ratio level include a recipient that either:
    - Requires an intense level of personal care support services (which include assistance with eating, positioning, assistance with lifting, or total physical assistance as indicated on the Questionnaire for Situational Information (QSI)).
    - Is on a behavior services plan that is implemented by the ADT provider, and exhibits the characteristics required for behavior focus residential habilitation services as outlined in the handbook and as determined by a certified behavior analyst. The recipient is not required to live in a licensed residential facility.
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### Life Skills Development Level 3 – Adult Day Training, continued

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#### Reimbursement, continued

- Indicators of a one staff-to-five individual staffing ratio level include a recipient that either:
  - Routinely requires prompts, supervision, and physical assistance to perform basic personal care tasks such as eating, bathing, toileting, grooming, transitioning, and personal hygiene as identified in the current abilities section of the QSI.
  - Is on a behavior services plan that is implemented by the ADT provider and requires visual supervision during all waking hours and occasional intervention as determined by a certified behavior analyst. The recipient does not have to live in a licensed residential facility.

Support provided to groups of nine or ten recipients must be billed as adult day training off-site, regardless of the recipient's wage. If the support is provided in groups of eight or fewer recipients and the recipients are paid less than minimum wage, the service must be billed as ADT off-site.

Providers will combine each day's service in a month and bill at the end of the month.

If services terminate before the end of the month, providers must combine each day's service for the service period and bill at the end of the service period, using the last day of the service period as the date of service.

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### Consumable Medical Supplies

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#### Description

Consumable medical supplies are non-durable supplies and items that enable recipients to perform activities of daily living. Consumable medical supplies are of limited usage and must be replaced on a frequent basis. Supplies covered under the waiver must meet all of the following conditions:

- Relate to a recipient's developmental disability
- Not covered by the Medicaid state plan
- Meet the definition of medical necessity

All items must meet applicable standards of manufacture, design, and installation.

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**Consumable Medical Supplies**, continued

**Description,**  
continued

This service also includes devices, controls, or appliances specified in the recipient’s plan of care which enable recipients to increase their abilities to perform activities of daily living, or to perceive, control, or communicate with the environment in which they live. This service also includes items necessary for life support, ancillary supplies, and equipment for the proper functioning of such items, and durable and non-durable medical equipment not available under the Medicaid state plan. Items reimbursed with waiver funds must be in addition to any medical equipment and supplies furnished under the Medicaid state plan and must exclude those items that are not of direct medical or remedial benefit to the recipient.

Medical or surgical items are consumable, expendable, disposable, or non-durable and appropriate for use in the recipient’s home.

**Who Can Provide**

Providers of consumable medical supplies include home health or hospice agencies, pharmacies, medical supply companies, and durable medical equipment (DME) suppliers and vendors, such as discount stores and department stores. Independent vendors can also provide these services.

**Service Requirements**

Waiver support coordinators will access incontinence supplies for recipients through the Medicaid state plan pursuant to Rule 59G-13.086, F.A.C., Florida Medicaid Developmental Disabilities Individual Budgeting Waiver Disposable Incontinence Medical Supplies Fee Schedule.

Consumable medical supplies covered by the waiver include:

- Diapers, including pull-ups and disposable briefs, for recipients age 21 years or older.
- Wipes for recipients age 21 years or older, if the recipient requires incontinent supplies.
- Surgical masks and are:
  - Worn by a recipient with a compromised immune system as a protection from infectious disease.
  - Worn by a caregiver who must provide a treatment that requires a strict, sterile procedure in which they are trained to provide care to a recipient who has a compromised immune system and who must be protected at all cost from exposure to any airborne organisms or substances. A physician, advanced registered nurse practitioner (ARNP), or physician assistant (PA) must renew the prescription quarterly.
- Disposable or washable bed or chair pads and adult-sized bibs.

**Consumable Medical Supplies**, continued

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**Service Requirements,**  
continued

- Ensure® or other food supplements not covered by the Medicaid Durable Medical Equipment and Medical Supplies Program State Plan services when determined necessary by a physician, physician's assistant, ARNP, or licensed dietitian. Recipients requiring continued nutritional supplements must have a dietician's assessment documenting such need.
  - Feeding tubes and supplies. This excludes supplies for a recipient who qualifies for food supplements under Florida Medicaid's DME and medical supplies services or the Medicare program.
  - Dressings that are required for a caregiver to change wet to dry dressing over surgical wounds or pressure ulcers.
  - Hearing aid batteries, cords, and routine maintenance and cleaning prescribed by an audiologist.
  - Bowel management supplies, which are limited to \$150.00 every three months. These supplies include laxatives, suppositories, and enemas prescribed for bowel management by the recipient's physician, ARNP, or physician assistant.
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**Limitations and Exclusions**

Consumable medical supplies cannot duplicate supplies provided by other sources. Refer to the Florida Medicaid Durable Medical Equipment and Medical Supply Services Coverage and Limitations Handbook for additional information on the Medicaid state plan coverage.

No more than ten items per day can be purchased and (some items have additional limitations as indicated in this handbook.

Items not contained on this list that meet the definition of consumable medical supplies can be approved through exception by the APD regional office. To request an exception, a physician, ARNP, or PA must prescribe the item. The statement from a physician, ARNP, or PA must:

- Delineate how the item is medically necessary.
- Show how it is directly related to the recipient's developmental disability, and why, without the item, the recipient cannot continue to reside in the community or in the recipient's current placement.

Items specifically excluded in this handbook will not be approved through exception.

Requests for consumable medical supplies will be reviewed by the APD regional office in consultation with the APD state office to determine medical necessity and whether the requested item fairly meets the service definition.

Items covered in this category generally include only those items that are specifically designed for a medical purpose and are not used by the general public or other general utility uses. It is the general character and not specific use of the item that governs for purposes of coverage under this category.

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**Consumable Medical Supplies**, continued

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**Limitations and Exclusions**, continued

A prescription submitted for supplies, diet products, over-the-counter medications, vitamins, or herbs which has general utility or is generally available to the general population without a prescription, does not change the character of the item for purposes of coverage in this category. For example, a physical therapist, occupational therapist, or physician recommending or prescribing items like Tylenol, Ginkgo Biloba, vitamins, cotton balls or Q-tips, does not convert that item from general utility items to consumable medical supplies covered under the iBudget Waiver.

Educational supplies are not consumable medical supplies and are not covered by the waiver. These supplies are expected to be furnished by the local school system or the recipient's parent or legal representative. Recipients, their family members, or legal representative will not be reimbursed for any supplies they purchase.

Supplies available under the Medicaid state plan cannot be purchased using waiver funds. Further, waiver funds cannot be used to purchase additional quantities of consumable supplies that are above the Medicaid state plan limitation amount, except when it is determined that the recipient's health and safety needs cannot be met within the limits for incontinence supplies set by Medicaid state plan. To request an exception for additional incontinence supplies, a physician, ARNP, or physician assistant must prescribe or provide a statement describing why the additional amount(s) of the item(s) would be medically necessary for the recipient's health and how they are directly related to the recipient's developmental disability. The regional medical case manager must concur before the additional item(s) can be approved.

Items of general use whether prescribed by a physician, ARNP, or PA such as: toothbrushes, toothpaste, toothpicks, floss, deodorant, feminine hygiene supplies, bath soap, lotions, razors, shaving cream, mouthwash, shampoo, cream rinse, tissues, aspirin, Tylenol, Benadryl, nasal spray, creams, ointments, vapor rub, powder, over-the-counter antihistamines, decongestants, cough syrups, or clothing are excluded from coverage.

The waiver does not allow for payment or reimbursement of copayments for consumable medical supplies covered by third party insurance.

Note: For more information regarding durable medical equipment, see The Florida Medicaid Durable Medical Equipment and Medical Supply Services Coverage and Limitations Handbook.

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## Durable Medical Equipment and Supplies

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### Description

Durable medical equipment includes specified, prescriptive equipment required by the recipient. Durable medical equipment generally meets all of the following requirements:

- Can withstand repeated use
  - Is primarily and customarily used to serve a medical purpose
  - Is generally not useful to a recipient in the absence of a disability
  - Is appropriate for use in the home
- 

### Who Can Provide

Providers of DME include home health or hospice agencies, pharmacies, medical supply companies, and durable medical equipment suppliers and vendors, such as discount stores and department stores. In accordance with Rule 59G-4.070, F.A.C., to enroll as a Medicaid provider, a DME and medical supply entity must comply with all the enrollment requirements outlined in the Durable Medical Equipment and Medical Supply Services Coverage and Limitations Handbook.

Home health agencies and durable medical equipment companies must provide a surety bond, letter of credit, or other collateral at the time of application, unless the agency has been a Medicaid-enrolled provider for at least one year prior to the date it applies to become a waiver provider and has had no sanctions imposed by Medicaid or any other regulatory body, in accordance with section 409.907, F.S.

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### Service Requirements

All equipment must have direct medical or remedial benefit to the recipient, must be related to the recipient's developmental disability, and must be necessary to prevent the recipient's institutionalization. Assessment and prescription by a licensed physician, ARNP, PA, physical therapist, or occupational therapist is required.

The following can be provided under the waiver:

- Van adaptations, including lifts, tie downs, raised roof, or doors in a family-owned or individually owned full-size van. The conversion of mini-vans is limited to the same modifications, but exclude the cost to modify the frame (e.g., lower the floor) to accommodate a lift. Van modifications must be necessary to ensure accessibility of the recipient with mobility impairments and when the vehicle is the recipient's primary mode of transportation. Only one set of modifications per vehicle is allowed and only one modification will be approved in a five -year period. No adaptations will be approved for an additional vehicle if the waiver has funded adaptations to another vehicle during the preceding five-year period.
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## Durable Medical Equipment and Supplies, continued

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### Service Requirements, continued

The vehicle modified must also have a life expectancy of at least five years. This is to be documented with an inspection by an Automotive Service Excellence (ASE) certified mechanic. The lift approved cannot then exceed 2½ times the NADA (blue book) value for the make, model, and mileage on the van. Purchase of a vehicle and any repairs or routine maintenance to the vehicle is the responsibility of the recipient or family. Payments for repair to adaptations after the warranty expires can be approved by the APD regional office. Many automobile manufacturers offer a rebate of up to \$1,000 to recipients purchasing a new vehicle requiring modifications for accessibility. To obtain the rebate the recipient, family, or legal representative is required to submit documented expenditures of modifications to the manufacturer. If the rebate is available it must be applied to the cost of the modifications.

If a recipient, family, or legal representative purchases a used vehicle with adaptive equipment already installed, the waiver cannot be used to fund the vehicle purchase or any portion of the purchase related to the adaptive equipment already installed.

A rehabilitation engineer or other certified professional can be reimbursed under home accessibility assessment to assess the appropriateness of any van conversion including identification of an appropriate lift system.

- A wheelchair carrier for the back of the car is limited to one carrier for a five-year period.
- A standard wheelchair. The wheelchair covered by this service is a standard (manual) wheelchair and not intended for a recipient who cannot use a standard chair for any length of time without adaptation.

Coverage in this category will be provided when the following criteria are met:

- The recipient has a customized power wheelchair funded through Medicare or Medicaid, which is used as a primary mode of ambulation; or the recipient is ambulatory, but has a documented medical condition (e.g., cardiac insufficiency or emphysema) that prevents walking for sufficient lengths of time. This condition must be documented by a physician, ARNP, or a PA and include a statement addressing how the recipient is limited in normal daily activities by the condition.
  - The recipient needs a manual wheelchair to facilitate movement within the recipient's own home, and to enable the recipient to be safely transported in an automobile. It must be documented that the vehicle does not have a lift or that the recipient's primary chair, if applicable, cannot be collapsed to fit into a trunk or on a wheelchair carrier.
  - Payments for repair to wheelchairs after the warranty expires can be approved by the APD regional office in consultation with the APD state office, if not covered by Medicare or Medicaid. Waiver services are not used to cover any co-payments.
  - Only one manual wheelchair can be purchased in a five-year period. The waiver will not fund the purchase of both a manual wheelchair and a stroller in a five-year period.
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**Durable Medical Equipment and Supplies**, continued

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**Service Requirements,**  
continued

- Excluded from coverage are wheelchairs requested to facilitate recreational activities such as beach wheelchairs and sport wheelchairs.
- Strollers, subject to the same criteria and limitations for wheelchairs, as stated above, except reimbursement for a stroller will be limited to \$1,600.
  - Only one stroller can be purchased in any five-year period.
  - As a cost-effective alternative, the base unit for an adaptive car seat could be covered in lieu of a stand-alone stroller unit. Payments for repair to strollers after the warranty expires can be approved by the APD regional office in consultation with the APD state office, if not covered by Medicare or Medicaid DME and medical supplies state plan services. The APD regional office will respond to requests for repairs to strollers within ten working days of receipt of such requests.
- Portable ramps, when the recipient requires access to more than one non-accessible structure. If more cost effective, a vertical lift or wheelchair lift can be purchased.
- Patient lift, hydraulic or electric with seat or sling, when the recipient requires the assistance of more than one person to transfer between bed, chair, wheelchair, or commode are limited to adults and limited to one lift every eight years. The cost must not exceed \$2,000. Payments for repair to lifts after the warranty expires can be approved by the APD regional office.

A ceiling lift requires a home accessibility assessment by a rehabilitation engineer or appropriate professional to ensure the structural integrity of the home to support the ceiling lift and track system. Medical necessity is usually limited to necessary access to a recipient bedroom and bath. Only one system will be allowed for any recipient. If the recipient moves, it will be determined if the recipient should move the current system or purchasing a new system. A new assessment and determination must be made. The cost must not exceed \$10,000. Repair payments for ceiling lifts, after the warranty expires, can be approved by the APD regional office in consultation with the APD state office.

- Adaptive car seat, for recipients being transported in the family vehicle and who cannot use the standard restraint system or can no longer fit into a standard child's car seat. The seat must be prescribed by a physical therapist who will determine that the recipient cannot use standard restraint devices or car seats. The physical therapist will identify appropriate equipment for the recipient. Adaptive car seats are limited to one per recipient every three years and the cost must not exceed \$1,000.
  - Bidet, limited to recipients who are able to transfer onto commodes independently, but whose physical disability limits or prevents thorough cleaning. The bidet and installation cost must not exceed \$1,000.
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## Durable Medical Equipment and Supplies, continued

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### Service Requirements, continued

- Single room air conditioner, when there is a documented medical reason for the recipient's need to maintain a constant external temperature. The documentation necessary for this equipment would be a prescription from a pulmonologist along with a medical statement explaining the medical diagnosis and the reason the air conditioner is necessary.

Only one single room air conditioner with a maximum of 250 square feet capacity will be approved per recipient for a five-year period. The air conditioning unit cost must not exceed \$300.

- Single room air purifier, when there is a documented medical reason for the equipment. The documentation necessary for this equipment would be a prescription from a pulmonologist along with a medical statement explaining the medical diagnosis and the reason the equipment is necessary. The air purifier unit cost must not exceed \$250. Only one air purifier unit will be approved per recipient for a five-year period.
  - Adaptive switches and buttons to operate equipment, communication devices, and environmental controls, such as heat, air conditioning, and lights, for a recipient living alone or who is alone without a caregiver for a major portion of the day. The documentation necessary for this equipment would be an evaluation and prescription by an occupational therapist. Excluded are adaptive switches or buttons to control devices intended for entertainment, employment, or education.
  - Adaptive door openers and locks for recipients living alone or who are alone substantial portions of the day or night and have a need to be able to open, close, or lock doors and cannot do so without special adaptation. These must be prescribed by a physical therapist, occupational therapist, or Rehabilitation Engineering and Assistive Technology Society of North America (RESNA) certified provider.
  - Environmental safety devices limited to door alarms, anti-scald devices, and grab bars for the bathroom. If the items are being installed as part of an environmental accessibility adaptation, they can be billed under the procedure code for the adaptation rather than DME. These must be prescribed by a physical therapist, occupational therapist, or RESNA certified provider.
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**Durable Medical Equipment and Supplies**, continued

**Service Requirements**, continued

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- Adaptive eating devices, including adaptive plates, bowls, cups, drinking glasses, and eating utensils that are prescribed by a physical therapist, occupational therapist, or RESNA certified provider.
  - Adaptive bathing aids, to facilitate independence, as prescribed by a physical therapist, occupational therapist, or RESNA certified provider.
  - Commercially available picture communication boards and pocket charts, selected and prescribed by a speech therapist.
  - Gait belts for safety during transfers and ambulation, and transfer boards, selected and prescribed by a physical therapist.
  - Egg crate padding for a bed, when medically indicated and prescribed by a physician, ARNP, or PA.
  - Hypoallergenic covers for mattress and pillows, ordered by a physician, who documents necessity based upon severe allergic reaction to airborne irritants.
  - Generators, when one of the following are documented:
    - The recipient is ventilator-dependent.
    - The recipient requires daily use of oxygen via a concentrator.
    - The recipient requires continuous, 24-hour total parenteral nutrition via an electric pump.
    - The recipient requires continuous, 24-hour infusion of total nutritional formula through a jejunostomy or gastrostomy tube via an electric pump.
    - The recipient requires continuous, 24-hour infusion of medication via an electric pump.
    - The recipient meets the medical need for a single-room air conditioner.

The size of the generator is limited to the wattage necessary to provide power to the essential life-sustaining equipment. When a generator is requested, it must be documented that the specific model identified is the most cost-beneficial that meets but does not exceed the recipient's need. One generator per recipient per household can be purchased per ten-year period. Payments for repair to generators after the warranty expires can be approved by the APD regional office, if no other funding is available.

- Bolsters, pillows, or wedges necessary for positioning that are prescribed by a physical or occupational therapist.
  - Therapy mat prescribed by a physical therapist when a recipient is involved in a home-therapy program designed by a therapist and carried out by the family or caregiver in the recipient's own or family home.
  - Pulse oximeters can be purchased for recipients with respiratory or cardiac disease, who use supplemental oxygen on a continuous or intermittent basis. This equipment must be prescribed by the recipient's pulmonologist, cardiologist, or primary care physician. Payments for repair to pulse oximeters after the warranty expires or maintenance can be approved by the APD regional office, if no other funding is available.
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**Durable Medical Equipment and Supplies**, continued

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**Service Requirements,**  
continued

Items not contained on this list that meet the definition of DME can be approved through exception by the APD regional office in consultation with the APD state office. To request an exception, a physician, ARNP, or PA must prescribe the item.

The statement from a physician, ARNP, or PA must delineate how the item is medically necessary, how it is directly related to the recipient's developmental disability, without which the recipient cannot continue to reside in the community.

The request will be reviewed by the APD regional office in consultation with the APD state office to determine compliance with the standards for medical necessity set forth in Rule 59G-1.010, F.A.C., and to determine whether the requested item fairly meets the service definition. Items specifically excluded in this handbook will not be approved through exception.

A prescription submitted for a piece of equipment, which has general utility or is generally used for physical fitness or personal recreational choice, does not change the character of the equipment for purposes of coverage in this category. For example, a physical therapist, occupational therapist, physician, ARNP, or PA recommending or prescribing a stationary bicycle or hot tub does not convert that item from personal fitness or recreational choice equipment to DME covered under the waiver.

Items covered in this category generally include those specifically designed for a medical purpose, and are not used by the general public for physical fitness purposes, recreational purposes, or other general utility uses. It is the general character, and not the specific use of the equipment, that determines its purpose, for coverage under this category.

Note: For additional information on Medicaid state plan coverage, see to the Florida Medicaid Durable Medical Equipment and Medical Supply Services Coverage and Limitations Handbook.

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**Durable Medical Equipment and Supplies**, continued

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**Limitations and Exclusions**

Items usually found or used in a physician's office, therapist's office, hospitals, rehabilitation centers, clinics, or treatment centers or items designed for use by a physician or trained medical personnel are not covered. This includes items such as prone or supine standers, gait trainers, activity streamers, vestibular equipment, paraffin machines or baths, and therapy balls. However, prone or supine standers may be approved by exception for recipients who are medically homebound and their treating physician medically prescribes standing on a daily basis.

Also excluded are experimental equipment, weighted vests and other weighted items, facilitated communication, hearing, and vision systems, institutional type equipment, investigational equipment, items used for cosmetic purposes, personal comfort, convenience or general sanitation items, or routine and first aid items.

Items for diversional or entertainment purposes are not covered. Items that would normally be available to any child or adult and would ordinarily be provided by families or legal representatives are also excluded. Examples of excluded items are toys, such as crayons, coloring books, other books, and games; electronic devices such as iPods or MP3 players, cell phones, televisions, cameras, film, computers and software; exercise equipment, such as treadmills and exercise bikes; indoor and outdoor play equipment, such as swing sets, slides, bicycles, tricycles (including adaptive types), trampolines, play houses, and merry-go-rounds; and furniture or appliances.

Items that are considered family recreational choices are also not covered, including air conditioning for campers, swimming pools, decks, spas, patios, and hot tubs.

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**Reimbursement**

Recipients, their family members or their legal representative must not be reimbursed for equipment they purchase. Once the most reasonable alternative has been identified and specifications developed, three competitive bids must be obtained for all items \$1,000 and over to determine the most economical option. If three bids cannot be obtained, it must be documented to show what efforts were made to secure the three bids and explain if less than three bids were obtained.

For items under \$1,000, only one bid is required as long as it can be demonstrated that the bid is consistent with local market value.

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## Environmental Accessibility Adaptations

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### Description

Environmental accessibility adaptations (EAA) are those physical adaptations to the home that are required by the recipient's support plan and are medically necessary to avoid institutional placement of the recipient and enable the recipient to function with greater independence in the home.

Home accessibility assessments can also include pre-inspection of up to three houses a recipient or family is considering for purchase, review of ceiling lift and track systems, van conversions, and oversight and final inspection of any approved EAA.

If the construction is not completed by the independent assessor, the assessor can still provide construction oversight and a final inspection.

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### Who Can Provide

Providers of EAA services include licensed general or independent licensed contractors, electricians, plumbers, carpenters, architects, and engineers.

Other professionals who can provide EAA assessments include providers with experience in the field of environmental accessibility adaptation assessment, with a RESNA certification, and an occupational license.

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### Service Requirements

Environmental accessibility adaptation services are limited to the amount, duration, and scope of the adaptation project described on the recipient's support plan and current approved cost plan.

To submit a request, the appropriate professional must complete an assessment documenting how the specific EAA is medically necessary and is a critical health and safety need, how it is directly related to the recipient's developmental disability, how it is directly related to accessibility issues within the home, and how, without the identified EAA, the recipient cannot continue to reside in the recipient's current residence.

The request will be reviewed by the APD regional office to determine whether the standards for medical necessity are met and to determine whether the requested item fairly meets the service definition.

Adaptations specifically excluded in this handbook will not be approved.

Environmental accessibility adaptations include only adaptations to an existing structure, and must be provided in accordance with applicable state or local building codes. Adaptations that add to the total square footage of the home are excluded from this benefit. No more than five units per day will be provided and billed and a total limit of \$20,000.00 cannot be exceeded over a five-year period.

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**Environmental Accessibility Adaptations**, continued

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**Service Requirements,**  
continued

This determination includes all of the following considerations:

- There are no less costly or conservative means to meet the recipient's need for accessibility within the home.
- The environmental accessibility adaptation is individualized, specific, and consistent with the recipient's needs and not in excess of those needs.
- The environmental accessibility adaptation enables the recipient to function with greater independence in the home and, without it, the recipient would require institutionalization.

Once adaptations are made to a recipient's residence, adaptation to that residence or another residence cannot be made until five years after the last adaptation to the first residence except for extenuating circumstances, such as total loss of the residence. The cost of adaptation must not exceed the value of the residence.

The waiver program does not cover routine repairs to the existing EAA or general repairs to the home or residence.

Environmental accessibility adaptations must be separated into two categories. Minor adaptations must be defined as those EAA costing under \$3,500 for all adaptations in the home. Major adaptations must include those adaptations to a home when the total cost is \$3,500 and over. Total EAA cannot exceed \$20,000 during a five-year period. Major environmental accessibility adaptations require the assessment of a rehabilitation engineer or other professional qualified to make a home accessibility assessment. This home accessibility assessment must include evaluation of the current home and describe the most cost-beneficial manner to permit accessibility of the home for the recipient on the waiver.

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**Place of Service**

Environmental accessibility adaptations must be made only to a recipient's family home or recipient's own home, including rented houses or apartments. Recipients living in foster homes, group homes, assisted living facilities, or homes for special services (any licensed residential facility) are not eligible to receive this service. The responsibility for EAA rests with the facility owner or operator.

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## **Environmental Accessibility Adaptations**, continued

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### **Limitations and Exclusions**

A recipient's rental property is limited to minor adaptations. Prior to any adaptation to a rental property, a determination should be made as to what, if anything, the landlord will cover. The landlord, prior to service, must approve all proposed environmental accessibility adaptations in writing.

The written agreement between the recipient, the recipient's family, or the recipient's legal representative, and the landlord, must specify any requirements for restoration of the property to its original condition if the recipient moves, and must indicate that APD and waiver funding are not obligated for any restoration costs. Waiver funds cannot be placed in escrow to undo any accessibility adaptations when the recipient moves out. Recipients or families requesting EAA are expected to apply for all other assistance that can be available to assist in meeting the recipient's needs. This includes local housing authorities, county, local, and community funding.

Environmental accessibility adaptations that are required to support proper functioning of medical equipment, such as electrical upgrades, are limited to the requirements for the safe operation of the specified equipment.

If a recipient, family, or legal representative builds a home while the recipient is receiving waiver services, major or structural changes will not be covered.

Environmental accessibility adaptations covered under these circumstances are the difference in the cost, if any, between a handicapped-accessible bathroom and a standard bathroom. However, the cost difference for each item and adaptation must be documented, with total cost not exceeding \$3,500.

The evaluation must demonstrate that the environmental accessibility adaptation recommended is a "prudent purchase." Each EAA must be the most reasonable alternative based on the results of the review of all options, including a change in the use of rooms within the home or alternative housing.

Adaptations or improvements to the home, which are of general utility and are not of direct medical or remedial benefit to the recipient, are excluded.

Examples of items not covered include replacement of carpeting and other floor coverings unless removed to achieve the installation of the adaptation; roof repair; driveways; decks; patios; fences; swimming pools; spas or hot tubs; sheds; sidewalks (unless this is the person's only means of access into the home); central heating and air conditioning; raised garage doors; storage such as cabinets, shelving, or closets; standard home fixtures such as sinks, commodes, tubs, stoves, refrigerators, microwaves, dishwashers, clothes washers and dryers, wall, window and door coverings, furniture, appliances, bedding; and other non-custom items that can routinely be found in a home. Also, specifically excluded are any adaptations that will add square footage to the home.

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## **Environmental Accessibility Adaptations**, continued

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### **Reimbursement**

Once the most reasonable alternative has been identified and specifications have been developed, three competitive bids must be obtained for all EAA to a home costing \$3,500 and over to determine the most economical option. If three bids cannot be obtained, the WSC must document in the support coordination notes what efforts were made to secure the three bids and explain why fewer than three were obtained.

For EAA costing between \$1,000 and \$3,499, at least two competitive bids must be obtained. If two bids cannot be obtained, it must be documented in the support coordination notes to show what efforts were made to secure the two bids and explain why only one was obtained.

For EAA costing under \$1,000, only one bid is required, as long as it can be demonstrated in the bid that the bid is consistent with local market value for like environmental adaptations.

Environmental accessibility adaptations do not include those adaptations or improvements to the home that are of general utility, are considered to be standard housing obligations of the owner or tenant, are considered to be experimental, or are not of direct medical or remedial benefit to the recipient on the waiver. Routine maintenance of the adaptations and general repair and maintenance to the home is the responsibility of the owner or landlord, and not a covered waiver service.

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## **Personal Emergency Response Systems**

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### **Description**

A personal emergency response system (PERS) is an electronic communication system that enables a recipient to secure help in the event of an emergency. The recipient can also wear a portable "help" button that allows for mobility while at home or in the community. The system is connected to the person's phone and programmed to signal a response center. When the "help" button is activated, qualified personnel are dispatched to the recipient's location. The need for a personal emergency response system must be addressed in the recipient's support plan.

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### **Who Can Receive**

A PERS is limited to those recipients who live alone or who are alone for significant parts of the day and have no regular caregiver for extended periods of time, and otherwise require extensive routine supervision. Recipients living in licensed residential facilities are not eligible to receive this service.

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**Personal Emergency Response Systems**, continued

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**Who Can Provide**

A PERS provider must be licensed electrical contractors, alarm system contractors, contract agencies for Community Care for the Elderly (CCE) as authorized by Chapter 430, F.S., Community Care for Disabled Adults (CCDA) programs as authorized by Chapter 410, F.S., or hospitals.

Freestanding equipment can also be purchased from independent vendors, such as discount or home improvement stores, but these vendors cannot provide monitoring.

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**Place of Service**

A PERS must be provided in the recipient's own home or apartment or the family's home or apartment. If a mobile "help" button is available, then the recipient must wear it while engaged in a community activity.

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**Limitations and Exclusions**

A cell phone does not meet the definition of a PERS. This service does not include the cost for the telephone or telephone line but does include the cost of the monthly service fee and any installation fee.

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**Personal Supports**

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**Description**

Personal supports services provide assistance and training to the recipient in activities of daily living, such as eating, bathing, dressing, personal hygiene, and preparation of meals. When specified in the support plan, this service can also include heavy household chores to make the home safer, such as washing floors, windows and walls; tacking down loose rugs and tiles; or moving heavy items or furniture. Services also include non-medical care, and supervision. This service can provide access to community-based activities that cannot be provided by natural or unpaid community supports and are likely to result in an increased ability to access community resources without paid support.

Personal supports are designed to encourage community integration. Personal supports in supported living are also designated to teach the recipient about home-related responsibilities.

This service can also include respite services to a recipient age 21 years or older living in their family home. Respite services provide relief to the caregiver and is incorporated into the personal support service. The provider, to the extent properly qualified and licensed, assists in maintaining a recipient's own home and property as a clean, sanitary and safe environment.

This service is provided in support of a goal included the support plan or an identified need to support or maintain basic health and safety and is not purely diversional in nature.

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**Personal Supports**, continued

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**Who Can Receive**

Personal supports for individuals in the family home are limited to adults 21 years or older. Personal supports can be provided to recipients age 18 years or older who are in a supported living situation or living in their own home.

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**Who Can Provide**

Providers of personal supports can be a licensed home health or hospice agency, a licensed residential facility, or a solo or agency provider that meets the minimum qualifications in Chapter 1.

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**Place of Service**

Personal supports are provided in the recipient's own home, family home, licensed residential facility if being used as respite, or when or engaged in a community activity. Personal supports can also be provided at the recipient's place of employment. No service can be provided or received in the provider's home, the home of a relative or friend of the provider, a hospital, an ICF/IID or other institutional environment.

If renting, the name of the recipient receiving personal supports services must appear on the lease either singularly, with a roommate, or a guarantor. If the recipient has a legal guardian, the legal guardian's name may appear on the lease with the recipient.

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**Limitations and Exclusions**

The recipient's support plan must specifically explain the duties that a personal supports provider will perform for the recipient.

Personal supports services cannot be provided during the time a recipient is attending an adult day training program.

Assistance is provided on a one-on-one basis to recipients who live in their family homes unless they are engaged in a community-based activity. Community-based activity is provided to recipients living in their family home or in their own homes in groups not to exceed three.

If the recipient resides in supported living arrangements and receives both personal supports and supported living coaching then the provider must coordinate their activities to avoid duplication. The personal supports services are separate and are not a replacement for the services performed by a supported living provider. Personal supports provided in supported living must follow plans and strategies developed by the supported living provider as detailed in the support plan, implementation plan, or both.

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**Personal Supports**, continued

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**Limitations and Exclusions**, continued

Personal supports providers are not reimbursed separately for transportation and travel costs. These costs are integral components of the personal supports service and are included in the basic rate. However, in limited circumstances for individuals with extremely challenging behaviors that cause the individual to be a health and safety risk, the personal support provider may accompany the recipient during transportation services to ensure health and safety. These situations must be approved by exception by the APD regional office.

Recipients living in foster or group homes are not eligible to receive personal supports, except:

- To facilitate an overnight visit with family or friends away from the foster or group home.
- When a group home resident recovering from surgery or a major illness does not require the care of a nurse, and the group home operator is unable to provide the personal attention required to ensure the recipient's personal support needs are being met. Under these circumstances, it would be considered reasonable to provide this service to a group home resident only on a time-limited basis. Once the recipient has recovered, the service must be discontinued. The use of personal supports in this situation must be requested by the WSC and approved by the APD regional office, with a copy of the approval maintained in the WSC file and the provider file.
- When a recipient living in a licensed group home is employed and needs personal supports services at the employment site.

The provider or the provider's immediate family must not be the recipient's landlord or have any interest in the ownership of the housing unit.

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**Reimbursement**

There are three reimbursement options for personal supports. The rates must be based on the most cost effective arrangement to meet the recipient's need.

- Quarter hour: Personal supports may be billed for up to 96 quarter-hours per day, if it is the most cost effective rate to meet the recipient's needs.
  - Daily: Personal supports needed for more than eight hours per day can be billed at the daily rate if it is the most cost effective rate to meet the recipient's needs.
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**Personal Supports**, continued

**Reimbursement**, continued

- Combined daily and quarter hours: Up to 6 hours or 24 quarter-hours above the daily rate may be approved to provide additional supports that must be billed by the quarter hour. Personal supports billed by the quarter hour above the daily rate may be approved under the following circumstances:
  - Recipient requires additional supervision due to intense behavioral challenges that make the recipient a danger to themselves or others. In this situation, the recipient must have a behavioral services plan that is implemented by the personal support provider, and the recipient requires visual supervision during all waking hours and intervention as determined by a certified behavioral analyst. The behavioral services plan and its effects on the behavior must be re-viewed by the LRC on a regular schedule as determined appropriate by the LRC.
  - Recipient requires temporary additional supervision and assistance to recover from a medical condition, procedure, or surgery. The additional supports may only be approved on a time limited basis during the recipient’s recovery. This must be documented by medical information signed by the recipient’s physician.
  - Recipient requires total physical assistance to include lifting and transferring, in at least three of the basic personal care areas of eating, bathing, toileting, grooming, and personal hygiene, due to physical, cognitive or behavioral limitations. Also, the recipient must require physical assistance during sleep hours to meet their health and safety needs.

Reimbursement for nursing oversight of services provided by home health agencies and nurse registries, as required by 42 CFR 484.36 and Chapter 59A-8 F.A.C., is not a separate reimbursable service. The cost must be included in the personal supports service.

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**Respite Care**

**Description**

This service is generally used due to a brief planned or emergency absence, or when the primary caregiver is available, but temporarily physically unable to care for or supervise the recipient for a brief period of time.

**Who Can Receive**

Respite care is a service that provides supportive care and supervision to recipients under the age of 21 years when the primary caregiver is unable to perform the duties of a caregiver.

Respite care for recipients age 21 years or older is available as a part of the personal supports service family.

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**Respite Care**, continued

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**Service Requirements**

With regard to relatives providing this service, safeguards must be taken to ensure that the payment is made to the relative as a provider, only in return for specific services rendered, and there is adequate justification as to why the relative is the provider of care. Approval for use of a relative to provide respite services must be granted by the APD regional office. Documentation of APD's approval must be maintained in both the provider's and WSC's files.

Relatives who live outside the recipient's home and are enrolled as Medicaid waiver providers can provide respite care services and be reimbursed for the services, under specific circumstances.

Some recipients may require respite care provided by a licensed nurse. These recipients have complex medical conditions which require medically necessary nursing services. If a licensed nurse provides this service, a prescription for skilled respite from a physician, ARNP, or PA is required. Skilled respite will be reimbursed at the licensed practical nurse (LPN) level.

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**Place of Service**

Respite care can be provided in the recipient's family home, while involved with activities in the community, or receive respite services in a licensed group home, foster home, or assisted living facility (ALF).

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**Limitations and Exclusions**

Recipients living in licensed group homes or who are in supported or independent living are not eligible to receive respite care services.

Respite care services are limited to the amount, duration, intensity, frequency, and scope of the service described on the recipient's support plan and approved cost plan.

Respite services are only available to recipients under the age of 21 years and who live in the family home.

Billing is at the quarter-hour with a maximum of 96 units per day, or by the day, whichever is most cost effective. The day rate is billed for ten hours of service or more.

Providers of respite care must use a stepped quarter-hour rate for the service or the daily rate if respite services are provided for ten or more hours a day or 40 quarter-hours. The provider must bill for only those hours of direct contact with the recipient(s).

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**Reimbursement**

Respite care service providers are not reimbursed separately for transportation and travel cost as these costs are integral components of the service and are included in the basic rate.

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**Residential Habilitation General Information**

**Description**

It is the provider’s responsibility to provide adequate staffing levels to meet the health and safety needs of recipients, even if the staffing levels are above the identified minimum staffing levels for the recipients in the home. APD shall review and approve as appropriate increased rate levels for recipients who consistently require increased levels of staffing to ensure health and safety.

Providers of standard and behavior focus residential habilitation services must provide a level of service consistent with the minimum direct care staff hours per person per day. Staffing ratios must be established by the provider using the available total minimum direct care staff hours per person per 24 hour day, per the Table below, consistent with the support and training needs of recipients receiving residential habilitation services for functional, behavioral, or physical needs.

The provider will meet or exceed the minimum hours needed per day for each recipient, or provide the required staffing over a seven day period for each home to accommodate for absences from the home and to establish optimal coverage on weekends. Providers of residential habilitation services and their employees must provide sufficient staff ratios while delivering these services to meet more than one recipient’s needs and provide appropriate levels of training and supervision for recipients of the service.

Residential habilitation service hours counted must be provided by the action of recipient training, intervention, or supervision. Provider compliance with direct care staffing levels for residential habilitation services substantiates Medicaid billing requirements only; other provisions of this handbook remain fully applicable to all providers.

<b>Direct Care Staff Hours per Recipient per 24 Hour Day</b>		
<b>Level of Disability</b>	<b>Min Hours per Day</b>	<b>Min Hours per Week</b>
Basic Level	2	14
Minimal Level	4	28
Moderate Level	6	42
Extensive 1 Level	8	56
Extensive 2 Level	11	77

Adjustments can be made to full time equivalent (FTE) calculations based on the number of hours in the shift, (i.e. if the shift is ten hours instead of eight hours). Deviations of FTE calculations must be prior approved in writing by the APD regional office. APD will allow providers the flexibility to adjust the mandatory staffing hours for the Extensive 1 and Extensive 2 levels by exception to be approved in advance and in writing by APD.

Hours counted must be provided by residential habilitation staff or by other staff who are providing direct care or direct time spent on recipient training, intervention, or supervision.

**Residential Habilitation General Information**, continued

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**Description**,  
continued

To determine minimum required staffing for each level of support for residential habilitation services, the minimum direct care staff hours per person per 24 hour day authorized for recipients receiving residential habilitation services are multiplied by the number of recipients receiving the service at that level in the home setting. All available staff hours per level are totaled to obtain a daily minimum total number of staff hours. The number of all available staff hours is multiplied by seven to establish a weekly minimum total. Providers have flexibility in how staff resources are used in order to provide efficient and effective services, provided minimum staffing levels are maintained.

If recipients are engaged in the receipt of other services during a period of time during the day, the residential habilitation provider can modify staffing patterns to maximize staff during the time that recipients are in the home and receiving the service, and to optimize coverage on the weekends and holidays.

For example: The calculation to determine the daily and weekly minimum staff hours for six recipients receiving the service and living in the same home, all authorized at the moderate level of supports is as follows:

The minimum number of direct care staff hours per person per 24 hour day for the moderate level is 6 hours. "Six recipients multiplied by six direct care staff hours per person per 24 hour day equals 36 available direct care staff hours per day; multiplied by 7 equals 252 available direct care staff hours per week." If recipients are engaged in the receipt of other services during the day, the residential habilitation provider can modify the staffing patterns to maximize staff during the time that recipients are in the home and receiving the service, and to optimize coverage on the weekends and holidays.

Providers are required to maintain a minimum level of staffing consistent with the minimum direct care staff hours per recipient per 24 hour day. Staffing ratios must be established by the provider at or above the available total minimum direct care staff hours per recipient per 24 hour day, consistent with the support and training of recipients receiving residential habilitation services for functional, behavioral, or physical needs. The necessity for these services is determined by APD based on specific individual characteristics that impact the immediate safety, health, progress, and quality of life for the recipient, and the determination that less intensive services have not been sufficient to meet these needs. The need for increased levels of residential habilitation, behavior focused residential, or intensive behavioral residential habilitation must be verified and approved by the APD regional office in consultation with the APD state office.

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## Residential Habilitation (Standard)

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### Description

Residential habilitation service provides supervision and specific training activities that assist the recipient to acquire, maintain, or improve skills related to activities of daily living. The service focuses on personal hygiene skills, such as bathing and oral hygiene; homemaking skills such as food preparation, vacuuming, and laundry; and social and adaptive skills that enable the recipient to reside in the community. This training is provided in accordance with a formal implementation plan, developed by the provider with direction from the recipient, and reflects the recipient's goals from the current support plan.

Recipients with challenging behaviors can require more intense levels of residential habilitation services described as behavior focused residential habilitation, intensive behavior residential habilitation, or enhanced intensive behavior residential habilitation.

Behavior focused intensive behavior, and enhanced intensive behavior residential habilitation may only be provided in APD licensed facilities which have been designated as behavior focus, intensive behavior, or enhanced intensive behavior homes by APD.

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### Who Can Provide

In order to perform this service, eligible providers must be the owner or operator of the licensed residential facility in which this service is rendered. This is effective for providers enrolled after January 1, 2015. Direct care staff providing residential habilitation services in a licensed residential facility must:

- Be age 18 or older
  - Have one year of experience providing direct services in a medical, psychiatric, nursing, child care setting, or working with persons who have a developmental disability; or at least 120 hours of direct services to recipients with complex behavior problems, as defined in APD's Rule 65G-4.010(3)(b), F.A.C. For exemptions to this requirement, see Rule 65G-2.008, F.A.C.
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**Residential Habilitation (Standard),** continued

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**Service Requirements**

Providers must provide adequate staffing levels to meet the health and safety needs of recipients, even if the staffing levels are above the identified minimum staffing levels for the recipients in the home.

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**Place of Service**

This service is provided primarily in a licensed residential facility. However, some activities associated with daily living that generally take place in the community (e.g., grocery shopping, banking, or working on social and adaptive skills) are included in the scope of this service.

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**Limitations and Exclusions**

Residential habilitation providers are paid separately for transportation services if they are currently enrolled as an iBudget Waiver transportation provider, only when transportation is provided between a recipient's place of residence and another waiver service. Incidental transportation or transportation provided as a component of residential habilitation services is included in the residential habilitation rate paid to the provider. Residential habilitation providers are not reimbursed separately for time spent documenting services as these costs are integral components of the services and are included in the basic rate.

Residential habilitation training services do not take the place at a recipient's job or another meaningful day service, but must be scheduled around such events. For example, if a recipient works Monday through Friday, 9:00 a.m. – 4:00 p.m., residential habilitation training services must be scheduled in the evening hours and on weekends.

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**Residential Habilitation (Standard),** continued

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**Limitations and Exclusions,**  
continued

A recipient cannot receive residential habilitation services and supported living coaching services at the same time, except when the recipient lives in a licensed residential facility and has a personal goal or outcome for supported living on a support plan. In this case, the recipient can receive both services for a maximum of 90 days prior to their move to the supported living setting.

The APD regional office can approve residential habilitation daily services for recipients who reside in a licensed foster or group home with no more than three recipients living in the home. Residential habilitation daily services can be billed when the recipient is present up to 365 days per year or 366 days per leap year.

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**Reimbursement**

Payments to providers of residential habilitation services are not made for the recipient's room and board, the cost of facility maintenance, upkeep, and improvement, other than such costs for modifications or adaptations to a facility required to ensure the health and safety of residents, or to meet the requirement of the applicable life safety code. Payment for residential habilitation does not include payments made, directly or indirectly, to members of the recipient's immediate family. Payments will not be made for activities or supervision for which payment is made by a source other than Medicaid.

The two different rate components for residential habilitation services are day and month.

A provider or an employee of a provider is not required to live in the licensed home for the live-in rate to be applied for the service. The daily rate may provide up to 24 hours of supports in a licensed home with three or less individuals.

Providers furnishing residential habilitation in a licensed home can be reimbursed at the monthly rate if the recipient resides in the home for a minimum of 24 days in the month. Providers can be reimbursed at the daily rate for recipients who are in the home fewer than 24 days for the month. Billing, however, cannot be submitted until after the month is completed. If billing by the month, providers must not bill for a date of service on which the recipient was not present. Providers must use the last date the recipient was present as the date of service.

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## Residential Habilitation (Behavior Focused)

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### Description

In order for the provider to receive a residential habilitation with a behavioral focus rate for a recipient, the provider must meet the specified staff qualifications for the service, and the recipient must exhibit the service characteristics as described below. This level of service must be approved for a recipient only when it has been determined through use of the APD approved instrument by the APD regional behavior analyst or designee, and through the support planning process, that a recipient requires residential habilitation services with a behavioral focus.

The goal of behavior focused residential habilitation service is to prepare the recipient for full or partial re-integration into the community, with established behavioral repertoires, such as developing a healthy lifestyle, filled with engaging and productive activities.

The service provides for comprehensive monitoring of staff skills and their implementation of required procedures. Monitoring for competence must occur at least once per month for 50% of direct service staff that have completed the training described above. Staff must be recertified in the training requirements yearly. The provider must have a system that demonstrates and measures continuing staff competencies on the use of procedures that are included in each recipient's behavior analysis services plan.

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### Who Can Receive

Residential habilitation services with a behavior focus are appropriate for recipients exhibiting at least one of the following behavioral characteristics, within the past twelve months, as documented in their central record:

- Exhibits self-inflicted, detectable, external, or internal damage requiring medical attention or the behavior is expected to increase in frequency, duration, or intensity resulting in self-inflicted, external, or internal damage requiring medical attention. These types of behaviors include head banging, hand biting, and regurgitation.
  - Exhibits external or internal damage to other persons that requires medical attention or the behavior is expected to increase in frequency, duration, or intensity resulting in external or internal damage to other persons that requires medical attention. These types of behaviors include hitting others, biting others, and throwing dangerous objects at others.
  - Arrest and confinement by law enforcement personnel.
  - Causes major property damage or destruction in excess of \$500 for any one intentional incident.
  - Engages in behavior that creates a life threatening situation, including excessive eating or drinking, vomiting, ruminating, eating non-nutritive substances, refusing to eat, swallowing excessive amounts of air, and severe insomnia.
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**Residential Habilitation (Behavior Focused), continued**

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**Who Can Receive,**  
continued

- Behavior has led to the use of restraint or emergency medications or Baker Act within the past twelve months.
  - Engaged in public displays of inappropriate sexual behavior.
  - Engaged in threats of inappropriate sexual behavior or sexually provocative behavior towards another person, or is vulnerable to exploitation due to being sexually active.
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**Who Can Provide**

A board certified behavior analyst or a person licensed under Chapter 490 or Chapter 491, F.S., who meets the qualifications of a Level 1 or Level 2 behavior analysis provider, must provide face-to-face monitoring of behavioral services as described in the approved behavioral programs implemented within the residential program; as evidenced by a timesheet, a contract indicating monitoring activities to be conducted that meet the handbook requirement, or a behavioral service provider invoice, or some other form of documentation.

The behavior analyst overseeing behavioral services must be able to demonstrate that staff:

- Monitoring has been conducted as required.
- Have successfully completed all required trainings in the behavioral principles content areas.
- Are trained in recipient behavior analysis support plans.

Behavior focus residential habilitation services will be provided in APD licensed residential habilitation group homes. Providers of behavior focused residential habilitation must be designated by APD as a behavior focused provider and meet the provider and staff qualifications identified above for standard residential habilitation, as well as ensuring the following:

- Direct care staff providing residential habilitation behavior focus services in a licensed residential facility must
    - Be age 18 or older
    - Have one of the following:
      - Have one year of experience providing direct services in a medical, psychiatric, nursing, child care setting, or working with persons who have an developmental disability; or at least 120 hours of direct services to recipients with complex behavior problems, as defined in APD's Rule 65G-4.010(3)(b), F.A.C. For exemptions to this requirement, see Rule 65G-2.008, F.A.C.
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## Residential Habilitation (Behavior Focused), continued

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### Who Can Provide, continued

- Ninety classroom hours of instruction in applied behavior analysis from non-university, non-college classes or university and college courses. The 90 classroom hours of instruction will count as meeting the requirements of the 20 contact hours.

They must also have:

- Twenty contact hours of instruction in a curriculum meeting the requirements specified by the APD state office and approved by the APD designated behavior analyst. Instruction must be provided by a person meeting the qualifications of any category of behavior analysis provider as described in this handbook. For initial certification, role play, videotaped feedback, or instructional videos demonstrating the skills being taught, must be included.
- As proof of instruction, the provider must have either a certificate of completion or a college or university transcript and a course content description, verifying the applicant successfully completed the required instruction.

Certification by the BACB as a RBT™ may substitute for the requirements above.

- Receive training in an APD approved emergency procedure curriculum consistent with APD's Rule 65G-8.002, F.A.C., where providers will be working with recipients with significant behavioral challenges.
- No fewer than 75% of the provider's direct service staff working with the recipient(s) for whom the behavior focus residential habilitation rate applies must have completed at least 20 contact hours of face-to-face instruction. The 20 hours of training can be obtained by completing an in-service training program offered privately or through a college or university. Proof of training must be maintained in the provider's file for review and verification in the following content areas:
  - Introduction to applied behavior analysis – basics and functions of behavior
  - Providing positive consequences, planned ignoring, and stop-redirect-reinforce techniques
  - Data collection, recording, and documentation

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### Service Requirements

The provider must document evidence of the recipient's continued need as well as evidence that the services are assisting in meeting the recipient's needs so that transition to less-restrictive services, as appropriate, remain possible.

At least annually thereafter, and prior to the development of the recipient's support plan, the APD regional behavior analyst or designee will re-evaluate the recipient's eligibility for the service to confirm that the recipient continues to demonstrate the characteristics.

The need for residential habilitation with a behavior focus and the rate for the service must be identified on the recipient's support and cost plan and on the authorization for service submitted to the provider by the recipient's WSC.

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**Residential Habilitation (Behavior Focused), continued**

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**Service Requirements,**  
continued

Providers of residential habilitation and behavior focus residential habilitation in a licensed facility must bill for services only when the recipient is present, using the monthly or daily rate authorized, based on the published rate for the service.

Behavior focused residential habilitation is intended to be a temporary placement and, as such, once the person's challenging behaviors can be shown to respond to effective treatment, the recipient should be considered for transitioning to the next appropriate level of treatment service. The conditions under which a recipient can be ready for transitioning should be considered on a person-by-person basis with input from the recipient, legal representative, residential and behavior analysis service providers.

The conditions for transition within or from behavior focused residential habilitation to the next lower level of treatment service serve as guidelines under which the treatment team should consider a less structured, more open environment, including levels of involvement from direct care staff, staff supervisors, and professional care providers.

Conditions to be considered for recipient transition to alternate levels of residential habilitation include the level of supports needed, given changes in any one of the following:

- The behavioral excesses that made treatment necessary occur at reduced rates and with reduced intensity.
- The behaviors intended to replace the problem behavior now occur more often in the presence of the environmental conditions that previously evoked behavioral excesses.
- The level of supervision has been reduced or the recipient functions with less supervision or supervision is the same as that which is likely to be provided in the residential setting to which the recipient is most likely to move, and those settings in which the recipient is likely to have access.
- The provider has determined an effective means of managing the person's behavior to offer recommendations for transition to new levels of staff, and the physical environment requirements needed to maintain or to continue the recipient's improvement.

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**Place of Service**

Residential habilitation (behavior focused) services must be licensed residential facilities pursuant to section 393.067, F.S.

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## Residential Habilitation (Intensive Behavior)

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### Description

Intensive behavior (IB) residential habilitation is for recipients who present issues with behavior that are exceptional in intensity, duration, and frequency, whose needs cannot be met in a behavior focus or standard residential habilitation setting, and who meet one or more of the following conditions.

The goal of IB residential habilitation service is to prepare the recipient for full or partial reintegration into the community, with an expanded array of skills and behaviors, with a focus on independent adaptive functioning, and developing a healthy lifestyle, while participating in engaging and productive activities.

Treatment within IB residential habilitation also includes medical oversight by psychiatric and nursing services when recipients routinely use psychotropic medications or emergency medications for the management of behavior, mood, or thought processes.

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### Who Can Provide

Intensive behavioral residential habilitation services will be provided in APD licensed residential habilitation group homes. Providers of IB residential habilitation services must meet the behavior focused provider and staff qualifications, as well as ensuring:

- All adjunct services (behavioral, psychiatric, and nursing) are included in the service, or separately billed to the recipient's private insurance policies, or sources of reimbursement other than the Medicaid waiver program, or APD.
  - The program or clinical services director meets the qualifications of a Level 1 behavior analyst, including a doctorate level board certified behavior analyst, a master's level board certified behavior analyst, or a practitioner licensed under Chapter 490 or Chapter 491, F.S. with training and experience providing behavior analysis services to special populations. The program or clinical services director must be in place at the time of designation of the organization as an intensive behavioral residential habilitation program.
  - Staff responsible for providing behavior analysis services must be an enrolled professional authorized to provide behavior analysis services. Only individuals who are board certified behavior analysts – doctoral level, board certified behavior analysts (BCBA), board certified assistant behavior analysts (BCaBA), Florida certified behavior analysts or persons licensed in accordance with Chapter 490 or 491, F.S., on active status, and demonstrating supervision as required, may be providers of behavior analysis services, under APD's Rule 65G-4.010(3)(b), F.A.C.
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## Residential Habilitation (Intensive Behavior), continued

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### Who Can Provide, continued

Direct care staff providing residential habilitation Intensive Behavior services in a licensed residential facility must:

- Be age 18 or older and have a high school or GED diploma
  - Have one of the following:
    - Have one year of experience providing direct services in a medical, psychiatric, nursing, child care setting, or working with persons who have developmental disability. For exemptions to this requirement, see Rule 65G-2.008, F.A.C., incorporated by reference.
    - At least 120 hours of direct services to recipients with complex behavior problems, as defined in APD's Rule 65G-4.010(3)(b), F.A.C.
    - Ninety classroom hours of instruction in applied behavior analysis from non-university, non-college classes or university and college courses (The 90 classroom hours of instruction will count as meeting the requirements of the 20 contact hours.)
  - They must also have: twenty contact hours of instruction in a curriculum meeting the requirements specified by the APD state office and approved by the APD designated behavior analyst. Instruction must be provided by a person meeting the qualifications of any category of behavior analysis provider as described in this handbook. For initial certification, role play, videotaped feedback, or instructional videos demonstrating the skills being taught, must be included. As proof of instruction, the provider must have either a certificate of completion or a college or university transcript and a course content description, verifying the applicant successfully completed the required instruction.
  - Certification by the BACB as an RBT™ may substitute for the requirements in the regulations listed above.
  - Receive training in an APD approved emergency procedure curriculum consistent with APD's Rule 65G-8.002, F.A.C., where providers will be working with recipients with significant behavioral challenges.
  - No fewer than 75% of the provider's direct service staff working with the recipient(s) for whom the intensive behavior residential habilitation rate applies must have completed at least 20 contact hours of face-to-face in-service training program offered privately or through a college or university. Proof of training must be maintained in the provider's file for review and verification in the following content areas:
    - Introduction to applied behavior analysis – basic and functions of behavior
    - Providing positive consequences, planned ignoring, and stop-redirect-reinforce techniques
    - Data collection, recording, and documentation
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## Residential Habilitation (Intensive Behavior), continued

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### Staffing Requirements

For residential providers:

- The ratio of behavior analyst-to-recipient is no more than one full-time analyst to 20 recipients.
- All direct service staff will complete at least 20 contact hours of face-to-face competency-based instruction with performance-based validation, and comply with staff monitoring and the re-certification system as described in the behavioral focused residential habilitation section of this handbook.

All direct service staff will receive training in an APD-approved emergency procedure curriculum consistent with APD's Rule 65G-8.002, F.A.C., where staff will be working with recipients with significant behavioral challenges.

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### Service Requirements

Intensive behavioral residential habilitation must provide the recipient with aggressive, consistent implementation of a program of treatment and training unique to the needs of the individual and participation in training opportunities available to all recipients in the home, as well as health services, and related services that are directed toward:

- The acquisition of the behaviors necessary for the recipient to function with as much self-determination and independence as possible.
- The reduction or replacement of high-risk behavior problems.

Recipient support plan goals should relate to the assessment, management, and replacement of problems with behavior. As treatment progresses and is effective, recipient goals should also include generalization and maintenance of new behavior and behavior reductions in settings that are increasingly similar to less intensive treatment settings, but within which continued treatment and maintenance services are included.

Recipients receiving IB residential habilitation programs must be taught to function more independently with continuous training, supervision, and support by the staff. Over time, with effective intervention, a noticeable reduction in the severity of a recipient's behavior should occur. However, even though there can be substantial improvement in behavior, the provider's goal is to ensure that gains made are maintained in settings other than the treatment setting alone and services should remain comprehensive and continuous so that the recipient can effectively transition to less intensive services.

Intensive behavior residential habilitation services are appropriate for recipients exhibiting at least one of the following behavioral characteristics, within the past six months, as documented in their central record:

- Engaged in behavior that caused injury to self or others that required emergency room or other inpatient care from a physician or other health care professional.
  - Engaged in a behavior that creates a life-threatening situation, such as, excessive eating or drinking, vomiting, ruminating, eating non-nutritive substances, refusing to eat, swallowing excessive amounts of air, and severe insomnia.
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**Residential Habilitation (Intensive Behavior),** continued

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**Service Requirements,**  
continued

- Engaged in unauthorized fire setting.
- Attempted suicide.
- Intentionally caused damage to property in excess of \$1,000 in value for one incident.
- Engaged in behavior that was unable to be controlled via less restrictive means and necessitated the use of restraints, either mechanically, manually or by commitment to a crisis stabilization unit, three or more times in a 30-day period, or six times across the applicable six-month period.
- Engaged in behavior that resulted in the recipient's arrest and confinement.
- Engaged in sexual behavior with any person who did not consent or is considered unable to consent to such behavior, or engaged in sexual behavior that caused injury to self or others requiring emergency room or other in-patient care from a physician or other health care professional.
- If the supervision and environment is such that the recipient lacks opportunity for engaging in these serious behaviors, the behavior analyst providing services must provide data, probes or other documented evidence to the regional behavior analyst providing oversight for services, showing that the behavior would likely occur at least every six months if the recipient were without the supervision or environment provided.

Intensive behavioral services for a recipient must be approved and authorized by APD through the characteristics that identify the service requirements. The APD regional behavioral analyst or designee will determine individual characteristics have been met for intensive behavioral residential habilitation. At least annually thereafter, the regional behavioral analyst or designee will re-evaluate the recipient to confirm that the recipient continues to demonstrate the characteristics and service level.

The review process for service approval must include evaluation of the level of need of the recipient and the effectiveness of services being provided. Authorized rates for this service are standardized but may vary for a recipient based upon their Global Behavioral Service Need Matrix (or IB matrix score) identified in Rule 59G-13.081, F.A.C., and specific service needs. Evaluation and authorization must occur prior to service delivery, for new services, within 30 days for existing services, and at least annually thereafter.

Arrangement of contingencies designed to improve or maintain performance of activities of daily living must also be included. This would occur when a recipient does not bathe regularly and as a result, the recipient becomes socially isolated. The objective in this case would typically be to establish acceptable bathing routines in the absence of more formal and sophisticated behavioral programming. In these cases, incidental training is provided. For example, a recipient is provided instruction while getting dressed in order to assist the recipient in learning to select appropriate clothing for a specific job site. In this way, training on basic skills is provided as one component of active treatment.

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**Residential Habilitation (Intensive Behavior)**, continued

**Service Requirements,**  
continued

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Individual behavioral service plans for recipients receiving intensive behavioral services must include a written transition plan to decrease services or the level of service, as behavior improves and when applicable, a medical condition improves. Environmental changes or adjustments that are made as the person's behavior and medical condition improves must be tracked, measured, and graphed for the recipient's records. The goal of an IB residential habilitation service is to prepare the recipient for full or partial re-integration into the community, with established behavioral repertoires with an expanded array of skills and behaviors, such as developing a healthy lifestyle filled with engaging and productive activities.

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**Residential Habilitation (Intensive Behavior)**, continued

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**Service Requirements,**  
continued

Intensive behavior services are intended to be a temporary placement and as such once the recipient's challenging behaviors can be shown to respond to effective treatment, the recipient should be transitioned to the next lower level of treatment service. The conditions under which a recipient can be ready for transitioning should be considered on a person-by-person basis with input from the recipient, family, residential and behavior analysis service providers, as applicable.

One or more of the conditions under which a recipient can be ready for transitioning should be considered on a person-by-person basis. The conditions for a recipient's transition from a higher level of intensive behavior residential habilitation to a lower level of IB residential habilitation or even behavior focused residential habilitation when intensive behavioral characteristics are no longer met, serve as guidelines under which the treatment team must recommend a less restrictive, less structured, more open environment. The goal of any behavioral residential habilitation service is to prepare recipients for integration into their local community to the greatest extent possible, with desirable improvement with a marked decrease in challenging behaviors such that they have greater community inclusion and integration.

Conditions to be considered when planning for transition include the level of supports needed, given changes in any one of the following:

- The behavioral excesses that made treatment necessary occur at reduced rates and with reduced intensity.
- The behaviors intended to replace the problem behavior now occur more often in the presence of the environmental conditions that previously evoked the behavioral excesses.
- Level of supervision has been reduced or the recipient functions with less supervision, or supervision is the same as that which is likely to be provided in the residential setting to which the recipient is most likely to move, and those settings in which the recipient is likely to have access.
- The provider has determined an effective means of managing the person's behavior to offer recommendations for transition to new levels of staff and the physical environment requirements needed to maintain or to continue the recipient's improvement.

When the conditions identified above are met, the recipient should be transitioned to a lower level of IB residential habilitation until the recipient no longer requires intensive behavior residential habilitation treatment.

Treatment would continue with the focus shifting to ensure the recipient's gains are maintained or improved in settings that afford greater access to unplanned, encounters with untrained people.

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## **Residential Habilitation (Intensive Behavior), continued**

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### **Reimbursement**

The following service characteristics identified below must be met in order to receive an intensive behavioral residential habilitation rate:

- The APD service authorization must be based on established need and re-evaluated at least annually while the recipient is receiving the services. The provider must document evidence of continued need, as well as evidence that the service is assisting the recipient in meeting the recipient's needs, so that transition to a lower level of IB residential habilitation or less intense service category, such as behavior focused residential habilitation, can be possible.
  - Behavior assistant services must not be provided as an additional billable service in conjunction with IB residential habilitation.
  - Minimum staffing requirements for IB residential habilitation services must be determined at the time the rate for the service is established, but no less than the rate established for behavior focused extensive 2.
  - Providers of residential habilitation services and their employees must provide sufficient staffing ratios while delivering these services to meet more than one recipient's needs in the same home, provide appropriate levels of training and supervision for recipients receiving the service, and to ensure that procedures can be implemented consistent with the requirements found in their emergency procedure curriculum.
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## **Residential Habilitation (Enhanced Intensive Behavior (EIB) and EIB Medical)**

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### **Description**

There are two types of enhanced intensive behavior (EIB) residential habilitation. This includes EIB Residential Habilitation and EIB Medical. Both types of EIB services are for recipients who present behavioral challenges that are exceptional in intensity, duration, and frequency, whose needs cannot be met in an intensive, behavior focus, or standard residential habilitation setting.

Enhanced intensive behavior medical (EIB Medical) services are for recipients who also require nursing services for 24-hours per day, seven days a week.

The goal of all EIB residential habilitation services is to prepare the recipient for full or partial reintegration into less restrictive community settings by teaching an expanded array of skills and behaviors. The focus is on independent adaptive functioning and developing a healthy lifestyle, while participating in engaging and productive activities.

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## Residential Habilitation (Enhanced Intensive Behavior), continued

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### Who Can Receive

Enhanced intensive behavior residential habilitation services must be authorized by the APD State Office and may be appropriate for recipients who meet all of the following criteria:

1. Transitioning from a comprehensive transitional education program
2. A score of 4, 5, or 6 on the Global Behavioral Service Need Matrix
3. Have met at least one of the following behavioral characteristics within the past six months:
  - Engaged in behavior that caused injury to self or others that required emergency room or other inpatient care from a physician or other health care professional.
  - Engaged in a behavior that creates a life-threatening situation, such as, excessive eating or drinking, vomiting, ruminating, eating non-nutritive substances, refusing to eat, swallowing excessive amounts of air, or severe insomnia.
  - Engaged in unauthorized fire setting.
  - Attempted suicide.
  - Intentionally caused damage to property in excess of \$1,000 in value for one incident.
  - Engaged in behavior that was unable to be controlled via less restrictive means and necessitated the use of restraints, either mechanically, manually or by commitment to a crisis stabilization unit, three or more times in a 30-day period, or six times across the applicable six-month period.
  - Engaged in behavior that resulted in the recipient's arrest and confinement.
  - Engaged in sexual behavior with any person who did not consent or is considered unable to consent to such behavior, or engaged in sexual behavior that caused injury to self or others requiring emergency room or other in-patient care from a physician or other health care professional.

If the supervision and environment is such that the recipient lacks opportunity for engaging in these serious behaviors, the behavior analyst providing services must provide data, probes, or other documented evidence to the regional behavior analyst providing oversight for services showing that the behavior would likely occur at least every six months if the recipient were without the supervision or environment provided. This might include documentation of the continued prevalence of precursor behaviors which occur with great certainty under certain environmental conditions before the serious behaviors occur.

In addition, to be eligible for EIB Medical services, recipients must meet the behavioral characteristics above and have significant and complex medical needs requiring nursing services 24-hours per day. Recipients must meet at least one of the following characteristics as determined by the regional APD behavior analyst and medical case manager:

1. Has a medical condition that, in conjunction with their behavioral issues, clearly indicated the need for 24-hour nursing availability.

2. Has a medical condition that may not have required continuous nursing services, but may have been caused or exacerbated by the behavior exhibited by the individual, that is frequent enough to warrant the availability of nursing services to deal with medical issues or conditions.
3. Experiences a medical condition, independent of their behavior. However, the target behavior(s) made the medical issue or condition difficult or impossible to treat in a less specialized environment.
4. Has a medical condition that required specialized equipment and/or procedures that could only be provided by licensed staff. If this care is not available, the risk is such that there are consequences that could cause the individual to experience a decrease in function, acute illness, or a decline in health status.

Enhanced intensive behavior services must be approved and authorized by APD through verification that the criteria for eligibility for this service have been met. The APD regional behavioral analyst or designee will make the determination that an individual meets all criteria for EIB residential habilitation with final authority through the APD state office. The regional behavioral analyst and medical case manager will make the determination that an individual meets all criteria for EIB Medical with final authority through the APD state office. At least every six months thereafter, the regional behavioral analyst or designee will re-evaluate the recipient to confirm that the recipient continues to meet eligibility criteria. For EIB Medical services, both the regional behavioral analyst or designee, and the medical case manager will re-evaluate the recipient to confirm that the recipient continues to meet all eligibility criteria.

The review process for service approval must include evaluation of the level of need of the recipient and the effectiveness of services being provided. Evaluation and recommended authorization for services must be made by the regional behavior analyst and medical case manager, as appropriate to the EIB service type, prior to service delivery; for new services, within 30 days of the six month review for existing services; and, at least every six months thereafter. The APD state office has final authority for EIB and EIB Medical authorizations.

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## Residential Habilitation (Enhanced Intensive Behavior), continued

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### Who Can Provide

Enhanced intensive behavior residential habilitation services will be provided in APD licensed residential facilities designated by the regional behavior analyst. Enhanced intensive behavior medical services will be provided in an APD licensed residential facility designated by the regional behavior analyst and medical case manager. Providers of EIB residential habilitation services must meet the following:

- The program or clinical services director must be a Level 1 behavior analyst, and must be in place at the time of designation of the organization as an EIB residential habilitation program.
- Staff responsible for providing behavior analysis services must be at least Level 3 board certified behavior analysts on active status with caseloads of no more than 18 EIB recipients (and no more than 20 total individuals), with at least one analyst on-call 24/7.
- For each facility, staffing must include a registered nurse onsite at least 96 hours per year and a licensed practical nurse onsite at least 118 hours per year. Enhanced intensive behavior medical settings must have 24/7 onsite nursing care.
- The provider must have at least one registered behavior technician per shift, per site, at all times of operation.

Direct care staff rendering EIB services in a licensed residential facility must:

- Be age 18 or older and have a high school or GED diploma.
  - Have two years of experience working with persons who have a developmental disability, or one year in direct services to recipients with complex behavior problems.
  - Be a registered behavior technician (RBT) or have received 40 hours of training in RBT techniques provided by a Behavior Analyst Certification Board (BACB) certified RBT trainer within 6 months of providing direct care services in an EIB setting with successful completion of a competency assessment equivalent to the certified RBT assessment. Prior to rendering EIB services, direct care staff shall have successfully completed 20 classroom hours of behavior analysis training and meet the criteria to become a behavior assistant.
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## Residential Habilitation (Enhanced Intensive Behavior), continued

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### Staffing Requirements

Providers must:

- Maintain sufficient staffing ratios to meet all recipients' needs:
  - Minimum direct staffing ratio of 1:1 during awake hours and 1:2 during each individual's sleep hours.
  - For EIB Medical, the minimum direct staffing ratio is 1:2 with 24-hour nursing coverage.
- Provide appropriate levels of training and supervision for recipients receiving the service
- Ensure that procedures can be implemented consistent with the requirements found in the emergency procedure curriculum
- Ensure all direct care staff have completed behavioral emergency procedures training in accordance with Rule Chapter 65G-8, F.A.C., prior to service provision if working with a recipient who requires reactive strategies.
- Ensure all direct care service staff receive training in an APD-approved emergency procedure curriculum in accordance with Rule 65G-8.002, F.A.C.
- Monitor and document competency for all staff in the use of basic behavioral principals when carrying out each client's Behavior Analysis Service Plan on a quarterly basis. This monitoring can be done in real time with the recipient or through staff role play
- Monitor and document competency for all staff in training formal skill acquisition programs for each client on a quarterly basis. This monitoring can be done in real time with the recipient or through staff role play.

For EIB providers who operate programs at multiple sites, professional staff, including the clinical director, behavior analysts, and registered nurse, may be shared between sites, provided limits on caseloads for behavior analysts are maintained.

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## Residential Habilitation (Enhanced Intensive Behavior), continued

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### Service Requirements

Enhanced intensive behavior services include aggressive, consistent implementation of a program of treatment and training unique to the needs of the recipient. The service includes participation in training opportunities available to all recipients in the home, as well as individualized services needed for health, safety, and welfare. The goal of EIB services is to prepare the recipient to re-integrate to a less restrictive setting or service, achievable through:

- The acquisition of the behaviors necessary for the recipient to function with as much self-determination and independence as possible.
- The reduction or replacement of high-risk behavior problems.
- Access to psychotropic or emergency medications, psychiatric, nursing, and medical oversight services, and any other specialist services necessary.

Recipient support plan goals should relate to the assessment, management, and replacement of problem behaviors with functionally-related appropriate behaviors. As treatment progresses and is effective, recipient goals should also include generalization and maintenance of new behavior and behavior reduction in settings that are increasingly similar to less intensive treatment settings, but within which continued treatment and maintenance services are included.

Recipients must be taught to function more independently with continuous training, supervision, and support by the staff. Over time, with effective intervention, a noticeable reduction in the severity of a recipient's behavior should occur. However, even though there can be substantial improvement in behavior, the provider's goal is to ensure that gains made are maintained in settings other than the treatment setting alone and services should remain comprehensive and continuous so that the recipient can effectively transition to less intensive services.

Prior to accepting a recipient into a facility to provide EIB services, the provider must meet face-to-face with the recipient to make direct observations and complete a thorough record review to verify the individual's level of need and the provider's ability to meet those needs.

Individual behavioral service plans for recipients receiving EIB services must include a written transition plan and goals by which service reduction can be determined as the person's behavior improves, and when applicable, a medical condition improves. Environmental changes or adjustments that are made as the person's behavior and medical condition improves must be tracked, measured, and graphed for the recipient's records.

**Residential Habilitation (Enhanced Intensive Behavior), continued**

**Service Requirements, continued**

Enhanced intensive behavior services are intended to be a temporary placement and as such once the recipient's challenging behaviors can be shown to respond to effective treatment, the recipient should be transitioned to the next lower level of treatment service. The conditions under which a recipient can be ready for transitioning should be considered on an individual person-by-person basis with input from the recipient, family, residential and behavior analysis service providers, as applicable.

Conditions to be considered when planning for transition include the level of supports needed, given changes in any one of the following:

- The behavioral excesses that made treatment necessary occur at reduced rates and with reduced intensity.
- The behaviors intended to replace the problem behavior now occur more often in the presence of the environmental conditions that previously evoked the behavioral excesses.
- Level of supervision has been reduced or the recipient functions with less supervision, or supervision is the same as that which is likely to be provided in the residential setting to which the recipient is most likely to move, and those settings in which the recipient is likely to have access.
- The provider has determined an effective means of managing the person's behavior to offer recommendations for transition to new levels of staff and the physical environment requirements needed to maintain or to continue the recipient's improvement.

When one or more of the conditions identified above are met, and the recipient is scoring a 3 or less on the Global Behavioral Service Needs Matrix (or IB matrix score) identified in Rule 59G-13.081, F.A.C., the individual is a candidate for transition to a lower level of service and no longer requires EIB residential habilitation level of treatment. Treatment would continue with the focus shifting to ensure the recipient's gains are maintained or improved in settings that afford greater access to unplanned, encounters with untrained people.

If no behavioral improvements are being made and the recipient is not making progress to transition to lower levels of services, APD will conduct, or arrange for, a consultation with the provider to determine more effective treatment plan options.

Enhanced intensive behavior services providers may install and utilize a video monitoring system in accordance with Rule Chapter 65G-2, F.A.C.

Recipients over the age of 21 years may receive life skills development 1, 2, or 3 and transportation services in addition to EIB services. Employees from the EIB facility must accompany the recipient to life skills development 3 services as determined and approved by the behavior analysis plan and faded as appropriate.

## Residential Habilitation (Enhanced Intensive Behavior), continued

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### Reimbursement

All of the following service characteristics must be met in order to receive an EIB residential habilitation rate:

- The initial APD service authorization must be based on established need.
- The service must be reauthorized by the APD state office every six months while the recipient is receiving the services. The provider must provide both of the following:
  - Documented evidence of continued need
  - Documented evidence that the service is assisting the recipient in meeting the recipient's needs

If transition is occurring to a lower level of behavioral residential services, the EIB rate may be paid for up to 180 days to ensure adequate transition of support needs. After 180 days, if the individual does not transition to another residence, reimbursement will be made at the intensive behavior or behavior focus service level that corresponds with the individual's level of support needs.

Behavior assistant, behavior analysis, and nursing services must not be provided as additional billable services in conjunction with EIB residential habilitation.

## Special Medical Home Care

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<b>Description</b>	Services provided to recipients with complex medical conditions requiring an intensive level of nursing care residing in a foster or group home. This can include recipients who are ventilator dependent, require tracheostomy care, or have a need for deep suctioning to maintain optimal health.
<b>Who Can Provide</b>	Nurses and certified nurse assistants must perform services within the scope of their license or certification.
<b>Service Requirements</b>	<p>Rates for this service must be approved and authorized through the APD state office. Authorization for each recipient in the home requires review by the APD state office nursing staff. Authorized rates for service can vary based on the specific service needs of the recipient. Service authorization must occur prior to service delivery and at least every six months by the APD state office nursing staff while the recipient is receiving the service. The APD can establish a level of nursing staff based on recipient support needs at the time of the review required to authorize the service and rate.</p> <p>The service is provided for 24 hours per day, with nursing services and medical supervision for all the recipients residing in the home. The foster or group home must have APD state office authorization and must maintain appropriate and sufficient staffing at all times to meet the intensive needs of all recipients residing in the home. The rate for special medical home care is considered to be an inclusive rate for nursing, medical supervision, and residential habilitation. It does not include other wellness and therapeutic support services.</p>
<b>Limitations and Exclusions</b>	<p>This service does not include recipients whose only need is for gastrostomy tube feedings or medications, wound care, or insulin injections without other intensive needs.</p> <p>Only those recipients with complex medical conditions, requiring an intense level of nursing care, and who reside in licensed homes with the designation of special medical home care, are eligible for this service. This may include recipients who have intensive medical needs. They may be ventilator dependent, require tracheostomy care, or have a need for deep suctioning to maintain optimal health, or have other complex medical needs that require 24 hours per day nursing services. For new providers rendering services after the promulgation of this handbook, the service is limited to recipients age 21 and older.</p>

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## Supported Living Coaching

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**Description**

These services can include assistance with locating appropriate housing; the acquisition, retention, or improvement of skills related to activities of daily living (e.g., personal hygiene and grooming); household chores; meal preparation; shopping; personal finances; and the social and adaptive skills necessary to enable recipients to reside on their own.

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**Who Can Receive**

Supported living coaching services provide training and assistance in a variety of activities to recipients who live in their own homes or apartments.

Recipients are limited to adults age 18 years or older.

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**Who Can Provide**

Providers of supported living coaching services can be solo providers or employees of agencies.

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**Service Requirements**

In order to identify the types of training, assistance, and intensity of support needed for the recipient, the provider must complete a Functional Community Assessment Form, found in Appendix G. This assessment is designed to assist the provider in becoming familiar with the recipient and the recipient's capacities and needs. The assessment addresses all aspects of daily life including relationships, medical and health concerns, personal care needs, household and money management, community mobility, and community interests. The supported living provider is responsible for completing the Functional Community Assessment prior to the recipient's move into a supported living arrangement or within 45 days of service implementation for a recipient already in a supported living arrangement. The Functional Community Assessment, updated at least annually, is available in the Guide to Supported Living available on the APD Web site at [www.apdcares.org](http://www.apdcares.org).

To ensure that the recipient's housing selection meets housing standards, the supported living provider must complete an initial Housing Survey Form, found in Appendix H for each person. The supported living coach must complete the housing survey prior to the lease being signed. The housing survey is available in the Guide to Supported Living available on the APD Web site at [www.apdcares.org](http://www.apdcares.org).

Upon final on-site inspection of the home by the supported living provider and the WSC, the WSC's approval of the housing survey is required. The housing survey is also reviewed quarterly as part of the quarterly home visit and made available for review by the WSC. These updates must include a review of the recipient's overall health, safety, and well-being.

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**Supported Living Coaching**, continued

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**Service Requirements,**  
continued

For each recipient served, the supported living provider must complete a Financial Profile Form, found in Appendix I. available in the Guide to Supported Living available on the APD Web site at [www.apdcares.org](http://www.apdcares.org). The profile is an analysis of the household costs and revenue sources associated with maintaining a balanced monthly budget for the recipient. In addition to substantiating the need for a monthly subsidy or initial start-up costs, the profile will serve as a source of information for determining strategies for assisting the recipient in money management.

The supported living provider must assist the recipient in completing the financial profile and submitting it to the WSC no more than ten days from the onset of services and updated following the selection of housing by the recipient or if the financial situation changes.

If the financial profile indicates a need for a one-time or recurring subsidy, the profile must be submitted to and approved by the APD regional office before the recipient signs a lease; any time the recipient's finances change; and annually thereafter.

Providers of supported living coaching services must participate in iBudget Waiver monitoring reviews conducted by the APD or its authorized representatives.

The provider must render supported living coaching services at the time and place mutually agreed to by the recipient and provider. The provider must have an on-call system in place that allows recipients access to services for emergency assistance 24 hours per day, seven days per week. The provider must specify a backup person to provide services in the event that the provider is unavailable. Telephone access to the provider or the backup provider must be available, without toll charges to the recipient. Services provided and documented by the backup provider must be billed by the backup.

Supported living coaching encourages maximum physical integration into the community.

Recipients who live in family homes, foster homes, or group homes are not eligible for these services unless recipients have an identified goal to move into their own homes or apartments.

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## Supported Living Coaching, continued

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### Service Requirements, continued

Supported living coaching services can be made available to recipients who are in the process of looking for a residence within 90 days before moving, even though they will reside in a family, foster, or group home during the search process and can be receiving residential habilitation services. Supported living coaching services cannot be authorized or reimbursed for a recipient who chooses a home that does not meet acceptable housing standards as outlined in the APD housing survey. Supported living coaching services are provided on a one-to-one basis. The provider will bill for supported living coaching services in accordance with the APD rate structure. If services are provided with two or more recipients present, the amount billed must be prorated based on the number of recipients receiving the service if there are two or more recipients receiving the service at the same time.

The homes of individuals receiving supported living coaching services will meet requirements as required by APD's Rule 65G-5.004, F.A.C.

Within 90 days before moving, supported living coaching services can be made available to recipients who are in the process of looking for a residence, even though they will reside in a family or licensed residential facility during the search process and may be receiving residential habilitation services.

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### Billing Requirements

For reimbursement purposes, the supported living coach must meet certain basic billing requirements (which may be maintained electronically). Billable activities may include the direct provision of, or training the recipient in, the following:

- Housing procurement
  - Household maintenance and management
  - Safety and emergency procedures
  - Twenty-four hour emergency assistance
  - Meal planning and preparation
  - Shopping and consumer skills
  - Clothing care
  - Self-care, manners, and sexuality
  - Money management and banking
  - Utilizing third party benefits
  - Time management
  - Recreation and leisure
  - Mobility and travel skills
  - Civic responsibilities
  - Advocacy
  - Interpersonal communication
  - Facilitation of one-to-one relationships
  - Support counseling
-

**Supported Living Coaching**, continued

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**Billing Requirements**, continued

- Self-medication and health management
  - Recipient specific documentation
  - Time spent in person-centered meetings with the recipient present, to discuss futures planning, support plan meetings, quarterly progress review meetings, and time spent without the recipient present working to coordinate services with other providers that does not duplicate support coordination responsibilities; also included is time spent completing and updating functional community assessments, financial profiles, implementation or transition plans, and relationship maps
  - Quality assurance activities. These activities must be clearly documented in the supported living daily progress notes. These must include activities, supports and contacts with the recipient, other providers and agencies with dates and times, and a summary of support provided during the contact, any follow up needed and progress toward achieving support plan goals. Time spent in oversight activities geared to coordinate must also be clearly documented in the daily progress notes. The daily progress notes must be placed in the recipient's record prior to claim submission.
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**Place of Service**

Supported living coaching services are provided in the recipient's own home, apartment, or in the community. In order to be considered a supported living arrangement, the home must be available for lease or purchase by anyone in the community and cannot be co-located on the same property as the recipient's family home. Supported living coaching cannot be provided in the same home with a legally responsible family member except during transition from the family home into supported living.

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**Limitations and Exclusions**

When a recipient receives personal supports, life skills development services, or both, in addition to supported living coaching, the providers must work together to avoid duplication of activities with coordination by the WSC.

Supported living coaching services are separate and should not be duplicative of services performed by the personal supports provider. This provision applies to new providers. If the supported living coach is providing one or more additional services to the recipient, documentation must clearly reflect the service being provided and billed for at a given time.

An exception can be requested by the recipient to the APD regional office to request a waiver to allow supported living services to be provided on the property of a family member, in a separate structure, with a separate lease.

Supported living coaching services are not to be provided during the same period of time as residential habilitation services or when the recipient is living in the family home, except for the 90 days prior to the recipient moving into the supported living setting.

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## Supported Living Coaching, continued

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### **Limitations and Exclusions,** continued

If a supported living provider agency is chosen by the recipient or legal representative to serve as a representative payee, the supported living provider must document informed consent of the recipient or legal representative's choice and follow all applicable Social Security representative payee guidelines. Supported living providers must review, with the recipient and the legal representative, if applicable, alternative payee options. The provider must notify APD and provide documentation of the above prior to becoming the representative payee.

An acceptable arrangement may not include the recipient's parents, step-parents, guardian, or guardian advocate living in the same residence.

Supported living coaching services may not be provided by a supported living coach who is living in a recipient's home.

The supported living coaching provider or the provider's immediate family must not be the recipient's landlord or have any interest in the ownership of the housing unit as required by APD's Rule 65G-5.004, F.A.C. If renting, the name of the recipient receiving supported living coaching must appear on the lease either singularly or with a roommate or a guarantor.

A recipient receiving supported living coaching service must live with no more than two other people who have developmental disabilities and must have control over daily routines.

Supported living coaching services are limited to the amount of duration as scope of the services described in the recipient's support plan and current approved cost plan.

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## Support Coordination

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### Description

Support coordination includes ongoing case management to ensure that a recipient accesses services needed to maintain health, safety, and welfare. WSCs are responsible for assisting recipients in accessing services from all available resources and monitoring the effectiveness of home and community-based services.

The support coordination service includes advocating for the recipient and identifying, developing, coordinating, and accessing supports and services on the recipient's behalf, regardless of the funding source. Support coordination can also involve assisting the recipient or family to access supports and services on their own. Services and supports shall be obtained through a variety of funding sources, including the iBudget Waiver, Medicaid state plan services, third party payers, other government or community programs, and natural supports. Non-waiver services may include assistance through state, federal, local government, and community programs that support people at home and work. The WSC shall facilitate the development of meaningful relationships and increased participation in the community by identifying and providing the recipient with information about community events, special interest clubs, service organizations, faith-based groups, volunteer opportunities, and competitive integrated employment that may be of interest to the recipient.

The iBudget Waiver mandates that WSCs work with recipients and families to locate and develop natural and community supports. This includes the help of family, friends, colleagues, faith-based organizations, or businesses who might be approached directly with requests to support a recipient outside of a formal organizational program of assistance.

The WSCs are responsible for supporting a recipient's self-direction, working creatively to meet their needs, and monitoring the recipient's health and safety on an ongoing basis. The WSCs must use a person-centered approach to plan and implement supports and services that address the recipient's needs and goals. The WSCs will use the APD approved needs assessment, medical records, and information obtained through the recipient, providers, and those who know the recipient to identify risks and implement strategies to address risks and needs. The WSCs must assist recipients who desire to work in exploring opportunities for competitive integrated employment.

The iBudget Waiver requires Medicaid waiver funds be used to supplement and not replace or duplicate the supports already provided by family, friends, neighbors, vocational and educational programs, and the community. In accordance with 409.910, F.S., Medicaid is the payer of last resort. Further, section 393.0662(3), F.S. mandates that each client use all available services authorized under the state Medicaid plan, school-based services, private insurance and other benefits, and any other resources that may be available to the client prior to using Medicaid waiver funds. Per section 393.063(42), F.S., WSCs are responsible for assisting individuals and families in identifying their capacities, needs, and resources, as well as finding and gaining access to necessary supports and services.

The WSCs shall ensure that waiver services are linked to the recipient's level of need. In an individual budgeting system like iBudget Florida, the recipient, the WSC, and the service providers work together to accommodate the needs of the

recipient within the recipient's waiver budget allocation. With individual budgeting, the recipient learns what the budget is at the beginning of the planning process. By knowing the amount of resources the state will provide, the recipient, the family, and the WSC can develop a plan based on their priorities.

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**Support Coordination**, continued

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**Description**,  
continued

The WSCs promote the health, safety, and well-being of recipients. They also promote the dignity and privacy of, and respect for, each recipient, including sharing personal information and decisions when necessary.

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**Who Can  
Receive**

Support Coordination is a required service for all iBudget Waiver recipients. The iBudget Waiver offers the following levels of support coordination:

- Full
    - Required for recipients in supported living or licensed residential facility
    - Optional for individuals 18 or older in the family home or independent living
  - Enhanced
    - Optional for recipients transitioning from a public or private intermediate care facility for individuals with developmental disabilities, a nursing facility, or the Developmental Disabilities Defendant Program during the three months prior to their anticipated date of transfer and the three months after the actual date of transfer
  - Limited Support Coordination
    - Pursuant to section 393.0662, F.S., Limited Support Coordination is the only support coordination service available to individuals under the age of 18 who live in the family home
    - For individuals over the age of 18 years, Limited Support Coordination can be selected only after the recipient in the family home or independent living has received services through the iBudget Waiver system for at least three months.
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**Support Coordination**, continued

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**Who Can Provide**

Waiver support coordination services must be provided by a Qualified Organization. Qualified Organizations must obtain a Medicaid group practice number and must use this group practice number to bill for all support coordination services provided by the organization and its employees.

To qualify for employment as a WSC with a Qualified Organization, an individual must be enrolled in Medicaid as a waiver support coordination provider and maintain an active individual Medicaid provider number. To provide services through a Qualified Organization, after receiving an individual Medicaid provider number, a WSC must have a signed Medicaid Waiver Services Agreement with APD.

In accordance with Rule 65G-14.0043, F.A.C., support coordinators who have worked as a support coordinator for less than 12 months must complete a mentorship under the supervision of the Qualified Organization's designated mentor.

Review of the recipient's central records, or receiving of confidential information, as well as conducting of face-to-face visits and contact with a recipient may occur after the applicant meets Level II background screening requirements. However; during mentorship, the mentee must be directly observed by the mentor in completing the required activities outlined in the mentoring program.

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**Requirements for all Support Coordinators**

All WSCs must:

- Contact recipients regularly in accordance with the frequency required for the level of WSC services and living setting of the recipient and more frequently if needed to ensure health, safety, and welfare.
  - Complete required face-to-face visits in accordance with the frequency required for the level of WSC services and the living setting of the recipient and more frequently if needed to ensure his or her health, safety, and welfare.
  - Maintain progress notes in APD iConnect for all contacts, visits, and assistance provided on behalf of the recipient.
  - Assist the client in choosing iBudget Waiver providers.
  - Monitor service delivery and ensure that providers are carrying out services in accordance with the recipient's needs and person-centered plan.
  - Conduct person-centered planning at least annually and ongoing as needed in accordance with 42 CFR 441.301. Complete the person-centered support plan in APD iConnect and amend as necessary throughout the year.
  - Identify risks and needs. Develop and implement strategies to meet needs and mitigate risks. Ensure back-up plans are in place for needed assistance.
  - Complete a Personal Disaster Plan to utilize in the event of natural disasters.
  - Maintain the recipient's cost plan in APD iConnect.
  - Match service requests to the recipient's needs.
-

- Accurately complete the Waiver Eligibility Worksheet regarding eligibility for Medicaid and Medicaid Home and Community-Based Waiver services every 365 days.
  - Assist the recipient in maintaining Medicaid eligibility by providing all necessary assistance to the recipient to maintain Medicaid benefits. With the recipient's permission, the WSC must review the recipient's personal funds to determine if funds are properly accounted for and are not in excess of the Medicaid asset limit. Notify APD and providers when Medicaid eligibility lapses.
  - Maintain accurate recipient and legal representative demographics in APD iConnect. Maintain records of documentation that identifies legal representatives.
  - Maintain accurate and up-to-date recipient job information in APD iConnect demographics tab.
  - Assist the recipient in accessing all Medicaid and non-Medicaid services in the community.
  - Review the Bill of Rights for Persons with Developmental Disabilities annually with the recipient.
  - Provide the Notice of Privacy Practices upon initial contact with a new waiver enrollee and when the Notice of Privacy Practices is updated as specified by APD.
  - Maintain a current Authorization for Release form to identify individuals the WSC can communicate with regarding services and supports.
  - Provide information to the recipient regarding abuse, neglect, and exploitation annually, including information on the mandatory reporting requirements and how to report abuse, neglect, and exploitation.
  - Review documentation of all the services provided to the recipient to ensure the services are consistent with the service authorization plan and are reflecting progress towards the recipient's goals.
  - Review their client's waiver provider claims information to ensure claims are consistent with the service authorization.
  - Assist with managing APD budget allocations to ensure that recipients have sufficient funds to meet their Medicaid service needs throughout the year. If the WSC becomes aware that the service limits have been exceeded, or if the WSC feels the recipient's budget allocation will be depleted before the end of the year, the WSC will work with the recipient to adjust utilization to better cover the year and still meet needs. The WSC must immediately notify the APD regional office if an adjustment to utilization is not complied with by the recipient or provider(s).
  - Monitor service provision to ensure the recipient's health and safety.
  - Monitor progress on goals and recipient satisfaction with services and providers.
  - Determine whether the recipient was involved in any incidents, hospitalizations, or emergency room visits and follow up on any related health or behavioral issues. Report such incidents to the APD regional office if they have not already been reported in accordance with Rule 65G-2.010, F.A.C.
  - Contact recipients and/or their legal representatives following an incident report or allegation of abuse, neglect, exploitation, or sexual misconduct to determine if additional services or supports are needed to maintain health and safety.
  - Assist clients who desire to work in accessing competitive integrated employment.
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- Assist the APD regional office staff in completing, facilitating completion, and scheduling the APD approved assessment by notifying the recipient and attending the meeting (if requested by the recipient).
- Provide records to the APD regional office within two (2) business days of the request.
- Submit a complete Verification of Available Services form as required by Rule 65G-4.0215, F.A.C. whenever requesting new or additional services for a recipient effective 7/1/2021.

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**Support Coordination**, continued

**Full Support Coordination**

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Full support coordination provides significant support to a recipient to ensure the recipient's health, safety, and well-being. The WSC can share tasks with the recipient and the recipient's family, or other support persons as they desire or need, but ultimately the WSC must be responsible for performing all tasks required to locate, select, and coordinate services and supports, whether paid with waiver funds or through other resources. In addition to the activities listed in the Requirements for all Support Coordinators section, the following are duties for full support coordination:

- Be on-call to the recipient 24 hours per day, 7 days per week.
  - Have a minimum of two billable contacts monthly with the recipient or on behalf of the recipient in accordance with specification under the Contact Requirements section.
  - Perform all tasks to locate, select, and coordinate services and supports.
  - Determine if the services being provided meet the recipient's expectations and needs. This can be accomplished through conversations with the recipient, and those who know and support the recipient, through reviews of service providers' documentation, and by monitoring the recipient's involvement in and satisfaction with the services being provided.
  - Attend medical appointments, recipient education plan meetings, social security meetings, and similar appointments at the recipient's request.
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**Support Coordination**, continued

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**Limited Support Coordination**

Limited support coordination services are services that are intended to be less intense than full support coordination. Limited support coordination services are billed at a reduced rate and have reduced contact requirements. Limited support coordinators are not on-call 24 hours per day, 7 days per week but are expected to return calls within 24 hours. Limited support coordination includes providing basic waiver information, engaging in person-centered support planning, and assisting the recipient in locating and selecting services and providers. Limited support coordination includes providing guidance to the recipient to evaluate the quality of services and satisfaction with services and providers.

In addition to the activities listed in the Requirements for all Support Coordinators section, the following are applicable to Limited Support Coordination:

- WSCs must have at least one billable contact monthly with the recipient or on the behalf of the recipient.
- WSC services must occur during times and dates prearranged by the recipient and the WSC.

With the exception of recipients under age 18 in the family home, individuals receiving limited support coordination can request to return to full support coordination due to an increased need for assistance, but once approved, must remain in full support coordination for a minimum of three months. The additional funding required for a transition to full support coordination must come from the recipient's current budget allocation.

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**Support Coordination**, continued

**Enhanced  
Support  
Coordination**

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Enhanced support coordination services consist of activities that assist the recipient in transitioning from a nursing facility, Developmental Disabilities Defendant Program, or an ICF/IID to the community, when an enhanced level of support coordination is needed to ensure a smooth transition.

Enhanced Support Coordination requires the following:

- WSCs must have at least four billable contacts monthly with the recipient or on the behalf of the recipient. Billable contacts are specified in Recipient Contact Requirements.
  - Enhanced support coordination is intended to be time limited for three months prior to discharge from the facility, and for three months after the move occurs, or for a total of no more than six consecutive months for situations that are related to a change in the recipient's situation as described above.
  - The WSC providing enhanced support coordination will work directly with the recipient, institutional staff, and the selected waiver providers prior to the move to ensure a smooth transition to community services, including those funded through the waiver and other services and supports necessary to ensure the health and safety of the recipient. The WSC will coordinate these activities with the facility's discharge planning processer.
  - The WSC must engage in person-centered planning to develop an initial support plan for the recipient, taking into account information from the provider's summary of the recipient's development, behavioral, social, health, and nutritional status and a discharge plan designed to assist the recipient in adjusting to their new living environment. In addition, for individuals having a documented history of engaging in sexual aggression, sexual battery or otherwise engaged in nonconsensual sexual behavior with another individual, with or without police involvement will require the development of a "safety plan" in advance of placement, as part of the support plan. The WSC should include regional office staff from the region within which the person will be transitioned, as well as appropriate staff from the discharging facility, and whenever possible, the receiving residential provider to develop a comprehensive safety plan.
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**Support Coordination**, continued

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**Enhanced Support Coordination**, continued

Waiver support coordinators can bill at the enhanced support coordination level for the three months prior to a recipient's move, but only after the recipient has been discharged from the facility, providing all activities required for a move have been completed. The WSC must pay particular attention to the ongoing evaluation of the proposed support system to ensure a smooth transition, including oversight and coordination with all service providers to ensure services are being delivered consistent with the recipient's needs.

The WSC must update the recipient's initial support plan within 30 days of development to identify progress made with the transition to community services and possible changes needed in supports and services, and follow-up on unresolved issues.

If the transition is delayed or does not occur, the WSC cannot bill the waiver for WSC services in excess of the three months approved for transition. If transition does not occur, the WSC cannot bill for WSC services.

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**Standard Caseload Size**

The standard caseload size for WSCs is 43 full-time recipients per WSC. A recipient who receives Limited Support Coordination is counted as a half-time recipient on the caseload. Any WSCs who provide Limited Support Coordination can have a caseload greater than 43 recipients but may not exceed the equivalent of 43 full-time recipients.

The designated mentors or supervisors of the Qualified Organization must ensure that all WSCs employed by the Qualified Organization receive adequate supervision and the support coordination needs of all recipients are met.

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**Support Coordination**, continued

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**Vacancies and Leaves of Absence**

Whenever a vacancy occurs or a leave of absence in excess of 30 calendar days is granted to a WSC employed by a Qualified Organization, the Qualified Organization must notify the APD regional office in writing in accordance with the procedures set forth in Rule 65G-14.004, F.A.C. If a vacancy is due to the termination or resignation of a WSC or a written request by a WSC for leave, based on the provisions of the Family and Medical Leave Act, caseloads can temporarily exceed the maximum 43 full-time recipients for a maximum period of 90 consecutive calendar days from the date the vacancy occurred. Upon receipt of this notification, the APD regional office will provide a 14 consecutive calendar day notice to the affected recipients and the Qualified Organization, of the need to select a different WSC. This notification will allow sufficient time for the recipient to choose an available provider from within or outside the current Qualified Organization and the provider to complete the necessary paperwork or take other necessary action on behalf of the recipient. Failure to notify the APD regional office of the vacancy within the required timeframes will result in recoupment of funds received by the provider.

Qualified Organizations must employ a minimum of four (4) WSCs to meet the requirements articulated in section 393.0663, F.S. Qualified Organizations with less than the required four WSCs, have 90 days to fill WSC vacancies in accordance with Rule 65G-14.002, F.A.C.

All WSC caseload transfers will be accomplished by the APD regional office working with the provider to identify those recipients affected by the vacancy, allowing another WSC to temporarily exceed the maximum caseload of the equivalent of 43 full-time recipients, if necessary.

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**Dual Employment**

Dual employment includes any other form of employment or contracted services for which compensation is received.

When a Qualified Organization is reviewing a candidate for employment as a WSC, and the candidate is dually employed, the Qualified Organization must submit a dual employment plan for review and approval by the APD regional office. Qualified Organizations must also submit dual employment plans for review and approval by APD for any WSC who seeks additional employment after becoming a WSC or whose other employment changes after APD approved the dual employment plan. This includes any and all changes that affect the dual employment plan described below.

All dual employment requests will be sent to the APD regional office as part of the Provider Enrollment application and anytime additional employment is being sought by the WSC. Accompanying the provider enrollment application, the Qualified Organization must submit a dual employment plan for the WSC applicant. The dual employment plan shall contain, at a minimum:

- The type and detailed description of employment held at the time of the application;
- The number of hours worked on a weekly basis;
- Description of how the WSC will be contacted by recipients served at all times (both during working and non-working hours) for individuals receiving full or enhanced waiver support coordination services;

- Whether the dual employment will continue upon employment with the Qualified Organization and, if so, the duration of dual employment. If dual employment will continue after hire, the plan must identify the WSC's expected response time for communications;
- How meetings and contacts will be scheduled around the recipient's schedule (to include how phone calls, e-mails, meeting requests, will be made); and
- How conflicting priorities, emergencies, and meetings will be handled.

If a WSC's dual employment plan changes, the Qualified Organization shall submit an updated dual employment plan to the APD regional office for review and approval within 10 calendar days of the change.

If there are performance issues on the part of the WSC and the regional office determines that the dually employed WSC is not available or accessible to recipients served, or cannot carry out other duties and responsibilities required of a WSC due to the dual employment, the WSC must either modify or terminate the other employment immediately or the Agency will terminate the WSC's Medicaid Waiver Services Agreement.

WSCs must be available and accessible to the recipients receiving services on a 24-hour-per-day, 7-day-per-week basis for full or enhanced support coordination, and for emergencies in the case of limited support coordination. This means that support coordination must take precedence over any other form of the WSC's employment or business holdings.

Under no circumstances can WSC's dual employment include the provision of waiver services to recipients other than WSC services.

APD reserves the right to review dual employment plans at any time.

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**Support Coordination**, continued

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**Selection of and  
Access to  
Support  
Coordinators by  
Recipients**

Unless an exception is granted by APD, WSCs do not have the option as a provider to decline to serve recipients who choose services from the WSC. If the recipients are within the geographic boundaries approved by APD, and the WSC has the caseload capacity to serve them, then the recipient may select the WSC. Exceptions made by the APD regional office must be approved in writing by the APD state office. If a recipient wants to interview a WSC as a possible service provider, the WSC must be available to meet the recipient at a location that is convenient to the recipient.

The WSC must be available to meet the recipient's needs and to perform the duties and responsibilities required by this handbook. Through the Qualified Organization, the WSC must have an on-call system in place that allows recipients to contact the WSC 24 hours per day, 7 days per week. For non-emergency calls, the WSC must respond by the end of the next consecutive calendar day or weekday, depending upon the level of support coordination chosen. For emergency calls, the WSC must return the call immediately. The Qualified Organization's on-call system must be approved by the APD regional office as a part of the application process.

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**Support Coordination**, continued

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**Selection of and Access to Support Coordinators by Recipients**, continued

Each Qualified Organization is required to identify a backup WSC to provide ongoing services during the absences of the primary WSC. This backup provider must be a certified and enrolled WSC. The name and contact information, including a primary phone, secondary phone, and email address for the Qualified Organization's backup person must be clearly communicated to recipients served and to the APD regional office.

Access to the WSC or backup WSC must be available to their recipients without telephone toll charges.

The Qualified Organization and all its employees who supervise staff, train staff, or conduct support coordination activities must not influence the recipient's choice of supports and service providers. This includes, but is not limited to, solicitation via phone, mail, or email.

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**Prohibited Activities**

No one affiliated with the Qualified Organization, including WSCs and board members, can render any services other than waiver support coordination services to recipients enrolled in the iBudget Waiver program.

No one affiliated with the Qualified Organization can be employed by, have financial interest in, or perform related administrative activities for organizations providing waiver services.

WSCs shall not:

- Be the legal representative, apply to be the legal representative, or be affiliated with an organization or person who is the legal representative of a recipient served by the provider.
  - Be the legal representative or representative payee for any benefits received by a recipient served by the provider nor assume control of a recipient's finances or assume possession of a recipient's checkbook, investments, or cash.
  - Render support coordination services to a recipient who is a family member of the provider or any employee of the provider or who subcontracts with the provider unless the recipient receives services in an APD region where the family member is not certified to provide support coordination.
  - Secure paid services on behalf of a recipient from a service provider who is a family member of the provider or any employee of the provider.
  - Provide any waiver service other than support coordination.
  - Be a subsidiary of, or function under the direct or indirect control of, persons or organizations providing waiver services within the state of Florida, other than support coordination and related administrative activities to recipients who receive services from APD.
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**Support Coordination**, continued

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**Expansion of Services**

Expansion of services includes a request for the Qualified Organization to expand to additional regions or for a Waiver Support Coordinator affiliated with a Qualified Organization to begin rendering services as a CDC+ Consultant. In order to be eligible for expansion, the Qualified Organization or Waiver Support Coordinator must meet the requirements described in Rule 65G-4.0215, F.A.C. and have:

- An 85% or higher on their last Quality Improvement Organization (QIO) report. If a provider does not have a history of a QIO review, this does not prevent consideration for expansion.
- Have been actively rendering services for at least six months prior to requesting expansion.
- No identified alerts (i.e., background screening).
- No outstanding billing discrepancies or plan of remediation.
- No adverse performance history in regions where services are being rendered over the past year.
- No open investigations or referrals to AHCA and DCF. APD staff must check with the provider's home regional office to see if there is a history of complaints filed and logged on the remediation tracker, any open investigations or referrals to AHCA's Medicaid Program Integrity (MPI) or the Attorney General's Medicaid Fraud Control Unit (MFCU), or the Department of Children & Families (DCF).

The APD regional office can review a sample of files prior to granting the expansion request.

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**Support Coordination Quality Assurance**

Qualified Organizations must have a comprehensive internal quality assurance management plan to actively monitor and supervise WSCs who are employed by their Qualified Organization and provide services. This plan should include a systematic method of inspecting and reviewing all required documentation and activities. The owner of the Qualified Organization must provide ongoing technical assistance and training to their employees in order to ensure that they are fulfilling all requirements as effectively and professionally as possible. This includes processing all documentation related to support and cost planning, issuing service authorizations to providers in a timely manner, actively monitoring any contracted services, meeting required submission deadlines, or any other activities required by this handbook.

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**WSC Access to Agency Electronic Systems**

Until the iBudget system is no longer used by WSCs, the WSC is responsible for the cost of VPN access for the iBudget system. The WSC provider is responsible for entering, updating, and ensuring the accuracy of all demographic and recipient-related information pertinent to the recipient in APD iConnect. Information includes recipient address, county of residence, living setting, legal representative name and address (if applicable), employment information, and type of benefits received.

Failure of the WSC to enter, update, and ensure the accuracy of the above information within seven calendar days of becoming aware of a change, could result in recoupment of waiver funds paid to the provider.

The WSC shall maintain his or her provider record in APD iConnect, which includes ensuring his or her email address is accurate.

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**Support Coordination**, continued

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**WSC Access to Agency Electronic Systems**, continued

The WSC is also responsible for the cost to access any APD or AHCA required management, claim submission information, or data collection systems.

Each WSC must have their own unique account that is only accessible to that WSC. WSCs who provide their passwords or user IDs, for APD databases or systems to other individuals will be subject to disciplinary action.

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**Transition of Recipients between Support Coordinators**

If a recipient requests a new WSC, the change must occur at the beginning of a month unless otherwise approved by the APD regional office.

If, while serving a recipient, the recipient chooses another WSC or provider, the current WSC must render quality services for the recipient until the end of the month, when the transfer to the new WSC takes place (unless otherwise instructed by the APD regional office). Additionally, the current provider must assist the recipient in making a smooth transition to the new provider.

The newly chosen WSC shall contact the existing WSC to facilitate a discussion of the client's needs, current support plan, and any outstanding or upcoming issues that need to be addressed. The outgoing WSC shall ensure adequate and timely information is provided to the newly chosen WSC to ensure continuity of care. If the outgoing WSC does not agree to meet or does not turn in the central record to the new WSC, the new WSC shall contact the APD regional office. If the newly chosen WSC fails to initiate contact, the outgoing WSC shall contact the APD regional office for assistance.

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**Central Record**

Central records are the property of APD and must be relinquished to APD immediately upon request. This includes paper files as well as electronic records. The Agency for Persons with Disabilities retains the right to review, retrieve, or take possession of a recipient's record at any time.

If a new WSC is selected by the recipient, the WSC agency is downsized, or the support coordination service is terminated, either voluntarily or involuntarily, the WSC must ensure that all appropriate central record information is transferred to the new provider or to the APD regional office within one week of the effective date of the action. Once notified, any activity necessary for the maintenance of the central record must be completed by the WSC who has possession of the record.

The provider must maintain each recipient's central record in accordance with Chapter 393, F.S.

Notwithstanding the section above, the previous provider is responsible for maintaining a copy of the recipient's file for any services paid for five years after the latest date of service.

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**Support Coordination**, continued

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**Billing Requirements**

For reimbursement purposes, the WSC provider must meet certain basic billing requirements (which may be maintained electronically). These include:

- Support coordination notes that document the support coordination services rendered. These notes must be specific to each recipient. Notes must clearly demonstrate and accurately reflect the support coordination services being rendered to the recipient and verify that support coordination services are being received and rendered as specified in the support plan. Services must meet all requirements specified herein.
  - A valid service authorization from APD.
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**Recipient Contact Requirements**

The client contact requirements outlined within this section for WSCs also apply to CDC+ Consultants and any CDC+ participants on their caseloads.

Face-to-Face Visits:

The purpose of a face-to-face visit with the recipient is to discuss progress or changes to the recipient's goals, the status of any unresolved issues, and satisfaction with current supports received. Each visit should be viewed as an opportunity to give or receive meaningful information that can be used to assist the recipient more effectively in achieving their goals. Face-to-face contacts must relate to or accomplish one or more of the following:

- Assist the recipient to reach individually determined needs and goals on the support plan, including gathering information to identify the recipient's desired outcomes.
- Monitor and follow up on the health and well-being of the recipient.
- Obtain, develop, and maintain resources needed or requested by the recipient to include natural supports, generic community supports, and other types of resources.
- Increase the recipient's involvement in the community per the recipient's wishes.
- Promote advocacy or informed choice for the recipient.
- Follow up and resolve concerns or conflicts.

All face-to-face contacts must be documented in the WSC's progress notes. Waiver support coordinators are required to meet face-to-face with recipients based on the WSC level and living setting.

**Recipient  
Contact  
Requirements,**  
continued

Face-to-Face Visit Requirements:

For recipients living in their own home receiving Supported Living Coaching services or Personal Supports:

- One of the monthly contacts must be a face-to-face visit.
- At least once per quarter, the WSC must conduct a supported quarterly meeting which is a face-to-face visit in the recipient's home. Unless specifically declined by the recipient, the supported living provider and personal supports provider should also be invited.

During the supported living quarterly meeting, the following should occur:

- The WSC will review the recipient's progress toward achieving support plan goals and determine if services are being provided in a satisfactory manner, consistent with the recipient's wishes.
- The WSC will review the APD health and safety checklist and the APD housing survey and determine if there is a need for follow-up with unresolved issues or if changes are needed.
- For recipients who are receiving assistance with financial management from the supported living provider, the WSC will review the bank statements, checkbook, and other public benefits, such as Social Security benefits and health care coverage, including Florida Medicaid, to determine continued waiver eligibility at the time of the quarterly meeting.
- For recipients who are not receiving assistance with financial management from the supported living provider, the WSC will review financial status and benefits with the responsible party to ensure that benefits are correct and protected.
- For recipients receiving an APD supported living subsidy, the WSC will review the financial profile to verify that it accurately reflects all sources of income and monthly expenses of the recipient.
- For recipients who require assistance with the administration of medication, ensure that providers are Medication Assistance Providers in accordance with Chapter 65G-7, F.A.C.
- For recipients residing in supported living, if a direct service provider not otherwise licensed to administer medication supervises the self-administration of medication or administers medication to a recipient, it is the responsibility of the supported living coach to ensure that there is a current medication administration validation certificate as required by Chapter 65G-7, and that it is updated annually. In the situation where there is no supported living coach, this responsibility falls to the WSC.
- If there is an issue for which no solution can be determined at the meeting, it will be referred within five business days to the APD regional office for review if it impacts the person's stability in the community.

For recipients residing in a licensed residential facility:

- One of the monthly contacts must be a face-to-face visit. Quarterly, visits must occur at the licensed residential facility.

For recipients living in the family home:

- Full Support Coordination – Every three months, one of the required monthly contacts must be a face-to-face visit. Every six months, the face-to-face contact must occur at the residence.
- Limited Support Coordination – Two of the billable contacts each year must be face-to-face visits, with one of these visits being in the home.

For recipients in independent living, which includes living in their own home without supported living coaching or personal supports:

- Full Support Coordination – Every three months, one of the required monthly contacts must be a face-to-face visit. Every six months, the face-to-face contact must occur at the residence.
- Limited Support Coordination – A face-to-face visit is required every three months. In addition, every six months, the face-to-face visit must occur in their home.
- For recipients receiving an APD supported living subsidy, the WSC will review the financial profile to verify that it accurately reflects all sources of income and monthly expenses of the recipient.

**Recipient  
Contact  
Requirements,**  
continued

For recipients receiving Enhanced Support Coordination:

- Weekly face-to-face visits for the first month after transition to community-based services with one other billable contact.
- Two monthly face-to-face visits after the first month post-transition with at least two other billable contacts monthly.
- Regardless of the living setting, as part of the four (4) billable contacts per month, the WSC will provide two face-to-face visits monthly. At least one face-to-face visit each month will occur in the recipient's residence.

Billable Contact Requirements:

Billable contacts involve activities which are planned and not merely incidental. These contacts must be individualized and related to services and benefits specific to the recipient and may involve the following activities:

- Face-to-face visits with the recipient,
- Telephone, text message, face-to-face, or e-mail communication with the recipient or persons important in the recipient's life, including family members, legal representatives, service providers, or community members (via telephone or e-mail transmission) pertaining to supports and services specific to the recipient,
- Telephone or face-to-face conversations with the recipient or legal representative concerning any unmet needs related to any incidents, hospitalizations, or emergency room visits,
- Telephone or face to face conversations with recipients and/or their legal representatives upon APD's request following an incident or allegation of abuse, neglect, exploitation, or sexual misconduct, and
- Telephone, text message, face-to-face, or e-mail communication with community event organizers, special interest clubs, service organizations, faith-based groups, volunteer organizations, and potential

employers that may be of interest to the recipient and available for their participation.

All billable contacts must be documented in the WSC progress notes.

The following activities do not qualify as billable contacts:

- Administrative activities such as preparing and sending generic correspondence, letters, text messages, or e-mails to recipients,
- Filing or clerical duties,
- Leaving a telephone message or sending a text message or an e-mail to a recipient that does not generate a response, and
- Activities related to scheduling meetings with the recipient, the recipient's legal representative, employer, family, or service providers.

### **Support Coordination**, continued

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#### **Support Plan Development and Update Requirements**

At least once annually on behalf of the recipient, the WSC will:

- Conduct pre-support planning activities, which include meeting or telephone conversation to assist the recipient in identifying who to invite to the support plan meeting, planning the location of the meeting, having the recipient start thinking of personal goals, needs, and supports prior to the development of the support plan.
  - Complete the support plan meeting at a time and place selected by the recipient and/or legal representative. The support plan process must include informed choices of the recipient, including where the individual wants to live and with whom. The support plan should identify strategies and actions to assist with competitive integrated employment opportunities for all recipients who wish to work by building on their strengths, interests and skills; community involvement; personal goals, accomplishments, or experiences the consumer would like to achieve; strategies to meet health, behavioral, medical, or environmental needs; and ways to address risks and follow up on incident reports. The support plan must consider all supports that can be available to a recipient, whether waiver funded or funded by other sources or provided on an informal, direct volunteer basis.
  - Once completed, the plan must be signed by the recipient, legal representative, and others invited by the recipient to participate in the support plan meeting. Support coordinators will provide copies of support plans to providers within 30 calendar days of the effective date.
  - If the legal representative participates by telephone or computer in the support plan meeting, the signature must be obtained within 10 calendar days. Electronic signatures are also acceptable.
  - Enter the support plan in APD iConnect
  - Complete the cost plan in sufficient time so it will be effective on July 1 of each year.
  - Update the recipient's Personal Disaster Plan
  - Work cooperatively with other service providers and the APD regional office to ensure that the APD's online iBudget Waiver system has accurately generated service authorizations.
  - Provide the recipient and legal representative with the annual satisfaction survey as described in Rule 65G-14.003, F.A.C.
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**Support Coordination**, continued

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**Support Plan Development and Update Requirements**, continued

- Complete an annual report of the supports and service received throughout the year, description of progress toward meeting individually determined goals, and any pertinent information about significant events that happened in the life of the recipient during the previous year.
  - Develop or update a “Safety Plan” in conjunction with the individual’s circle of supports when there is a documented history of engaging in sexual aggression, sexual battery or otherwise engaged in nonconsensual sexual behavior with another individual, with or without police involvement.
  - Provide information to recipients currently in ADTs, sheltered workshops, or segregated work environments to apprise them of the options available for work activities, volunteer activities, and training. The WSC must facilitate obtaining a Benefits Planning Query (BPQY) from the Social Security Administration for each recipient who indicates an interest in working, for the purpose of monitoring income and assets, and to determine the impact on Medicaid eligibility.
  - The BPQY will be discussed with the recipient, the family, and legal representative, and will be placed in the recipient’s central record (can also be in the form of a case note). The BPQY will be requested only if the recipient experiences an impact on income and benefits.
  - For recipients in supported living or a licensed residential facility who are taking two or more medications for seizure management or psychotropic medications, the WSC will document in the support coordination progress notes, all attempts and efforts to ensure a review is completed annually by a licensed psychiatrist, neurologist, an ARNP, or a PA who acts pursuant to a protocol with the psychiatrist or neurologist.
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**Support Coordination**, continued

**Support Plan Development and Update Requirements**, continued

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On an as-needed basis, the WSC will:

- Make changes to the recipient's support plan and cost plan through APD iConnect, along with required documentation. Service changes must be processed through the system's plan validation process before the WSC can generate a service authorization. Justification can be provided in the notes to APD unless major changes in services are being requested through the Significant Additional Needs process. Providers will be notified of changes in service authorizations through APD iConnect. Prior to the implementation of APD iConnect, if the change negatively affects a provider, the support coordinator must notify the provider within 24 hours via telephone or e-mail and process the change on the cost plan and service plan within five calendar days of becoming aware of the change to give the provider as much notice as possible.
  - Submit request for additional services to address changed need that impact the recipient's health, safety, and welfare within five calendar days of notification of the need.
  - Update the support plan within APD iConnect when there is a significant change to the goal or a new goal is added and provide a copy of changes to the recipient and legal representative.
  - Provide notice to the recipient regarding APD determinations that can impact service delivery.
  - Notify other providers and the APD regional office when it is determined that a recipient becomes ineligible for Medicaid. The WSC will work with providers and the APD regional office to plan for alternative funding sources.
  - If a recipient's Medicaid eligibility is terminated, the WSC must immediately work with the recipient to have Medicaid reinstated. Additionally, the WSC should immediately notify all providers. If a person is not eligible for Medicaid, all service authorizations for that person will be rejected by the Medicaid billing system. Upon reinstatement of Medicaid, the WSC must re-submit a service authorization to each provider.
  - Provide a printed or scanned copy of the full iBudget Waiver cost plan to the recipient, the legal representative, or both, no later than ten working days following the support plan effective date. The printed cost plan should include the first page showing the annual budget allocated amount, the reserve amount, and the flexible amounts. In addition, the pages showing the allocation per month for each service should be printed. If the budget changes at the start of the new fiscal year, an updated cost plan should be provided to the recipient or legal representative.
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**Support Coordination**, continued

**Support Plan Development and Update Requirements**, continued

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- Provide to the recipient, the legal representative, or both, via secure e-mail, U.S. mail, or hand-delivered, a copy of all annual changes made to the support plan, along with an APD approved cost plan.
  - Document in the progress notes the date and method by which the support plan and the cost plan were provided to the recipient or legal representative.
  - File a copy of the support plan and the cost plan signature pages in the recipient's central record.
  - Address and resolve issues identified by meeting with the recipient and pertinent providers.

Waiver support coordinators will make updates to the APD iConnect for supported employment services:

- Working but not receiving supported employment services – Update required quarterly
- Working and receiving supported employment services – Update required monthly
- Not working and receiving supported employment services – Update required monthly, with justification as to why a job had not been found
- Not working and not receiving supported employment services – Update required quarterly

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**Recipients Newly Enrolled on a Waiver**

When a recipient is newly enrolled to receive waiver services, the WSC must provide a copy of the APD Notice of Privacy Practices as required by the HIPAA Privacy Rule to the recipient or legal representative upon initial contact with the recipient and within 60 days of any material revision to the notice to recipients then eligible to receive waiver services. The Notice of Privacy Practices is posted on the APD Web site at [www.apdcares.org](http://www.apdcares.org). The notice may be provided by e-mail, if the recipient agrees to electronic notice and such agreement has not been withdrawn. If the e-mail transmission failed, a paper copy of the notice must be provided to the recipient or legal representative. For new iBudget Waiver recipients, the WSC will provide the recipient with information about the concepts of the waiver, basic budget management, and information on services available. The recipient will follow APD iBudget Rule 65G-4.0213-0218, F.A.C. to establish an iBudget amount and develop a cost plan.

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**Support Coordination**, continued

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**Recipients Newly Enrolled on a Waiver**, continued

The WSC must complete and submit the support plan and cost plan along with any required supporting documentation within 45 consecutive days of the recipient's selection of the WSC. Copies of the support plan will be given to the recipient and legal representative no later than ten working days following the effective date of the annual support plan. The WSC will document in the WSC progress notes the date the plan was submitted to APD.

If a recipient is enrolled in the waiver due to a crisis situation, the updated support and cost plan must be submitted through the online system within 30 calendar days following his or her enrollment. Upon implementation of electronic functionality, the WSC shall submit support plans and cost plans in APD iConnect. Updates to the plan must be submitted as soon as additional information becomes available.

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**Recipients Who Have Been Receiving Waiver Services**

The WSC must work with the recipient to develop a cost plan in APD iConnect at least annually. Typically, this cost plan will have an effective date of July 1<sup>st</sup> of each year and will address the subsequent 12-month period.

If access to APD iConnect is available, the recipient or legal representative can develop all or part of the support and cost plan based on the decisions of the recipient and submit it for the WSC to amend, complete or review. Alternatively, the WSC must develop the plans based on the choices and preferences of the recipient and submit it through APD iConnect ensuring all required documentation for service review is included.

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**Support Coordination**, continued

**WSC Activities  
Required for  
Recipients  
Enrolled in the  
Waiver**

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The iBudget Waiver allows flexibility to move funding within the following service families without prior approval from the APD: life skills development, personal supports, supplies and equipment, dental, and transportation. All service changes to flexible services must be in accordance with those preapproved flexible services currently approved in the recipient's iBudget. If other flexible services are needed that are not currently preapproved, the WSC must contact the regional office for approval.

The WSC can make these changes in the service authorizations as requested by the recipient or legal representative and can move funding from one quarter to the next or from a future quarter to the current quarter as needs change. The WSC can move unused units of a service from one quarter to the next quarter up to the end of the fiscal year depending on the needs of the recipient. For a change in service providers requested by the recipient or legal representative, the WSC must do the following:

- Contact the outgoing service provider by phone prior to a change being made in order to reconcile what units have been provided but not yet billed.
  - Update the service authorization to reflect the number of units that are appropriate to be billed for the remainder of the service authorization period. The notice of change in service authorization should be given in advance and be for at least 15 days (unless mutually agreed upon for less time. Best practice would be for agreements to be in writing between the WSC and provider).
  - Contact the recipient or legal representative to verify the time frame of the change in a service provider.
  - Document in the "Notes" section of APD iConnect that the outgoing provider has been notified of the service authorization end date.
  - Ensure a new service authorization showing the end date of service and utilization approved for the time period that remains is available to the outgoing provider in APD iConnect.
  - If no services were ever provided or billed by the outgoing provider, an amended service plan must also be available to the former provider to ensure services are not provided. The new provider will obtain their service authorization from APD iConnect. Prior to the implementation of APD iConnect, the information shall be entered into the APD iBudget system, and the service authorization shall be sent to the provider by the WSC.
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**Support Coordination**, continued

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**WSC Activities  
Required for  
Recipients  
Enrolled in the  
Waiver**, continued

- In situations that require a more immediate change to the service authorization, the WSC must do the following:
  - Call the outgoing service provider.
    - The outgoing provider must:
      - Document, via secure e-mail, the phone notification of the change.
      - Wait to provide services until he receives the revised approved iBudget service authorization.
    - Document the conversation in both the provider's and WSC's case notes.
    - Send a secure e-mail communication to the provider authorizing changes. This may only be done when regional office staff does not need to approve the change.
    - Provide written approved service authorization to the outgoing provider as quickly as possible. This process is reserved strictly for those situations in which advanced written notice is not possible due to immediate service change needs of the recipient.
  - For a change in residential services provider, the WSC should ensure a smooth transition from one provider to another to allow medication, Social Security, Medicaid, and critical issues be addressed before the transfer occurs. This does not include the need for a transfer due to health and safety needs.

For emergency requests involving situations that cannot be addressed by revising the recipient's support and cost plan on a temporary basis, the WSC must notify the APD regional office of the emergency situation. The WSC must provide to the APD regional office the updated support plan and cost plan and any supporting documentation within three consecutive calendar days of becoming aware of the emergency.

Funding to address emergency situations will be reviewed and approved by APD if the situation cannot be accommodated within the current allocation.

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**Support Coordination**, continued

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**WSC Activities  
Required for  
Recipients  
Enrolled in the  
Waiver**, continued

The WSC must work with the recipient to revise their support and cost plan as necessary using the process described in previous paragraphs. The updated plan should be submitted to the APD regional office within five consecutive calendar days from the date the WSC receives supporting documentation required for the specific request. A description of these changes should be noted in the WSC case notes for the recipient's central record. If the change is related to a crisis or significant change in circumstances, then the assessment and support plan should be updated.

To ensure that the recipient or legal representative, if applicable, is aware of and agrees to a support plan and cost plan developed or revised by a WSC, the WSC must obtain verbal, electronic, or written approval of the plan changes from the recipient or legal representative prior to submitting to review through APD iConnect. The WSC must record any verbal approvals in case notes.

An approved support and cost plan must be provided to the recipient or legal representative at any time it is requested, but at a minimum, within ten consecutive calendar days of the effective date of the new support plan. The WSC must provide any documentation requested by the APD regional office to determine whether requested changes to cost plans are approvable. The APD regional office will respond within ten business days of their receipt of the updated plan and complete documentation. If necessary, within three consecutive calendar days of receiving a notice of the APD regional office's decision, the WSC must submit a cost plan conforming to the decision. For emergency requests involving situations that cannot be addressed by revising the recipient's support and cost plan on a temporary basis, the WSC must notify the APD regional office of the emergency situation. The WSC must provide to the APD regional office the updated support and cost plan and any supporting documentation within three consecutive calendar days of becoming aware of the emergency.

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**Support Coordination**, continued

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**Responsibilities for Recipients in Their Own Home, Not Receiving Supported Living Coaching Services**

When a recipient lives in his or her own home and does not receive Supported Living Coaching services, the WSC is required to visit the recipient inside the recipient's home to ensure health and safety standards are met and that the home meets acceptable standards as outlined in the APD Housing Survey. The WSC, along with the recipient and the personal supports provider, if applicable, will review the Health and Safety Checklist and Financial Profile quarterly. For recipients receiving an in-home living subsidy from APD, the WSC will review and update the financial profile quarterly, or more frequently as needed. The WSC will document this activity in the support coordination case notes.

For recipients receiving a supported living subsidy from APD, the WSC will review the financial profile on a quarterly basis, to verify that it accurately reflects all sources of income and monthly expenses of the recipient. The WSC will document this activity in the support coordination case notes.

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**Responsibilities for Recipients in Supported Living Arrangements**

Prior to a recipient's move to his or her own home, the WSC shall visit the proposed home to ensure health and safety standards are met and that the home meets acceptable standards as outlined in the APD Housing Survey. The WSC, along with the recipient and supported living provider will review the APD health and safety checklist, APD financial profile, and the supported living provider's implementation plan to ensure a smooth transition to the recipient's new home.

For recipients who wish to move from a family home, group home, or other setting into a supported living arrangement, supported living coaching services can be approved for a period not to exceed 90 days to assist the recipient in finding a home. It is the responsibility of the WSC to review activities occurring during this time period to ensure that the supported living goal can be achieved within this timeframe. The 90-day timeframe is intended to be a one-time approval, if the WSC determines that the recipient will be unable to move. As a result, if it is evident that the goal will not be achieved before the 90-day timeframe expires the WSC should provide other options to the recipient regarding a different service that could be pursued, service should be reviewed to determine whether a more appropriate service should be requested.

For recipients who wish to move to their own home, but who do not receive or do not need supported living coaching services, it is the WSC's responsibility to coordinate and monitor services provided by the personal supports provider, to ensure that each provider is assisting the recipient in achieving support plan goals and to avoid or eliminate duplication of services. The WSC will ensure that the goals, roles, and responsibilities of each provider are clearly delineated and that authorized services are being rendered in accordance with the recipient's support plan.

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**Support Coordination**, continued

**Responsibilities  
for Recipients in  
Supported Living  
Arrangements,**  
continued

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For recipients in supported living, the WSC must coordinate and monitor the services provided by the supported living provider and the personal supports provider, if applicable, to ensure each is assisting the recipient in achieving individually determined goals and to avoid or eliminate duplication of services. The WSC will ensure that the goals, roles, and responsibilities of each provider are clearly delineated in the support plan and that authorized services are being rendered in accordance with the recipient's wishes.

Additionally, for recipients in supported living, it is the WSC's responsibility to schedule a quarterly meeting and attend the meeting with the recipient in the recipient's home. Requirements of the Supported Living Quarterly Meeting are identified in the Recipient Contact Requirements section.

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**Support Coordination**, continued

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**Place of Service**

Support coordination can be provided in the recipient's home or anywhere in the community. In order to develop relationships with the recipient and those important to the recipient, the WSC is required to interact with, and observe, the recipient in a variety of settings and at different times of the day, on different days of the week.

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**Limitations and Exclusions**

When a recipient is hospitalized, their community Medicaid stays in place and the WSC can bill if billable contacts are made, as long as the billing is not on a date of service when the recipient is an inpatient. The WSC's involvement should complement, but not duplicate, that of the hospital discharge planner or facility case manager or social worker. The WSC should make sure that available supports through Medicaid or Medicare are accessed prior to waiver services.

When a recipient is in a nursing home or other extended care facility, the recipient's Medicaid will change to ICP Medicaid at the end of the month following admission. After that time, the WSC should maintain contact with the facility's discharge planner and be ready to assist with transition back to community-based services upon the recipient's discharge from the long-term care facility. The WSC's involvement should complement, but not duplicate, that of the facility discharge planner. The WSC should make sure that available supports are accessed through Medicaid and Medicare. If the recipient does not return to the community, the WSC cannot bill for activities while the individual was an inpatient in a hospital or nursing facility.

The WSC cannot request or authorize services, units, or rates not consistent with this handbook and APD fee schedules.

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## Behavior Analysis Services

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### Description

Behavior analysis services are provided to assist recipients to learn new, or increase existing, functionally equivalent replacement skills directly related to existing challenging behaviors. Challenging behaviors include those behaviors exhibited by the recipient that pose risk of harm to the recipient or others (i.e., aggression, self-injury, property destruction, behaviors that prevent inclusion in normal settings, or behaviors that the recipient does not exhibit with sufficient proficiency or skill to prevent harm to the recipient or others, including resisting basic hygiene, and refusal to take medications).

Behavior analysis includes the design, implementation, and evaluation of systematic environmental modifications that assist in understanding a recipient's behavior and to produce significant change in the recipient's behavior that is socially meaningful. Behavior analysis uses direct observation and measurement of a recipient's behavior and environment to identify contextual factors, conditions influencing motivation, stimulus events occurring prior to behavior, as well as reinforcement and other consequences that affect these practical changes in behavior.

The services are designed to facilitate ongoing changes in the recipient's environment, the interactional styles of caregivers, and the contingencies for the recipient's behavior provided by other people in order to make lasting improvements in the recipient's behavior. Training for parents, caregivers, and staff is integral to the implementation of a behavior analysis services plan as is the monitoring of procedural integrity and program effectiveness.

In order to determine when and in what situations the recipient's challenging behavior occurs, the recipient's behavior is assessed to identify functional relationships between a particular behavior and the recipient's environment. A variety of techniques, including positive reinforcement, are used in order to produce practical behavior change.

Behavior analysis services should be initiated with a plan for maintaining and generalizing behavioral improvements, as well as an initial criteria for the reduction and fading of behavioral services. As caregivers show increasing competence in delivering the implementation plan, and the recipient's target behaviors are responding to effective treatment, the plan should set forth target behavior criteria to be achieved by the recipient that lead to a specified reduction in the level of service. Subsequent to the initial plan, an updated fading plan must be addressed, at a minimum, as part of the annual report.

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## Behavior Analysis Services, continued

**Description,**  
continued

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The written annual report (3<sup>rd</sup> Quarterly Report or 9<sup>th</sup> Monthly Report) for behavior analysis services should include:

- Summary of program fidelity monitoring and any relevant environmental or medical factors affecting behavior.
- Graphic and narrative summary of all target behaviors identified in the behavior analysis services plan (BASP).
- Analysis of data and summary of progress, identifying whether each target behavior has improved or not since the last quarter and since baseline.
- Recommendations for the coming year, including a plan of fading based upon behavioral criteria or changes to the current plan or other supports and services, if any.

Delivery of behavior analysis services is a complex process that includes assessing, planning, and training directly with the recipient as well as with others supporting the recipient, at times when the recipient is present or absent.

Direct services that may be provided to the recipient, caregivers, or staff, or other providers, include:

- Conducting an analog functional analysis.
- Observation of the recipient for descriptive functional assessment.
- Observation of the recipient for ongoing assessment, evaluation and data collection.
- Interview, observation, feedback regarding interactions of caregivers, staff and other providers.
- Training or modeling procedures and training caregivers, staff, or other providers.
- Probing new procedures with recipient.
- Direct training of the recipient.

Indirect services provided to support behavioral programming include the daily progress notes documenting the activities, data collection, and analysis.

In addition, indirect activities that occur when the recipient is not present that are required to support behavior analysis can include behavior plan development and revision, graphing and analysis of data, providing consultation to other professionals, presentation of a recipient's behavior plan to the APD LRC, and attending meetings relevant to the recipient's treatment, including the recipient's treatment team, psychiatrist, and school related meetings. Providers can only bill for indirect services up to a maximum of 25% of the total units for the cost plan year. In those cases, where service hours are limited to four hours or less per month, an average of one hour per month maximum can be billed for indirect services.

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**Behavior Analysis Services**, continued

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**Description,**  
continued

The practice of behavior analysis and assessment is defined in APD's Rule 65G-4.009, F.A.C. Behavior analysis support plans that include behaviors identified in APD's Rule 65G-4.010, F.A.C., require submission to the LRC chair for review, within five working days of implementation, by certified behavior analysts or persons licensed pursuant to Chapter 490 or Chapter 491, F.S., meeting provider qualifications.

Behavior analysis does not rely on cognitive therapies and expressly excludes psychological testing, neuropsychology, psychotherapy, sex therapy, psychoanalysis, hypnotherapy and long-term counseling as treatment modalities. Services provided by behavior analysts with limited experience in the problem area or by behavior analysts who are not BCBA's or licensed under Chapter 490 or 491, F.S., with at least one year supervised experience in the application of applied behavior analysis, should receive oversight and approval of services with a more experienced behavior analyst or with the above described highest level of certification.

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**Place of Service**

These services can be provided in the recipient's place of residence, while providing life skills development services, or anywhere in the community. In all cases, behavior analysis services must be provided in the setting(s) relevant to the behavior problems being addressed.

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**Limitations and Exclusions**

A recipient must receive no more than 16 quarter-hour units of behavior analysis service per day. A unit is defined as a 15-minute time period or portion thereof. This service can be provided concurrently (at the same time and date) with another service. These services are not to be provided in the school system or take the place of services required under provisions of the Individuals with Disabilities Education Act (IDEA).

Behavioral assessments are limited to one per year. These assessments are reimbursed at the usual and customary rates, unless specifically authorized by the APD regional behavior analyst. Providers cannot bill more than 16 quarter-hours per day, or 496 quarter-hours per month, and no more than 5,840 quarter-hours per year.

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## Behavior Assistant Services

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### Description

The primary purpose of behavior assistant services (BAS) is to provide support in implementing the BASP created by the behavior analysis services provider. The assistant must maintain a copy of the plan. This includes assisting the certified behavior analyst in assessing the recipient, assisting in implementing new procedures in the presence of the behavior analyst, acting as a model for correct implementation for the recipient or the caregivers, or coaching caregivers to implement the behavior program. Unlike other services, the behavior assistant provider's focus is working with the caregivers to provide them with the skills to execute the procedures as detailed in the behavior analysis services plan, rather than the provision of intervention directly with the recipient and to evaluate a caregiver's maintenance of skills needed for behavior program implementation.

Behavior assistant services can only be provided under the supervision of a behavioral services provider. Supervision should include observation of the behavior assistant working with the recipient, their caregivers, or other providers. The behavior assistant must maintain documentation signed by the behavior analyst providing supervision.

The behavior analyst can bill simultaneously for direct supervision of the behavior assistant.

In the initial stages of treatment, the BAS provider can provide direct intervention with the recipient to help bring the identified behavior under control within a short period of time. However, thereafter, any direct intervention performed by the behavior assistant provider must be performed in the presence of caregivers and used as a training method. In circumstances where there is need for re-training of parents, training of new staff due to turnover, and the periodic need for new interventions, the behavior analysis provider may provide additional intervention and training to address the current need. If there are needs for extensive training and support, a request for an extension or renewal of the service may be submitted.

In addition to training and systematically transferring the implementation of the plan to the caregivers, BAS also include monitoring of caregivers implementing the behavior plan, data collection, copying of forms and documents, maintenance of materials for data collection, and implementation of procedures, as well as communicating with the supervising behavioral services provider, in order to assist the behavior analysis services provider.

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**Behavior Assistant Services**, continued

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**Description,**  
continued

In all instances of BAS, the daily progress notes must thoroughly document the recipient's activities, as well as observations, data collection, and planning.

Behavior assistant services are designed for recipients receiving behavior analysis services in one or more of the following circumstances:

- Health and safety needs are a direct result of the recipient's challenging behaviors pose a documented risk to the recipient or the community, and can result in a loss of the current living environment and placement in a more restrictive setting. Documentation can include police reports, hospitalization reports, medical reports, incident reports, or other records that will substantiate the severity and frequency of the behavior.
- Other paid or unpaid services or supports requiring time-limited instruction on learning how to carry out the behavior plan effectively.
- For a time-limited period during transitional residential changes, such as movement from intensive behavior residential habilitation to behavior focused residential habilitation, or other significant life changes where challenging behaviors are likely to increase and new caregivers need to be trained to ensure a successful move.

These services are supplementary to those offered through the public school system with a focus on transferring instructional control to caregivers in naturally occurring situations. These services are not to be provided in a school setting or take the place of services required under provisions of the IDEA.

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**Behavior  
Analysis  
Services Plan**

The BASP should include methods for evaluating the proficiency of caregivers in the behavior plan implementation, and a time-based fading plan within which there is an incremental reduction in service by the behavior assistant as well as the supervising behavior analyst, as the long-term caregivers become competent in the procedures and assume more of the responsibilities for implementing the plan. The BASP must be designed, implemented or monitored and approved as required by APD's Rule 65G-4.009 and Rule 65G-4.010, F.A.C.

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**Place of Service**

These services can be provided in the recipient's place of residence or setting(s) relevant to the behavior problems being addressed (typically with the primary caregivers present). Behavior assistant services cannot be provided in any school setting.

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**Behavior Assistant Services**, continued

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**Limitations and Exclusions**

Behavior assistant services are to be time limited. Once paid or unpaid supports gain the skills and abilities needed to assist the recipient in functioning more independently and in less challenging ways, the behavior assistant services should be faded out and discontinued. If there are needs for extensive training and support, a request for an extension or renewal of the service may be submitted.

Behavior assistant services are limited to a maximum of 32 quarter-hours per day. Recipients requiring over 24 quarter-hours per day must have monthly reviews by the LRC chair or regional behavior analyst. Review of this service may occur as a desk review with required submission of behavioral graphs and evidence of caregiver competency provided by the supervising behavior analyst.

The behavior assistant must maintain evidence of required monthly “supervision” on a supervision log, showing the date, time started, and time ended with signatures of both the behavior assistant and the supervising behavior analyst.

In addition, to continue initial authorization or renew the behavior assistant service after six months, the behavior assistant must submit copies of supervision logs to the APD regional behavior analyst at the time of review or when renewal of BAS is requested, otherwise continuation or renewal of BAS will be denied.

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**Dietitian Services**

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**Description**

Dietitian services are those services prescribed by a physician, ARNP, or PA that are necessary to maintain or improve the overall physical health of a recipient. The services include annually assessing the nutritional status and needs of a recipient; recommending an appropriate dietary regimen, nutritional support and nutrient intake; and providing counseling and education to the recipient, family, direct service staff, and food service staff. The services can also include the development and oversight of nutritional care systems that promote a recipient’s optimal health.

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**Dietitian Services**, continued

**Service Requirements**

Dietitian services require an annual order or prescription from a physician, ARNP, or PA, and must be limited only to recipients who require specialized oversight of their nutritional status in order to prevent deterioration of general health that could result in an institutional placement. The order or prescription must identify the specific condition for which the service is prescribed.

Recipients requiring nutritional supplements must have a dietitian’s assessment documenting such need that is updated at least annually.

Note: The Florida Medicaid Durable Medical Equipment and Medical Supply Services Coverage and Limitations Handbook is available on the Agency for Health Care Administration’s Web site at .

**Place of Service**

This service can be provided in the:

- Provider’s office.
- Recipient’s home.
- Community setting.

**Private Duty Nursing**

**Description**

Private duty nursing services are prescribed by a physician, ARNP, or PA and consist of individual, continuous nursing care provided by registered or licensed practical nurses.

**Service Requirement**

A nursing assessment must be performed to determine the need for the service or to evaluate the recipient for care plan development. Reimbursement for a nursing assessment is considered as two hours of service at the registered nurse rate. Only registered nurses can perform an assessment. Nursing assessments should be updated annually and as needed if there is a significant change in the recipient’s health status.

**Place of Service**

Private duty nursing services are provided primarily in the recipient’s own home or family home or when a recipient who lives in those settings is engaged in a community activity.

**Private Duty Nursing**, continued

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**Limitations and Exclusions**

This service is limited to recipients age 21 years or older who are eligible for active nursing interventions on a continuous basis for over two consecutive hours per episode. This service is normally provided on a one-to-one basis. If the service is provided with two or more recipients present, the amount of time billed must be prorated between the numbers of recipients receiving the service. This service can be provided concurrently with some other services, with prior written approval from the APD regional office.

Private duty nursing services are not to be used for ongoing medical oversight or monitoring of direct care staff or caregivers in a licensed facility, the recipient's own or the family home.

Note: For more information on Medicaid state plan coverage, see the Florida Medicaid Home Health Services Coverage and Limitations Handbook.

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**Reimbursement**

The rate for private duty nursing must be billed according to the licensure of the nurse that provides the service whether it is a licensed practical nurse or registered nurse. Payment for licensed practical nurse services billed at the registered nurse rate is considered to be an overpayment.

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**Residential Nursing Services**

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**Description**

Residential nursing services are services prescribed by a physician, ARNP, or PA and consist of individual, continuous nursing care provided by registered or licensed practical nurses.

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**Service Requirements**

A nursing assessment must be performed to determine the need for the service or to evaluate the recipient for care plan development. Reimbursement for a nursing assessment is considered as two hours of service at the registered nurse rate. Only registered nurses can perform an assessment. Nursing assessments should be updated annually and as needed if there is a significant change in the recipient's health status.

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**Place of Service**

Residential nursing services are provided to recipients who resident in a licensed residential facility, or when a recipient residing in a licensed residential facility is engaged in a community activity.

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**Residential Nursing Services**, continued

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**Limitations and Exclusions**

Residential nursing must not be used for ongoing medical oversight in a licensed group or foster home considered to be the recipient's place of residence.

This service is limited to recipients age 21 years or older who are eligible for active nursing interventions on a continuous basis for over two consecutive hours per episode.

Residential nursing services can be provided concurrently with other services. If the service is provided with two or more recipients present, the amount of time billed may be prorated between the number of recipients receiving the service.

Note: Refer to the Florida Home Health Services Coverage and Limitations Handbook for additional information on Medicaid state plan coverage. The handbook is available on the Agency for Health Care Administration's Web site at <http://ahca.myflorida.com/Medicaid/review/index.shtml>.

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**Reimbursement**

The rate for residential nursing must be billed according to the licensure of the nurse that provides the service whether it is a licensed practical nurse or registered nurse. Payment for licensed practical nurse services billed at the registered nurse rate is considered to be an overpayment.

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**Skilled Nursing**

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**Description**

Skilled nursing is a service prescribed by a physician, ARNP, or PA and consists of part-time or intermittent nursing care visits, provided on a daily basis by registered or licensed practical nurses.

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**Service Requirements**

A nursing assessment must be performed to determine the need for the service, or to evaluate the recipient in order to develop a care plan. Only registered nurses who are enrolled waiver providers can perform an assessment. Nursing assessments should be updated annually and as needed if there is a significant change in the recipient's health status.

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**Place of Service**

Skilled nursing services are provided at the recipient's place of residence and other waiver service sites, such as an adult day training program.

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**Skilled Nursing**, continued

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**Limitations and Exclusions**

The recipient cannot receive more than four visits per day from a licensed practical nurses, registered nurse, or a combination of both. This service can be provided concurrently (at the same time and date) with another service being furnished by another provider. Skilled nursing services do not include time spent completing the Outcome and Assessment Information Set (OASIS) assessment.

Skilled nursing services cannot be used for the ongoing medical oversight and monitoring of direct care staff or caregivers in a licensed residential facility or in the recipient's own home or family home. This service must be billed at the rate for the level of nurse providing the service.

Note: Refer to the Florida Medicaid Home Health Services Coverage and Limitations Handbook for additional information on Medicaid state plan coverage. The handbook is available on the Agency for Health Care Administration's Web site at <http://ahca.myflorida.com/Medicaid/review/index.shtml>.

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**Reimbursement**

The rate for skilled nursing must be billed according to the licensure of the nurse that provides the service whether it is a licensed practical nurse or registered nurse. Payment for licensed practical nurse services billed at the registered nurse rate is considered to be an overpayment. Skilled nursing services can not be reimbursed without an AHCA exception letter allowing for the provision of the service under the waiver. Exception letters must be renewed annually.

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**Occupational Therapy**

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**Description**

Occupational therapy is a service prescribed by a physician, ARNP, or PA that is necessary to produce specific functional outcomes in self-help, adaptive, sensory motor skill areas, and assist the recipient to control and maneuver within the environment. The service includes an occupational therapy assessment. In addition, occupational therapists must train direct care staff and caregivers (if applicable) to ensure they are carrying out therapy goals correctly. This activity must be performed with the recipient present.

Occupational therapy is a one-on-one service with a recipient age 21 years and older.

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**Place of Service**

These services are provided in the therapist's office, in the recipient's residence, or anywhere in the community.

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**Occupational Therapy**, continued

**Limitations and Exclusions**

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Occupational therapy is a one-on-one service with a recipient. A recipient cannot receive more than 8 quarter-hour units per day and no more than 14 quarter-hour units of service per calendar week. A unit is defined as a 15-minute time period or portion thereof.

A recipient cannot receive more than eight quarter-hours per day.

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**Physical Therapy**

**Description**

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Physical therapy is a service prescribed by a physician, ARNP, or PA that is necessary to produce specific functional outcomes in ambulation, muscle control, and postural development and to prevent or reduce further physical disability.

The service can also include a physical therapy assessment. In addition, physical therapists must train direct care staff and caregivers (if applicable) to ensure they are carrying out therapy goals correctly. This activity must be performed with the recipient present.

Physical therapy is a one-on-one service with a recipient age 21 years or older.

---

**Place of Service**

This service is provided in the therapist's office, recipient's residence, or anywhere in the community.

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**Limitations and Exclusions**

The waiver should only be used to fund physical therapy services for adults either when the outpatient dollar limits are reached and maximum benefit have not been achieved, or when physical therapy must be provided in a location other than a hospital outpatient facility.

A recipient cannot receive more than 4 quarter-hour units per day and no more than 14 quarter-hour units of service per calendar week. A unit is defined as a 15-minute time period or portion thereof. Physical therapy assessments are limited to two per year.

Note: The Florida Medicaid Therapy Services Coverage and Limitations Handbook and the Florida Medicaid Hospital Services Handbook are available on the Agency for Health Care Administration's Web site at <http://ahca.myflorida.com/Medicaid/review/index.shtml>.

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## Respiratory Therapy

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**Description** Respiratory therapy is a service prescribed by a physician, ARNP, or PA and relates to impairment of respiratory function and other deficiencies of the recipient's cardiopulmonary system. Treatment activities include ventilator support, therapeutic and diagnostic use of medical gases, respiratory rehabilitation, management of life support systems, bronchopulmonary drainage, breathing exercises, and chest physiotherapy. The provider determines and monitors the appropriate respiratory regimen and maintains sufficient supplies to implement the regimen. Respiratory therapists provide training, while the recipient is present, to direct care staff or caregivers (if applicable) to ensure that adequate and consistent care is provided. Respiratory therapy services can also include a respiratory assessment.

Respiratory therapy is a one-on-one service with a recipient age 21 years or older.

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**Place of Service** Respiratory therapy is provided in the recipient's place of residence.

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**Limitations and Exclusions** A recipient cannot receive more than 4 quarter-hour units per day. A unit is defined as a 15-minute time period or portion thereof.

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## Speech Therapy

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**Description** Speech therapy is a service prescribed by a physician, ARNP, or PA and is necessary to produce specific functional outcomes in the communication skills of a recipient with a speech, hearing, language disability, or service necessary to remediate swallowing disorders and oral motor functions.

Speech therapy is a one-on-one service with a recipient age 21 years or older.

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**Service Requirements** The service can also include a speech therapy assessment (does not require a prescription). In addition, this service must include training of direct care staff and caregivers (if applicable) to ensure therapy goals are being carried out correctly. If the service includes training of staff, the recipient receiving services must be present.

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## Speech Therapy, continued

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### Place of Service

This service is provided in the:

- Therapist's office.
- Recipient's place of residence.
- Community.

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### Limitations and Exclusions

Speech therapy and assessment services are available through state plan Medicaid Therapy Services for recipients under the age of 21 years.

A recipient cannot receive more than 4 quarter-hour units per day and no more than 14 quarter-hour units of service per calendar week. A unit is defined as a 15-minute time period or portion thereof. Speech therapy assessments are limited to one per year. Assessments for augmentative communication devices and assessments for training are covered by the State Plan Medicaid Therapy services for all Medicaid recipients.

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## Specialized Mental Health Counseling

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### Description

Specialized mental health services focus on the unique treatment of psychiatric disorders and rehabilitation for impairments for recipients with developmental disabilities and mental illness and restoration to the best possible functional level. These services include specialized individual, group, and family therapy provided to recipients using techniques appropriate to this population.

For purposes of this service, "family" is defined as the persons who live with or provide care for a recipient served on the waiver, and can include a parent, spouse, children, relative, foster family, or in-laws. "Family" does not include individuals who are employed to care for the recipient.

Specialized mental health counseling services also include information gathering and assessment, diagnosis, development of a plan of care (treatment plan) in coordination with the recipient's support plan, mental health interventions designed to help the recipient meet the goals identified on the support plan, medication management, and discharge planning. This specialized treatment will integrate the mental health interventions with the overall services and supports necessary to enhance emotional and behavioral functions.

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**Specialized Mental Health Counseling**, continued

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**Place of Service** These services are provided in the provider’s office, the recipient’s place of residence, or anywhere in the community.

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**Limitations and Exclusions** This service excludes hippotherapy, equine therapy, horseback riding therapy, music therapy, and other forms of recreation therapy.

A recipient cannot receive more than eight quarter-hour units per day.

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**Transportation Services**

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**Description** This service provides transportation to and from the recipient’s home and community-based waiver services, enabling the recipient to receive the supports and services identified in both the support plan and approved cost plan, when such services cannot be accessed through natural (i.e., unpaid supports).

Transportation services funded through the waiver must be used only for recipients who have no other means to get to a service identified on the support plan and approved cost plan. Family members, neighbors, or friends who are already transporting the recipient, or who are capable of transporting the recipient at no cost to the waiver, are encouraged to continue their support of the recipient. Recipients who are capable of using the fixed route public transit system to access services on their support plan must be encouraged using that method of transportation. Transportation services should be negotiated at the most cost effective rate from a provider that meets or exceeds the transportation disadvantaged system safety standards as required in Chapter 427, F.S.

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**Who Can Provide** Transportation to waiver services for eligible recipients must be:

- Taxis
  - Private vehicles
  - Private non-profit agencies
  - Private for profit agencies
  - Multi-load passenger vans
  - Mass transit and public transportation systems
-

**Transportation Services**, continued

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**Service Requirements**

Transportation providers delivering waiver services to recipients must not charge the recipient a co-payment.

Should the APD regional office utilize transportation providers that are not in the coordinated transportation system, the regional office must contact the community transportation coordinators (CTC) in the recipient's county of residence.

When a recipient requires an escort to provide assistance, the provider can be paid for transporting both the recipient and the escort, unless it is the policy of the transportation provider to allow an escort to ride free of charge.

When paid vendors are family members, the payment is made to the relative for specific services rendered. Adequate justification is required and approved by the APD regional office. Documentation must be maintained in the WSC's file for the recipient, as well as in the provider's file.

In limited situations, relatives, friends, and neighbors can provide transportation when it has been documented by the WSC and approved by the APD regional office that there are no providers available to provide transportation due to the geographic area or the specific needs of the recipient.

Note: For information regarding transportation service requirement, see the Non-Emergency Transportation Services Coverage and Limitations Handbook.

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**Place of Service**

Transportation is provided anywhere in the community.

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**Limitations and Exclusions**

Providers of Life Skills Development Level 3 – ADT, Life Skills Development Level 1- Companion, personal supports, residential habilitation, respite care, specialized mental health services, support coordination, and supported living coaching cannot bill separately for transportation that is an integral part of the provision of their primary service with the following exceptions:

- The provider of one of these indicated services is enrolled as a transportation provider.
- The recipient is being transported between the recipient's place of residence and the site of a distinct waiver service.
- The recipient is being transported between two waiver service sites.

Budget Waiver funds must not be used when the recipient's trip is for a Medicaid state plan service.

When a provider is reimbursed by the trip, a recipient cannot receive more than four, one-way trips per day.

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**Transportation Services**, continued

**Reimbursement**

Providers must utilize group trips, ride sharing, and multi-loading to the greatest extent possible. If more than one recipient is being transported, the mileage charge will be shared among recipients transported.

Monthly billing is permissible for actual expenses incurred. Limited transportation providers will be reimbursed at the state mileage rate.

Providers may bill for their service by the mile, by the one-way trip, or by the month.

**Dental Services**

**Description**

Adult dental services cover dental treatments and procedures including diagnostic, preventive, and restorative treatment; extractions; endodontic, periodontal, and surgical procedures. The services strive to prevent or remedy dental problems that, if left untreated, could compromise a recipient's health, by increasing the risk of infection or disease, or reducing food options, resulting in restrictive nutritional intake.

Emergency dental procedures to alleviate pain and or infection and full and partial dentures are covered by Medicaid's state plan dental services.

**Service Requirements**

Adult dental services are to be authorized only to prevent or remedy problems that could lead to a deterioration of the recipient's health, thus placing the recipient at risk of an institutional placement. Second opinions by waiver-enrolled dentists are covered by this service when extensive dental work is planned or there is a question about medical necessity.

**Place of Service**

Adult dental services must be provided in the provider's office or other setting, determined appropriate by the provider.

**Limitations and Exclusions**

Adult dental services are limited to recipients age 21 years or older. Adult dental services covered by the waiver must not duplicate services provided by Medicaid's state plan dental services.

Adult cleanings are limited to two per year.

A recipient must not receive more than ten quarter-hour units of this service per day. The need for best health would be mentioned on the support plan but the need for dental services would be one of the services needed to achieve that goal.

**Dental Services**, continued

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**Reimbursement**

Providers of adult dental services are reimbursed by date of service. The provider will submit an invoice listing each procedure and negotiated cost. All procedures or treatments rendered on one day must be totaled into one bill for reimbursement on the date of service.

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**CHAPTER 3  
REIMBURSEMENT AND FEE SCHEDULE**

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**Overview**

**Introduction**

This chapter describes reimbursement information for iBudget Waiver services.

**In This Chapter**

This chapter contains:

TOPIC	PAGE
Overview	3-1
Reimbursement Information	3-1
Service Authorization	3-4

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**Reimbursement Information**

**Procedure Codes**

The procedure codes listed in this handbook or the CMS-1500 are Healthcare Common Procedure Coding System (HCPCS) Levels I and II. Both levels are part of the nationally standardized code sets.

Level I of the HCPCS is comprised of Current Procedural Terminology (CPT), a numeric coding system maintained by the American Medical Association. All rights reserved. The CPT is a uniform coding system consisting of descriptive terms and identifying codes that are used primarily to identify medical services and procedures furnished by physicians and other health care professionals. CPT codes are identified using five numeric digits.

Level II of the HCPCS is a standardized coding system used primarily to identify products, supplies, and services not included in the CPT codes. HCPCS Level II codes are also referred to as alpha-numeric codes because they consist of a single alphabetical letter (A – V) followed by four numeric digits.

**Billing Requirements**

Providers cannot bill for services when a recipient is not in attendance, except as noted in the description section of that service. A provider must not render a claim or bill for more than one service to the same recipient at the same time and date unless authorized to do so by the Agency for Persons with Disabilities (APD). Services authorized to bill concurrently with another service include behavior analysis, behavior assistant, private duty nursing, skilled nursing, and residential nursing provided the services are not duplicative. Personal Supports and Life Skills Development Level 2 – Supported Employment can also be billed concurrently. Life Skills Development Level 3 – Adult Day Training (ADT) can be billed concurrently with therapy services that are provided at the ADT.

**Reimbursement Information**, continued

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**Provider  
Responsibility**

When presenting a claim for payment under the Medicaid program, a provider must supervise the provision of, and be responsible for, goods and services that:

- Have actually been provided to the recipient by the provider prior to submitting the claim (documentation should also be completed and maintained in the provider's file).
  - When required by federal or state law, the provider rendering the service is actively licensed or certified to provide the service.
  - Are iBudget Waiver covered goods or services that are medically necessary.
  - Are of a quality comparable to those provided to the general public by the provider's peers.
  - Have not been billed in whole, or in part, to a recipient or a recipient's responsible party.
  - Are provided in accordance with applicable provisions of all Medicaid rules, regulations, handbooks, and policies and in accordance with federal, state and local laws.
  - Are documented by records made in APD iConnect.
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**Billing for Life  
Skills  
Development**

Adult day training services will only be reimbursable for the prorated share of the day, week, or month that the recipient actually attends that service. The number of daily hours is counted by hours and minutes. Minutes must be rounded at the end of the billing period to the nearest hour. For example, if a recipient attends an ADT for three days per week at two hours and 30 minutes per day, the monthly billing (assume 13 ADT days attended) would calculate to 32.5 hours and be billed at 32 hours for that month.

When billing hourly, the recipient must be in attendance for at least 30 minutes before the provider can bill for service.

Thereafter, providers must use the following billing instructions:

- Rounding down should occur for 30 minutes or less and rounding up should occur for 31 minutes or more
  - Rounding should occur at the time of billing by adding all hours for the billing period and then rounding as described above
  - No more than 8 hours per day or a total of 2,064 hours per year can be provided and billed
  - No more than 112 hours per week of all life skills development combined can be provided
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**Reimbursement Information**, continued

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**Billing Procedures**

Prior to implementation of the billing functionality in APD iConnect, each provider is required to submit all claims for waiver services directly to the Medicaid fiscal agent. Thereafter, provider billing shall be done through APD iConnect. Billing for services that use a quarter-hour unit must be billed according to the following schedule:

- Services provided for 1-15 minutes are billed as one quarter-hour.
- Services provided for 16-30 minutes are billed as two quarter-hours.
- Services provided for 31-45 minutes are billed as three quarter-hours.
- Services provided for 46-60 minutes are billed as four quarter-hours.

When billing for services by the quarter-hour, the provider should total, at the end of each billing period, the actual time spent with the recipient and round the total to the nearest quarter-hour as described above. Rounding for the specific service provided should occur only once at the time of billing.

Note: For specific claim form billing instructions and procedures, see the Florida Medicaid Provider Reimbursement Handbook, CMS-1500.

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**Service Rates**

All rates are determined based on the availability of appropriated funding from the Florida Legislature. The iBudget Waiver services rates are standardized and established through Rule 59G-13.081, F.A.C. When the handbook states a recipient cannot be provided or receive more than a specified amount of services, this also means the provider cannot bill for more than the specified limitation.

Note: For rate information, see the Florida Medicaid Developmental Disabilities Individual Budgeting Waiver Services Provider Rate Table. The current rate table is posted on the Agency for Health Care Administration's Web site at <http://ahca.myflorida.com/Medicaid/review/index.shtml>.

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## Service Authorization

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### Requirements

The provider must have an Agency for Persons with Disabilities (APD) approved service authorization for the service rendered. Providers of iBudget Waiver services are limited to the amount, frequency, duration, intensity, and scope of the service described on the recipient's service authorization. The service authorizations will be issued by the waiver support coordinators (WSCs) at least quarterly, or as they change.

The total units of service are available for the entire quarter and not limited to a monthly amount. In order to allow for increased flexibility, the 'Comments' section of the service authorization should be used to describe how the amount, frequency, duration, intensity, and scope of the service are generally intended. The 'Comments' section is not intended to be used for monitoring but for general guidance.

Any changes to the description of the amount, frequency, duration, intensity, and scope of the service must be submitted to the provider in writing prior to the change effective date.

The WSCs must verify that the service authorization is correct according to the authorized amount of services in APD iConnect. In addition, other providers must review their service authorization and if adjustments or corrections are needed, they must contact the WSC immediately for issuance of a corrected authorization. If corrections are needed, the service provider should immediately contact the WSC for resolution. The WSC must notify the provider within 24 hours if the WSC determines that the service authorization requires correction.

The service authorization specifies the frequency, intensity, and duration of services. The service authorization must be in approved status in order for the service to be provided.

Service units not spent as of June 30 of a fiscal year cannot be carried over to the next fiscal year.

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**Service Authorization**, continued

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**Documentation**

The notes section of the service authorization is used to further specify the recipient's preferred use of the service, e.g., to attend ADT three days per week or as preferred, not to exceed 60 days for the quarter. If no note is provided, the service provider will provide services and bill units of service from month to month to meet changing needs of the recipient up to the total identified on the quarterly service authorization.

The service provider must document the preference of the recipient and notify the WSC if a pattern develops that may require a change to a service authorization. The WSC should discuss changes with the recipient to determine whether the new pattern of services will continue or was temporary. Changes cannot be made for the convenience of the provider nor to ensure that the provider is able to bill out the entire quarterly service authorization if the recipient does not want that level of service. If the recipient confirms their preference to the WSC to continue this new service pattern, the WSC will adjust the following quarter's service authorization.

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**Service Change Needed**

The WSC is responsible for updating service authorizations as a recipient's needs change so that the provider can obtain them in APD iConnect. The WSC shall ensure that service authorizations are updated in advance of service provision changes to the recipient. Prior to the implementation of APD iConnect, the WSC will provide service authorizations to providers.

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**APPENDIX A**  
**BILLING AND DOCUMENTATION REQUIREMENTS**

## DOCUMENTATION REQUIREMENTS

The following documentation shall be maintained by providers. Items with an asterisk (\*) shall also be entered into APD iConnect. The WSC is responsible for ensuring that annual prescriptions for any services that require prescription are in APD iConnect prior to the issuance of a service authorization to a provider. For services provided before the implementation of APD iConnect, the documentation must be provided to the WSC prior to billing or within 10 calendar days of billing at the latest. Services provided after the implementation of APD iConnect must be entered into APD iConnect prior to billing. Prescriptions shall be current and provided to WSCs. A copy can be retained in the provider's files located in the provider's office or facility. All providers must keep information on file including the provider's Medicaid application, background screening results for all staff, reference checks, education, training and experience, licensure, registration or certification as applicable. A provider must document requests for information from other providers, but must not be determined non-compliant due to lack of follow up by the sending provider. Information may be maintained in electronic format.

Note: The quarterly time period begins on the effective date of the support plan. The third quarterly summary is the annual report. If a provider has rendered services for less than 12 months, the third quarterly summary serving as the annual report would cover months since services were initiated. A provider may choose to do a monthly summary each month rather than a quarterly summary. The quarterly summary is based on applicable service logs or daily progress notes, all of which must be maintained by the provider. Providers may submit templates for required forms for written approval by the Agency for Persons with Disabilities (APD) state office and the Agency for Health Care Administration (AHCA).

The quarterly summary for Behavior Analysis Services should include: 1) a summary of program monitoring and relevant factors affecting behavior; 2) objective summary of results or graphs; 3) analysis of data and summary of progress, identifying whether each target behavior has improved or not since the last quarter and since baseline; and 4) recommendations, if any. The annual report provides recommendations for the coming year, including a plan of fading based upon behavioral criteria.

<b>Billing and Reimbursement Requirements</b>	
<b>Adult Dental Services</b>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment including invoice for services.</li> <li>• All treatment records.</li> <li>• Copy of treatment plan.*</li> </ul>
<b>Life Skills Development</b>	<p><b>Life Skills Development – Level 1 (Companion)</b></p> <ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Service log (sent monthly).*</li> </ul> <p><b>Life Skills Development – Level 2 (Supported Employment)</b></p> <ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Service log (sent monthly).*</li> <li>• A quarterly summary for each quarter of the support plan year, or monthly summaries if the provider chooses to do a monthly summary each month rather than a quarterly summary.*</li> <li>• The third quarterly summary also serves as the annual report and must include a summary of the previous three quarters.</li> <li>• It is the responsibility of the support coordinators to maintain documentation, in the form of a letter from the Division of Vocational Rehabilitation (VR) services or a case note detailing the date of contact with a named VR representative, and a summary of the conversation indicating a lack of available VR funding for supported employment.</li> </ul>

**DOCUMENTATION REQUIREMENTS**, continued

<b>Billing and Reimbursement Requirements</b>	
<p><b>Life Skills Development,</b> continued</p>	<ul style="list-style-type: none"> <li>• An employment stability plan, also known as the Individualized Plan for Employment (IPE), must be completed within 30 days of receipt of the support plan and annually thereafter at the time of support plan update, and at any time updates and changes are made before they are implemented; and must include:                             <ul style="list-style-type: none"> <li>– Documentation that supported self-employment services are not available from VR can be in the form of one of the following:                                     <ul style="list-style-type: none"> <li>• A letter from VR.</li> <li>• Documentation detailing contact with a named VR representative to include the date and summary of the conversation.</li> <li>• Claims for services are to be made upon completion of each individual benchmark.</li> </ul> </li> </ul> </li> <li>• Copy of claim(s) submitted for payment.</li> </ul> <p>The WSCs will follow the guidelines in the “Allocation, Budget and Contract Control (ACLM5) Screen Instructions”, when entering employment data. Updates to the recipient data on the ACLM5 screen will be made by WSCs as follows:</p> <ul style="list-style-type: none"> <li>• Quarterly for recipients who are not working and who are to receiving supported employment. These quarterly updates will include justification for the lack of employment.</li> <li>• Monthly for recipients who are working and who are receiving supported employment services.</li> <li>• Quarterly for recipients who are working and who are not receiving supported employment services.</li> </ul> <p><b>Life Skills Development – Level 3 (Adult Day Training - ADT)</b></p> <ul style="list-style-type: none"> <li>• A quarterly summary for each quarter of the support plan year. The third quarterly summary also serves as the annual report and must include a summary of the previous three quarters. Monthly summaries may be submitted if the provider chooses to do a monthly summary each month rather than a quarterly summary.*</li> <li>• Staffing documentation such as staffing schedules, payroll records indicating identified support staff and hours worked, and any other supplemental support staffing schedules that document required staffing ratios.</li> <li>• If the provider plans to transport recipients in the provider’s private vehicle, at the time of enrollment, the provider must be able to show proof of a valid: (1) driver’s license, (2) vehicle registration, and (3) automobile insurance. Subsequent to enrollment, the provider is responsible for keeping this documentation up-to-date.</li> </ul>

**DOCUMENTATION REQUIREMENTS**, continued

<b>Billing and Reimbursement Requirements</b>	
<b>Life Skills Development, continued</b>	<ul style="list-style-type: none"> <li>• Daily attendance log.</li> <li>• An implementation plan will be developed, at a minimum, within 30 days of the initiation of the new service, or within 30 calendar days of receipt of the support plan for continuation of services and annually thereafter. A copy of the implementation plan, signed by the recipient, must be furnished to the recipient, the recipient's legal representative, and to the WSC at the end of this 30-day period. The progress toward achieving the goal(s) identified on the implementation plan must be documented in notes or quarterly summaries, as specified in each service. *</li> </ul>
<b>Personal Supports</b>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Copy of service log (sent monthly). Personal Supports provided in EVV settings must also include documentation in the EVV mobile site.*</li> <li>• For services billed at the daily rate, staffing documentation such as in-staffing schedules, payroll records indicating identified staff and hours worked, and other supplemental in-home support staffing schedules that document required staffing ratios.</li> <li>• If the provider plans to transport the recipient in the provider's private vehicle, at the time of enrollment, the provider must be able to show proof of valid: (1) driver's license, (2) vehicle registration, and (3) automobile insurance. Subsequent to enrollment, the provider is responsible for keeping this documentation up-to-date at all times without any lapse in coverage, licensure or registration and must provide proof of such documentation upon request.</li> <li>• If used for skilled respite, prescription for service.</li> </ul>
<b>Respite-Recipients Under the Age of 21 in Family Home Only</b>	<ul style="list-style-type: none"> <li>• Copy of claim submitted for payment.</li> <li>• Service log (sent monthly).* Respite services provided in EVV settings must also include documentation in the EVV mobile site.</li> <li>• If used for skilled respite, prescription for service.</li> </ul>
<b>Residential Habilitation (Standard)</b>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Daily attendance log (sent monthly).*</li> <li>• An implementation plan will be developed, at a minimum, within 30 days of the initiation of the new service, or within 30 calendar days of receipt of the support plan for continuation of services and annually thereafter. A copy of the implementation plan, signed by the recipient, must be furnished to the recipient, the recipient's legal representative, and to the WSC at the end of this 30-day period. The progress toward achieving the goal(s) identified on the implementation plan must be documented in notes or quarterly summaries, as specified in each service.*</li> <li>• Quarterly summary of each quarter of the support plan year. The third quarterly summary also serves as the annual report and must include a summary of the previous three quarters. Monthly summaries may be submitted if the provider chooses to do a monthly summary each month rather than a quarterly summary.*</li> <li>• Staffing documentation such as direct care staffing schedules, payroll records indicating identified direct care support staff and hours worked, and any other supplemental support staffing schedules that document staffing ratios and direct contact hours worked.</li> <li>• If the provider plans to transport recipients in the provider's private vehicle, at the time of enrollment, the provider must be able to show proof of valid: (1) driver's license, (2) vehicle registration, and (3) automobile</li> </ul>

	insurance. Subsequent to enrollment, the provider is responsible for keeping this documentation up-to-date.
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**DOCUMENTATION REQUIREMENTS**, continued

<b>Billing and Reimbursement Requirements</b>	
<b>Residential Habilitation (Behavior Focused)</b>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Daily attendance log (sent monthly).*</li> <li>• An implementation plan will be developed, at a minimum, within 30 days of the initiation of the new service, or within 30 calendar days of receipt of the support plan for continuation of services and annually thereafter. A copy of the implementation plan, signed by the recipient, must be furnished to the recipient, the recipient's legal representative, and to the WSC at the end of this 30-day period. The progress toward achieving the goal(s) identified on the implementation plan must be documented in notes or quarterly summaries, as specified in each service.*</li> <li>• Quarterly summary of each quarter of the support plan year. The third quarterly summary also serves as the annual report and must include a summary of the previous three quarters. *</li> <li>• Staffing documentation such as direct care staffing schedules, payroll records indicating identified direct care support staff and hours worked, and any other supplemental support staffing schedules that document staffing ratios and direct contact hours worked.</li> <li>• If the provider plans to transport recipients in the provider's private vehicle, at the time of enrollment, the provider must be able to show proof of valid: (1) driver's license, (2) vehicle registration, and (3) automobile insurance. Subsequent to enrollment, the provider is responsible for keeping this documentation up-to-date.</li> </ul>
<b>Residential Habilitation (Intensive Behavior)</b>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Daily attendance log (sent monthly).*</li> <li>• An implementation plan will be developed, at a minimum, within 30 days of the initiation of the new service, or within 30 calendar days of receipt of the support plan for continuation of services and annually thereafter. A copy of the implementation plan, signed by the recipient, must be furnished to the recipient, the recipient's legal representative, and to the WSC at the end of this 30-day period. The progress toward achieving the goal(s) identified on the implementation plan must be documented in notes or quarterly summaries, as specified in each service.*</li> <li>• Quarterly summary of each quarter of the support plan year. The third quarterly summary also serves as the annual report and must include a summary of the previous three quarters.*</li> <li>• Staffing documentation such as direct care staffing schedules, payroll records indicating identified direct care support staff and hours worked, and any other supplemental support staffing schedules that document staffing ratios and direct contact hours worked.*</li> <li>• If the provider plans to transport recipients in the provider's private vehicle, at the time of enrollment, the provider must be able to show proof of valid: (1) driver's license, (2) car registration, and (3) car insurance. Subsequent to enrollment, the provider is responsible for keeping this documentation up-to-date.</li> </ul>

**DOCUMENTATION REQUIREMENTS**, continued

<b>Billing and Reimbursement Requirements</b>	
<p><b><u>Residential Habilitation (Enhanced Intensive Behavior)</u></b></p>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Daily attendance log (sent monthly).*</li> <li>• An implementation plan will be developed, at a minimum, within 30 days of the initiation of the new service, or within 30 calendar days of receipt of the support plan for continuation of services and annually thereafter. A copy of the implementation plan, signed by the recipient, must be furnished to the recipient, the recipient’s legal representative, and to the WSC at the end of this 30-day period. The progress toward achieving the goal(s) identified on the implementation plan must be documented in notes or quarterly summaries, as specified in each service.*</li> <li>• Quarterly summary of each quarter of the support plan year. The third quarterly summary also serves as the annual report and must include a summary of the previous three quarters.*</li> <li>• Staffing documentation such as direct care staffing schedules, payroll records indicating identified direct care support staff and hours worked, and any other supplemental support staffing schedules that document staffing ratios and direct contact hours worked.*</li> <li>• If the provider plans to transport recipients in the provider’s private vehicle, at the time of enrollment, the provider must be able to show proof of valid: (1) driver’s license, (2) car registration, and (3) car insurance. Subsequent to enrollment, the provider is responsible for keeping this documentation up-to-date.</li> </ul>
<p><b>Special Medical Home Care</b></p>	<ul style="list-style-type: none"> <li>• Service logs (sent monthly).*</li> <li>• Copy of claim(s) submitted for payment.</li> <li>• Nursing Care Plan and revisions.*</li> <li>• Nursing Assessment (must be completed at the time of the first claim submission and annually thereafter).*</li> <li>• Daily progress notes on days service was rendered, for the period being reviewed. Notes should be directly related to the recipient’s plan of care and treatment (sent monthly).*</li> <li>• Prescription for service and annually thereafter.</li> <li>• List of duties to be performed by the nurse.</li> </ul>
<p><b>Supported Living Coaching</b></p>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Daily progress notes (sent monthly) for the dates of service billed, which includes documentation of activities, supports, and contacts with the recipient, other providers, and agencies with dates and times, and a summary of support provided during the contact, any follow-up needed and progress toward achievement of support plan goals. *</li> <li>• Individual implementation plan, or in the case of transition, a transition plan, must be completed within 30 days of the initiation of the new service, or within 30 calendar days of receipt of the support plan or subsequent changes and updates to the support plan for continuation of services and annually thereafter. A copy of the implementation plan, signed by the recipient or the recipient’s legal representative, must be furnished to the recipient, the recipient’s legal representative and to the WSC at the end of this 30-day period.*</li> <li>• Quarterly summary of each quarter in the support plan year. The third quarterly summary also serves as the annual report and must include a summary of the previous quarters.*</li> </ul>

	<ul style="list-style-type: none"><li>• In addition to the minimum required components of the individual implementation plan described in the definitions section of this handbook, the individual implementation plan for supported living coaching service must also contain the following:<ul style="list-style-type: none"><li>– The frequency of the supported living service.</li><li>– How home, health, and community safety needs will be addressed and the supports needed to meet these needs, including a personal emergency disaster plan, which must be updated annually and any time the recipient moves to a different residence.</li><li>– The method for accessing the provider 24 hours per day, 7 days per week for emergency assistance.</li><li>– A description of how natural and generic supports will be used to assist in supporting the recipient.</li></ul></li><li>• The Functional Community Assessment must be included in the file, updated at least annually.</li></ul>
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**DOCUMENTATION REQUIREMENTS**, continued

<b>Billing and Reimbursement Requirements</b>	
<b>Supported Living Coaching</b> , continued	<ul style="list-style-type: none"> <li>• A financial profile, updated at least annually, that includes strategies for assisting the recipient with money management when requested by the recipient or legal representative, and to evaluate the need for a supported living subsidy. The financial profile is critical in determining whether or not the housing selected by the recipient is within the recipient's financial means, and whether the recipient needs a monthly subsidy, which must be approved by the APD regional office.</li> <li>• Up-to-date information regarding the demographic, health, medical and emergency information for the recipient, and a complete copy of the recipient's current support plan. If the support plan has not been provided by the WSC, there should be documentation of attempts to obtain a copy.</li> <li>• If the provider plans to transport the recipient in the provider's private vehicle, at the time of enrollment, the provider must be able to show proof of valid: (1) driver's license, (2) vehicle registration, and (3) automobile insurance. Subsequent to enrollment, the provider is responsible for keeping this documentation up-to-date.</li> </ul>
<b>Consumable Medical Supplies</b>	<ul style="list-style-type: none"> <li>• A copy of the claim(s) submitted for payment.</li> <li>• A copy of the service log (sent monthly),* listing supplies purchased.*</li> <li>• The original prescription for the supply (if prescribed).</li> </ul>
<b>Durable Medical Equipment and Supplies</b>	<p>Prior to the provider submitting the claim for payment, the recipient's WSC must document that the equipment was received and that it works according to the manufacturer's description, either by conducting a site visit or obtaining verbal verification from the recipient, the family or the recipient's legal representative.</p> <ul style="list-style-type: none"> <li>• Copy of a pre-approved claim(s) form submitted for payment.</li> <li>• Original prescription for the medical equipment, if prescribed by a physician, advanced registered nurse practitioner (ARNP) or PA.</li> <li>• Service log listing equipment provided and documenting the WSC's verification that the equipment was received and works, per manufacturer's description, prior to submission of claim for payment (sent monthly).*</li> </ul>
<b>Environmental Accessibility Adaptations</b>	<p>Prior to the provider submitting the claim for payment, the recipient's WSC must document that the services were completed in accordance with the contract or agreement, either by conducting a site visit or by obtaining written verification from the recipient, the family or the recipient's legal representative. Environmental accessibility adaptations can be billed across two cost plans if the work is completed in phases. For each phase of work, the WSC must obtain the written verification from the recipient, or-the family or the recipient's legal representative, or conduct a site visit.</p> <ul style="list-style-type: none"> <li>• Copy of claims submitted for payment.</li> <li>• Copy of service log; including documentation of WSC's verification that services were completed in accordance with the contract or agreement prior to submission of claim for payment (sent monthly).*</li> <li>• Original prescription for adaptations and medical equipment.</li> </ul>
<b>Personal Emergency Response Systems (Unit and Services)</b>	<ul style="list-style-type: none"> <li>• Copy of claims(s) submitted for payment.</li> <li>• Service log or invoice, detailing services provided (sent monthly).*</li> </ul>

**DOCUMENTATION REQUIREMENTS**, continued

<b>Billing and Reimbursement Requirements</b>	
<p><b>Support Coordination-Limited, Full, and Enhanced</b></p>	<p>Providers of support coordination services must participate in a monitoring review conducted by APD, The Agency for Health Care Administration, or an authorized representative of the state. Support coordination providers are expected to meet the needs of recipients receiving services, regardless of the number of contacts it takes to meet those needs. WSCs should not assume that meeting the basic billing requirements will necessarily result in a successful monitoring review and approval to continue services.</p> <p>For monitoring purposes, the provider must have on file the following, for the period reviewed or for the period billed:</p> <ul style="list-style-type: none"> <li>• Documentation in the support coordination case notes of activities and contacts that assisted the WSC in meeting individually determined goals and outcomes, provided opportunities to fully participate in community life and addressed the concerns and needs of the recipient, and the family or the recipient’s legal representative. The notes shall clearly and adequately detail services provided in sufficient detail. New case notes shall be entered in APD iConnect. *</li> <li>• A copy of all of the recipient’s support plans filed in the recipient’s central record.</li> <li>• Documentation, in the central record, that the basic billing requirements were met for the months in which the provider was reimbursed for services.</li> <li>• Documentation in the central records that a face-to-face visit with the recipient was conducted in their place of residence as required by this handbook. *</li> <li>• Current and correct demographic information for the recipient, including current health and medical information and emergency contact information.</li> <li>• Eligibility worksheet.</li> <li>• For recipients who receive Phase 1 Supported Employment services through the waiver, documentation in the form of a letter from the Division of Vocational Rehabilitation (VR) services or a case note detailing the date of contact with a named VR representative, and a summary of the conversation indicating a lack of available VR funding for supported employment.</li> </ul>
<p><b>Transportation</b></p>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Trip logs (sent monthly).*</li> </ul>
<p><b>Behavior Analysis Services</b></p>	<p>Documentation of services will meet standards as required by APD’s Rule 65G-4.009, F.A.C. Reimbursement* and monitoring documentation to be maintained by the provider includes:</p> <ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Service logs.*</li> <li>• Graphic display of acquisition and reduction target behaviors (submitted quarterly).*</li> <li>• Behavior analysis service plan within 90 days of first billed date of service.*</li> <li>• Quarterly summary for each quarter in which services were provided. The third quarterly summary also serves as the annual report and must include a summary of the previous quarters.*</li> </ul>

**DOCUMENTATION REQUIREMENTS**, continued

<b>Billing and Reimbursement Requirements</b>	
<b>Behavior Analysis Services</b> , continued	<ul style="list-style-type: none"> <li>• Copy of assessment report required if an assessment was authorized and billed.*</li> <li>• A copy of the current behavior analysis service plan (BASP) and the most recent behavioral assessment.*</li> </ul>
<b>Behavior Assistant Services</b>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Copy of current BASP.*</li> <li>• Service logs.*</li> <li>• Monthly evidence of required supervision by behavior analyst.</li> <li>• Copy of that data that is provided to the behavior analyst at least monthly.</li> <li>• Quarterly summary for each quarter in which services were provided. The third quarterly summary also serves as the annual report and must include a summary of the previous quarters.*</li> <li>• Behavior assessment.*</li> </ul>
<b>Dietitian Services</b>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Daily progress notes for days service was rendered and billed (sent monthly).*</li> <li>• Monthly nutritional status report.</li> <li>• Dietitian assessment.</li> <li>• Individual dietary management plan.*</li> <li>• Quarterly summary for each quarter in which services were provided. The third quarterly summary also serves as the annual report, and must include a summary of the previous quarters. Original prescription for the service, and annually thereafter.</li> <li>• Original prescription for service and annually thereafter.</li> </ul>
<b>Occupational Therapy</b>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Daily progress notes for days service was rendered and billed (sent monthly).*</li> <li>• Monthly summary note. This does not substitute for daily progress notes.</li> <li>• Assessment report (if requesting reimbursement for assessment).*</li> <li>• Quarterly summary for each quarter in which services were provided. The third quarterly summary also serves as the annual report and must include a summary of the previous quarters. Original prescription for the service, and every six months thereafter.</li> <li>• Original prescription for service and annually thereafter.</li> </ul>
<b>Physical Therapy</b>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Daily progress notes for days service was rendered and billed (sent monthly).*</li> <li>• Monthly summary note. This does not substitute for daily progress notes.</li> <li>• Assessment report (if requesting reimbursement for assessment).*</li> <li>• Quarterly summary for each quarter in which services were provided. The third quarterly summary also serves as the annual report and must include a summary of the previous quarters. Original prescription for the service and every six months thereafter.</li> <li>• Original prescription for service and annually thereafter.</li> </ul>

**DOCUMENTATION REQUIREMENTS**, continued

<b>Billing and Reimbursement Requirements</b>	
<p><b>Private Duty Nursing</b></p>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Copy of the nursing care plan with annual updates.*</li> <li>• Daily progress notes for days service was rendered and billed (sent monthly).*</li> <li>• Individual nursing assessment and annually thereafter.</li> <li>• Monthly summary, which includes details regarding health status, medication, treatments, medical appointments, and other relevant information.</li> <li>• Original prescription for the service and annually thereafter.</li> <li>• List of duties to be performed by the nurse.</li> </ul> <p>Nurses delivering this service as independent providers must provide proof of meeting the educational requirements specified in section 464.008(1), F.S., for licensure as a registered professional nurse or a licensed practical nurse, whichever is applicable.</p> <p>Nursing assessments and care plans should be updated annually or if there is a significant change in the recipient's health status. They are required at the time of first claim submission and annually thereafter.</p>
<p><b>Residential Nursing</b></p>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Copy of the nursing care plan with annual updates.*</li> <li>• Daily progress notes for days service was rendered and billed (sent monthly).*</li> <li>• Individual nursing assessment and annually thereafter (sent monthly).*</li> <li>• Monthly summary, which includes details regarding health status, medication, treatments, medical appointments, and other relevant information.*</li> <li>• Original prescription for the service and annually thereafter.</li> <li>• List of duties to be performed by the nurse.</li> </ul> <p>Nurses delivering this service as independent providers must provide proof of meeting the educational requirements specified in section 464.008(1), F.S. for licensure of a registered professional nurse or a practical nurse, whichever is applicable.</p> <p>Nursing assessments and care plans should be updated annually or if there is a significant change in the recipient's health status. They are required at the time of first claim submission and annually thereafter.</p>
<p><b>Respiratory Therapy</b></p>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Daily progress notes for days service was rendered and billed (sent monthly).*</li> <li>• Quarterly summary for each quarter in which services were provided. The third quarterly summary also serves as the annual report and must include a summary of the previous quarters. The third quarterly original prescription for service and every six months thereafter.</li> <li>• Assessment report, if a claim is submitted for an assessment.*</li> <li>• Original prescription for service and annually thereafter.</li> </ul>

**DOCUMENTATION REQUIREMENTS**, continued

<b>Billing and Reimbursement Requirements</b>	
<b>Skilled Nursing</b>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Nursing care plan with annual updates.*</li> <li>• Daily progress note for dates of service rendered.*</li> <li>• Individual nursing assessment (must be completed at time of first claim submission and annually thereafter).</li> <li>• Original prescription for service and annually thereafter.</li> <li>• Monthly summary, which includes details regarding health status, medication, treatments, medical appointments, and other relevant information.*</li> <li>• List of duties to be performed by the nurse.</li> <li>• Exception letter from AHCA for skilled nursing services (if applicable).</li> </ul> <p>Nurses delivering this service as independent providers must provide proof of meeting the educational requirements specified in section 464.008(1), F.S., for licensure as a registered professional nurse or a licensed practical nurse, whichever is applicable.</p> <p>Nursing assessments and care plans should be updated annually or if there is a significant change in the recipient's health status. They are required at the time of first claim submission and annually thereafter.</p>
<b>Speech Therapy</b>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Daily progress note for dates of service rendered.*</li> <li>• Quarterly summary for each quarter in which services were provided. The third quarterly summary also serves as the annual report and must include a summary of the previous quarters.*</li> <li>• Original prescription for the service and every six months thereafter.</li> <li>• Assessment report, if a claim is submitted for an assessment.*</li> </ul>
<b>Specialized Mental Health Counseling</b>	<ul style="list-style-type: none"> <li>• Copy of claim(s) submitted for payment.</li> <li>• Daily progress note for dates of service rendered.*</li> <li>• Monthly summary note.*</li> <li>• Assessment and treatment plan, even if preliminary, or plan for further action, must be completed at the time of the first claim submission and a final treatment plan at the subsequent claim submission.*</li> </ul>

**APPENDIX B**  
**IBUDGET TRAINING REQUIREMENTS FOR IBUDGET WAIVER**  
**PROVIDERS**

## **IBUDGET TRAINING REQUIREMENTS FOR IBUDGET WAIVER PROVIDERS**

With the promulgation of this handbook, Agency for Persons with Disabilities (APD) provider training requirements are broken into three categories: Required Basic, Required Pre-Service Certification, and Required In-Service (also known as Continuing Education in certain professions). Charts follow this section and provide additional details on the course titles, course descriptions, time frames for successfully completing courses, trainer qualifications, documentation of successful completions, and the frequencies in which courses need to be completed. Failure to timely complete all required training stated within this handbook constitutes grounds for APD to exercise disciplinary action according to sections II.A.1. and III.B. of the provider's Medicaid Waiver Services Agreement.

For all APD training except iConnect Training, provider staff, management staff, and solo providers rendering services prior to the promulgation will have 180 days from the date of this handbook's promulgation to come into compliance with new training requirements not previously completed in this Appendix.

For the purpose of APD iConnect Training only, provider staff, management staff, and solo providers enrolled before the promulgation of this handbook will have 90 days from the date of the notice of training being posted on the agency's website to complete the training.<sup>1</sup> New provider staff, management staff, and solo providers enrolled and hired to render services after the promulgation of this rule must be in compliance with the rule.

The use of trainers certified by the named entities contained in the following chart are effective immediately: AIDS/HIV/Infection Control, First Aid, CPR and HIPAA.

For Required Basic and Required Pre-Service Certification, emphasis is being placed on whether the trainee successfully completes the course in lieu of the number of hours the trainee completes. Successful completion is defined as attending and participating in all required sessions, completing all applicable assignments, and successfully passing any required course test(s) with a score of 85% or better, except for training relating to APD iConnect, which shall be 75% or higher. Trainees who do not successfully complete a course will not be issued a certificate of successful completion. Students may retake a test if no passing score was achieved.

While required courses no longer identify a number of hours the trainee must complete, providers are responsible to ensure that each of their staff is providing services in a competent and appropriate manner in accordance with required training. In-Service training is based on the number of hours the trainee completes.

The use of Web-based training for any required training is acceptable if it is the current curriculum and is approved by the APD state office.

APD's calendar listing classroom trainings which are provided by APD may be found on APD's Web site. For required courses, go to <http://ptc.apd.myflorida.com/AvailableTraining.aspx?TrainingType=2>.

For in-service courses, go to <http://ptc.apd.myflorida.com/AvailableTraining.aspx?TrainingType=1>.

The requirements in Chapter 65G-10, F.A.C. will take precedence over this handbook.

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<sup>1</sup> <https://apd.myflorida.com/waiver/iconnect/elearning.htm>

## **I. Required Training**

### **A. Basic Training**

Except for staff listed in the “Exemptions” (Section D below), all Direct Service Providers must successfully complete all the basic training courses as noted on Table 1 except Requirements for All Waiver Providers.

All solo providers and management staff of provider agencies of services covered by this handbook must successfully complete only the following course which is noted on Table 1:

- Requirements for All Waiver Providers

Two courses must be completed by Direct Service Providers under certain circumstances and are noted on Table 1:

- Medication Administration and Validation
- Behavioral Emergency Procedures

The first additional training involves providers who will be administering or assisting in the administration of any medication. This training is entitled “Medication Administration and Validation” and includes a successful validation component. The second training involves staff serving a recipient with a challenging behavior that necessitates the use of reactive strategies during a behavioral emergency. This training is entitled “Behavioral Emergency Procedures” and is based upon a competency-based training curriculum approved by the APD and also contains a validation component.

### **B. Pre-Service Certification Training**

The following providers must successfully complete Pre-Service Certification Training before providing the following waiver services. They must also successfully complete the Required Basic Training within the same time frame as other Direct Service Providers.

- Life Skills II (Supported Employment Coaching)
- Support Coordination
- Supported Living Coaching

Support Coordinators will not be issued a letter of enrollment until completion of Level 1 training and successful completion of the Level 1 competency based assessment ..

To generate additional funding to support an individual's employment goals, supported employment coaches and waiver support coordinators must assist the people they serve to be aware of the various work incentives and employment planning tools that are available, in particular, the Plan to Achieve Self-Sufficiency (PASS). To ensure that all supported employment coaches, supported living coaches and waiver support coordinators are aware of these various incentives and tools, all existing supported employment coaches, supported living coaches and waiver support coordinators must successfully complete APD's pre-service employment course, “Introduction to Social Security Work Incentives”, within one year of the promulgation of this handbook. This course is available in a classroom version as well as Web-based version, which will be made available on the TRAIN Florida system. Successful completion of either version meets this requirement.

### **C. In-Service Training**

Providers are not limited to taking in-service courses only from APD and should take full advantage of conferences and professional presentations whenever possible, including the TRAIN Florida system. To determine whether or not a course would count toward required in-service training, refer to Appendix C for each specific provider type.

### **D. Exemptions**

Staff of the following types of providers are exempt from completing training in this handbook

- Adult Dental
- Consumable Medical Supplies
- Durable Medical Equipment
- Environmental Accessibility Adaptations
- Personal Emergency Response Systems

Direct Service Providers who hold professional certificates for the services listed below must only complete Core Competencies, Zero Tolerance, HIPAA, and APD iConnect training. Independent or solo providers and management staff for these services must complete Requirements for all Waiver Providers:

- Behavior Analysis
- Dietician
- Occupational Therapy
- Physical Therapy
- Private Duty Nursing
- Residential Nursing Services
- Respiratory Therapy
- Skilled Nursing
- Specialized Medical Home Care providers who are Registered Nurses or Licensed Practice Nurses
- Specialized Mental Health Counseling
- Speech Therapy

## **II. Certificates of Successful Completion**

Documentation of successful completion of required provider training is defined differently for classroom training (face-to-face), non-classroom (e.g., Web-based training video), and validation training as defined as follows.

### **A. Classroom Training**

Training in a classroom setting emphasizes successful completion of the required course and not attendance for a specific number of hours.

1. A standardized APD certificate will be issued to all participants that have successfully completed the following APD Required Training Classroom courses:

- Direct Care Core Competencies
- Zero Tolerance
- APD Waiver Provider Requirements
- Requirement for all Waiver Providers
- Supported Employment Pre-service: Best Practices in Supported Employment
- Supported Employment Pre-service: Introduction to Social Security Work Incentives
- Supported Living Pre-Service Training

The following elements must be included on the certificate:

- The participant's name (printed or typed)
- Title of the course
- Date and location training occurred
- Name of the trainer (printed or typed) and signature
- Evidence that the trainer has appropriate credentials (for APD courses a copy of the trainer's certificate provided by APD)

For every classroom APD required training course taught the following documentation must be completed and maintained (either by hard copy or electronically) by the trainer for a minimum of five years. If the

APD approved curriculum is accessed through the Department of Health TRAIN system or other APD approved systems, electronic signatures are acceptable.

Daily sign-in sheet (for each day of class) that must include:

- Printed or typed name of attendee
- Initials of attendee by their printed name
- Date of the training (which must match the date on the certificate)
- Trainer typed or printed name and signature
- Location where the training occurred (same as certificate)
- Copy of certificates of persons who successfully completed the course

For the classroom Required Training course taught by a trainer certified by the American Red Cross, American Heart Association, the American Safety and Health Institute and the Emergency Care Safety Institute, the only acceptable proof of a successful course completion is a standard certificate developed by those organizations with the attendee's name either typed or printed on the card or certificate.

2. There are several acceptable ways to document the successful completion of classroom In-Service Training. However, the following elements must be included on all classroom training documentation in order to be acceptable:

- Participant's printed name and signature
- Title of the course
- Date training occurred (day and date as well as beginning and ending time)
- Printed name of the trainer and signature
- Copy of the agenda or course syllabus

### **B. Non-classroom Training**

If the training is Web-based, the only acceptable proof of the successful completion of required training or required pre-service training will be the printed certificate or transcript generated by the entity that provides the training. Approved Web-based trainers include the American Red Cross, the American Heart Association, the American Health and Safety Institute, the Emergency Care & Safety Institute, the National Council, EMS Safety Services, Inc., Tallahassee Community College, the Attain, Inc., the Department of Children and Families, the Centers for Medicare and Medicaid Services, MedEd America and the Training Resource Network (TRN), Department of Health TRAIN, and other APD approved training resources as they become available. Links to all these courses are provided on Table 1.

1. At a minimum the certificate, transcript or card for non-classroom APD Required Training must contain the following elements:

- Participant's name
- Title of the course (if not titled as in the handbook, then written confirmation of the course content may be required)
- Date(s) or period over which training course was completed and notation that course was successfully completed
- Name of approved entity providing training

2. If an individual uses a CD or video to meet their non-classroom In-Service Training requirement, the following documentation is necessary:

- Photocopy of label or training outline (including the title of the course and sponsoring entity)
- Printed name and signature of participant
- Date training occurred
- Length of training (if not noted on CD label)

- Copy of the agenda or course syllabus

### **C. Validation Training**

For Medication Administration Validation, the certificate must include all the requirements as required by APD's Rule 65G-7, F.A.C., which at the time of this promulgation include the following:

- The name of the person being validated
- The date of assessment and validation
- A description of the medication routes and procedures that the person is authorized to supervise or administer
- Any limitations on the applicant's validation to administer medication, such as limitations on validated routes of medication administration
- The printed name and original signature of the validating nurse or physician as it appears on their professional license
- The validating nurse or physician's license number and license expiration date

Any changes to APD's Rule Chapter 65G-7, F.A.C., requirements will take precedence over this handbook.

For behavioral emergency procedures, validation is completed under competency demonstration as part of the training, and the certificate must include all requirements listed as required by APD's Rule Chapter 65G-8, F.A.C., which at the time of this promulgation include the following:

- The name of the curriculum
- The name of the trainer
- The date(s) of training
- The date of certificate expiration

Any changes to Chapter 65G-8, F.A.C requirements will take precedence over this handbook.

The provider or provider agency must maintain on file a paper or electronic copy of all certificates of Direct Service Providers and trainers documenting successful completion of all required training, continuing education, and annual in-service requirements. The provider is responsible for any additional documentation as noted in F.A.C., rules. The provider is also required to furnish a copy of training documentation at the time the training is completed for the employee to maintain in personal files so that the employee may have proof of completed training. The employee should maintain their own copy for personal records.

### **III. Trainers**

Qualification to be a trainer of APD courses is explained on Table 1. Column 4 of each section provides a general description, with footnotes providing details as needed. Direct service providers who successfully complete the course requirements and meet the qualifications to train in a specific subject will receive certification to train their employees the first year. After the first year, the trainer may request to train employees outside their agency. Determination to train individuals outside their agency will be based on the results from the quality improvement organization review and APD approval. The Qualifications for Trainers/Trainer Agreement Form can be found in Appendix J.

### **IV. APD iConnect Training**

All providers described below are required to take APD iConnect training to ensure they possess the skills and knowledge necessary to use APD's data management system effectively.

APD provides APD iConnect Training on a cyclical basis, with each cycle coinciding with iConnect functions becoming operational. The course content is the same for new and existing providers, but the timeframes for completing the courses differ as described below. APD iConnect training need only be completed once unless it is required as part of a plan of remediation.

**A. APD iConnect Training for Providers Enrolled Prior to Promulgation of this September 2021 Handbook Version**

Providers already enrolled prior to the promulgation of this \_\_\_\_\_ handbook version are required to complete applicable APD iConnect training as it becomes available. General APD iConnect training requirements are listed in Appendix B, Table 1., Section 3., and service-specific training requirements, including services requiring EVV, are listed in Appendix C.

Providers shall receive In-Service training credit upon receiving a Certificate of Completion. Providers shall only receive a Certificate of Completion if they attend and participate in all required sessions and pass the test with a score of 75% or higher. After two failed attempts to pass any applicable exam, the provider shall receive a Certificate of Attendance for that course instead of a Certificate of Completion. Providers shall not receive In-Service credit for receiving a Certificate of Attendance. A provider must have either a Certificate of Attendance or a Certificate of Completion before being provided access to APD iConnect. A provider who does not take the course shall not receive a certificate and must complete the required training before the Agency will provide access to bill for that service code in APD iConnect.

**B. APD iConnect Training for Providers Enrolled After Promulgation of this September 2021 Handbook Version**

Providers enrolled after the promulgation of this **September 2021** handbook version are required to complete APD iConnect training in accordance with the time frames identified in Appendix B., Table 1., Section 2. and, if applicable, Appendix C.

Providers shall only receive a Certificate of Completion if they attend and participate in all required sessions and pass the test with a score of 75% or higher. A provider must have a Certificate of Completion before being provided access to APD iConnect. A provider who does not take the course shall not receive a certificate and must complete the required training before the Agency will provide access to APD iConnect.

**<sup>2</sup>TABLE 1**

Section 1: Required of all Direct Care Service Providers - Each Course has a Standardized Curricula Developed by APD				
Course Title	Course Content	Time Frame	Trainer Qualifications <sup>1</sup>	Frequency
Direct Care Core Competencies (DCCC)  link to Web-based course = <a href="https://www.apd.myflorida.com/providers/training/">https://www.apd.myflorida.com/providers/training/</a>	1. Basic Person-centered Planning	Within 90 days of providing services	Trainers must be certified in writing by APD or APD staff	One Time-Provider Discovery Reviews (overall score below 86%) by the QIO may result in retaking the course
	2. Introduction to Developmental Disabilities			
	3. Maintaining Health and Safety			
	4. Individual Choices, Rights and Responsibilities			
	5. Roles and Responsibilities of Direct Support Professionals (currently a section within Introduction to Developmental Disabilities)			
Zero Tolerance  link to Web-based course = <a href="https://www.apd.myflorida.com/providers/training/">https://www.apd.myflorida.com/providers/training/</a>	1. Defining Abuse, Neglect and Exploitation	Prior to providing services	Trainers must be certified in writing by APD or APD staff	At initial employment and every three years thereafter
	2. Recognizing the signs and symptoms of abuse, neglect and exploitation			
	3. Reporting to the Abuse Hotline			
	4. Prevention and Safety Planning			
Overview of APD Waiver Provider Requirements  <a href="https://www.apd.myflorida.com/providers/training/">https://www.apd.myflorida.com/providers/training/</a>	1. Overview of Medicaid Waivers	Within 90 days of providing services. This is applicable to providers enrolled or hired after the promulgation of this rule.	Trainers must be certified in writing by APD or APD staff	One Time-Provider Discovery Reviews (overall score below 86%) by the QIO may result in retaking the course
	2. Overview of current APD Waiver			
	3. Provider Qualification and Enrollment (under current waiver)			
	4. Services Coverage and Limitations (under current waiver)			
	5. Other relevant information provided in current handbooks			
	6. APD Regional and field office liaisons for specific types of providers			
	7. Incident Reporting			
<sup>1</sup> Trainer Qualifications - next page				

<sup>2</sup> Any APD approved training available through the Department of Health TRAIN Web site is an acceptable method for training.

Required of Provider Direct Care Staff -				
Acceptable Agency Courses Noted Below				
Course Title	Acceptable Agency Organization Course Title Location	Time Frame	Trainer Qualifications	Frequency
AIDS/HIV/Infection Control	<b>American Health and Safety Institute</b> - course title Blood borne Pathogens - <a href="http://www.hsi.com/takeaclass/">http://www.hsi.com/takeaclass/</a>	Within 90 days of providing services	Certified by American Health and Safety Institute, American Red Cross, EMS Safety Services, Inc., Emergency Care and Safety Institute, National Safety Council, or Florida Department of Health for courses noted. TCC course is Web-based.	Direct Service Providers must possess valid certificate at all times  NOTE: different organizations offer varying lengths of certification
	<b>American Red Cross</b> - course titled Blood borne Pathogens - <a href="http://www.redcross.org/take-a-class">http://www.redcross.org/take-a-class</a>			
	<b>EMS Safety Services, Inc.</b> - course title Blood Borne Pathogens - <a href="http://www.emssafetyservices.com/">http://www.emssafetyservices.com/</a>			
	<b>Emergency Care and Safety Institute</b> - course title Blood borne and Airborne Pathogens Interactive - <a href="https://www.ecsinstitute.org/courses/">https://www.ecsinstitute.org/courses/</a>			
	<b>Florida Department of Health</b> - HIV/AIDS 101 <a href="https://www.apd.myflorida.com/providers/training/">https://www.apd.myflorida.com/providers/training/</a>			
	<b>National Safety Council</b> - course titles Blood borne & Airborne Pathogens or Basic Life Support For Health Care & Professional Rescuers Blood borne & Air Borne Pathogens - <a href="http://www.nsc.org/products_training/Pages/Home.aspx">http://www.nsc.org/products_training/Pages/Home.aspx</a>			
	<b>Tallahassee Community College</b> - course title AIDS/HIV and Blood borne Pathogens - <a href="https://www.tcc.fl.edu/Current/Academics/WorkforceDevelopment/APDTraining/Pages/default.aspx">https://www.tcc.fl.edu/Current/Academics/WorkforceDevelopment/APDTraining/Pages/default.aspx</a>			

First Aid	<p><b>American Health and Safety Institute</b> - course titles Basic First Aid or CPR, AED &amp; Basic First Aid (if comprehensive course is taken for CPR certification, too, it must be taken in a classroom) <a href="http://www.hsi.com/takeaclass/">http://www.hsi.com/takeaclass/</a></p>	Within 90 days of providing services	Certified by American Health and Safety Institute, American Heart Association, American Red Cross, EMS Safety Services, Inc., Emergency Care and Safety Institute or National Safety Council for courses noted by title	Direct Service Providers must possess valid certificate at all times. NOTE: different organizations offer varying lengths of certification
	<p><b>American Heart Association</b> - course titles - Heartsaver First Aid with written test, Heartsaver First Aid with written test or Heartsaver First Aid Online Part 1 with written test - <a href="http://www.heart.org/HEARTORG/CPRAndECC/FindaCourse/Find-a-Course_UCM_303220_SubHomePage.jsp">http://www.heart.org/HEARTORG/CPRAndECC/FindaCourse/Find-a-Course UCM 303220 SubHomePage.jsp</a></p>			
	<p><b>American Red Cross</b> - course titled First Aid - <a href="http://www.redcross.org/take-a-class">http://www.redcross.org/take-a-class</a></p>			
	<p><b>EMS Safety Services, Inc.</b> - course title CPR/AED and First Aid Community Rescuer Training Course (classroom) - <a href="http://www.emssafetyservices.com/">http://www.emssafetyservices.com/</a></p>			
	<p><b>Emergency Care and Safety Institute</b> - course titled First Aid - <a href="https://www.ecsinstitute.org/courses/">https://www.ecsinstitute.org/courses/</a></p>			
	<p><b>National Safety Council</b> - course title First Aid, CPR &amp; AED (this Web-based course will NOT be accepted for CPR) - <a href="http://www.nsc.org/products_training/Pages/Home.aspx">http://www.nsc.org/products_training/Pages/Home.aspx</a></p>			

CPR	<p><b>American Red Cross</b> - classroom course titled CPR/AED for Professional Rescuers and Health Care Providers - <a href="http://www.redcross.org/take-a-class">http://www.redcross.org/take-a-class</a></p>	Within 90 days of providing services	<p>Certified by American Health and Safety Institute, American Heart Association, American Red Cross, EMS Safety Services, Inc., Emergency Care and Safety Institute or National Safety Council for courses noted by title</p>	<p>Direct Service Providers must possess valid certificate at all times. NOTE: different organizations offer varying lengths of certification Even though most courses endorsed include training in automated external defibrillators (AED) there is no requirement for waiver providers to have AEDs on site or available.</p>
	<p><b>American Heart Association</b> - classroom course title Heartsaver CPR, AED with written test, or Heartsaver First Aid, CPR and AED with written test - <a href="http://ahainstructornetwork.americanheart.org/AHAecc/classConnector.jsp?pid=ahaecc.classconnector.home">http://ahainstructornetwork.americanheart.org/AHAecc/classConnector.jsp?pid=ahaecc.classconnector.home</a></p>			
	<p><b>American Health and Safety Institute</b> - course titled CPR and AED - <a href="http://www.hsi.com/takeaclass/">http://www.hsi.com/takeaclass/</a></p>			
	<p><b>EMS Safety Services, Inc.</b> - classroom course titled CPR/AED and First Aid Community Rescuers Training - <a href="https://www.ecsinstitute.org/courses/">https://www.ecsinstitute.org/courses/</a></p>			
	<p><b>Emergency Care and Safety Institute</b> - classroom course titles CPR and AED; Health Care Provider CPR; and Standard First Aid, CPR and AED (classroom only) - <a href="https://www.ecsinstitute.org/courses/">https://www.ecsinstitute.org/courses/</a></p>			
	<p><b>National Safety Council</b> - classroom course titles NCS First Aid, CPR &amp; AED; and NCS CPR and AED - <a href="http://www.nsc.org/products_training/Pages/Home.aspx">http://www.nsc.org/products_training/Pages/Home.aspx</a></p>			

Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook

HIPAA	<u>Web-based Only</u>	Within 30 days of providing services	NA	Annually
	<b>APD</b> course title Health Insurance Portability and Accountability Act <a href="https://www.train.org/florida/welcome">https://www.train.org/florida/welcome</a>			
Medication Administration and Validation	Must comply as required by APD's Rule Chapter 65G-7 F.A.C., and approved in writing by APD state office - <a href="https://www.apd.myflorida.com/providers/training/">https://www.apd.myflorida.com/providers/training/</a>	Must be success-fully completed by any direct care staff who administers or supervises the administration of medication	Classroom trainers must be certified in writing by APD and possess an APD course approval number issued by APD state office	As defined in APD's Rule Chapter 65G-7, F.A.C.
Behavioral Emergency Procedures	Curricula developed by private vendors consistent with APD's Rule Chapter 65G-8, Reactive Strategies, F.A.C., as well as reviewed approved in writing by APD state office - <a href="https://www.apd.myflorida.com/providers/training/">https://www.apd.myflorida.com/providers/training/</a>	Within 30 days of providing services for direct care staff serving individuals with challenging behaviors who are in need of behavioral emergency procedures	Classroom trainers must be certified in writing by the private vendor whose course has been approved by APD state office	As defined in APD's Rule Chapter 65G-8, F.A.C.

**Section 2: Required of all Independent or Solo Providers and Management Staff of All Agencies Enrolled After the Promulgation of this Handbook**

Each course has a Standardized Curricula Developed by APD

Course Title	Course Content	Time Frame	Trainer Qualifications	Frequency
Requirements for all Waiver Providers  <a href="https://www.apd.myflorida.com/providers/training/">https://www.apd.myflorida.com/providers/training/</a>	1. Overview of Medicaid Waivers	Prior to providing services	Trainers must be APD staff	Once – However, poor provider reviews must result in being required to retake course
	2. Overview of current APD Waiver			
	3. Provider Qualification and Enrollment (under current waiver)			
	4. Services Coverage and Limitations (under current waiver)			
	5. Other relevant information provided in current handbooks			
	6. Compliance with Federal and State laws			
	7. Administrative Programmatic Requirements			
	8. Provider Self Assessments			
	9. Elements of Waiver Services Agreement			
	10. APD Regional and field office liaisons for specific types of provider			
	11. Zero Tolerance			
	12. Incident Reporting			
	13. Overview of Chapters 65G-7 and 8, F.A.C.			
	14. Multi-Factor Authentication and APD iConnect Access			
	15. APD iConnect Basics			
	16. Overview of the Consumer Central Record			
	17. Provider Documentation			
	18. Service Provider Submits a Claim			
	19. The QIO and Corrective Action Plan Process			

Section 3: Required of all Independent or Solo Providers and Management Staff of All Agencies Enrolled Before the Promulgation of this Handbook				
Each course has a Standardized Curricula Developed by APD				
Course Title	Course Content	Time Frame	Trainer Qualifications	Frequency
Requirements for all Waiver Providers: APD iConnect Training	1. Multi-Factor Authentication and APD iConnect Access	By the completion of the training cycle pursuant to the website*	Trainers must be APD staff	One Time
	2. APD iConnect Basics			
	3. Overview of the Consumer Central Record			
	4. Provider Documentation			
	5. Service Provider Submits a Claim			
	6. The QIO and Corrective Action Plan Process			

\* <https://apd.myflorida.com/waiver/iconnect/elearning.htm>

Section 4: Pre-service Training Requirements for Specific Service Providers -				
Each Course has a Standardized Curricula Developed by APD				
Course Title	Course Content	Time frame	Trainer Qualification <sup>2</sup>	Frequency
Supported Employment Pre-service - Best Practices in Supported Employment and Introduction to Social Security Work Incentives  link to Web-based course = <a href="https://trn-store.com/content/florida-required-supported-employment-pre-service">https://trn-store.com/content/florida-required-supported-employment-pre-service</a>	<b>1. Best Practices</b>	Prior to providing services	Classroom trainers must be certified in writing by APD	One Time - Provider Discovery Reviews below 86% by the QIO may result in retaking the course if the citations are related to this topic
	A. Introduction to Supported Employment			
	B. Rules and regulations Governing Supported Employment			
	C. Discovery: What is It and How to Use It			
	D. Preparing Resumes, References and Cover Letters			
	E. Marketing			
	F. Job Coaching			
	<b>2. Introduction to Social Security Work Incentives</b>			
	A. Introduction/Overview			
	B. Advocacy			
	C. Eligibility (SSI, SSDI)			
	D. Effects of Earned Income on SSDI			
	E. Effects of Earned Income on SSI			
	F. SSI and SSDI Work Incentives			
	G. Resources			
	H. Glossary			

Supported Living Pre-service	1. Introduction to Supported Living	Prior to providing services	Classroom trainers must be certified in writing by APD	One Time - Provider Discovery Reviews below 86% by the QIO may result in retaking the course if the citations are related to this topic
	2. Roles of Various Providers			
	3. Coaching Services and Requirements			
	4. The Planning Process			
	5. Documentation			
	6. Supporting People to Succeed			
	7. Enhancing Quality			
<sup>2</sup> Trainer Qualifications - on this table				

WSC Pre-Service	Support Coordination Pre-Service Level 1 Training requirements are located in chapter 65G-10, F.A.C.		, except for the pre- service Level 1 training	
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**APPENDIX C**  
**SERVICE SPECIFIC TRAINING REQUIREMENTS**

## SERVICE SPECIFIC TRAINING REQUIREMENTS

Service	Specific Training Requirements
<b>Adult Dental</b>	<p><b><i>Required Basic Training</i></b>                      Providers of adult dental services, as defined in this handbook, must only comply with required training and continuing education related to their certification or licensure in order to maintain current active status.</p> <p><b><i>Continuing Education</i></b>                      Providers of adult dental services must comply with required training and continuing education credits related to their licensure in order to maintain current active status as a dental professional referenced in Florida Statutes and Florida Administrative Rules.</p>
<b>Behavior Analysis Services</b>	<p><b><i>Required Basic Training</i></b>                      Direct service providers of this service must complete Core Competencies, Zero Tolerance, and HIPAA as listed in Appendix B – Table 1 and within noted timeframes. Independent or Solo providers and management staff of agencies providing this service must complete Requirements for all Waiver Providers as listed in Appendix B – Table 1 and within noted timeframes.</p> <p><b><i>Continuing Education</i></b>                      Behavior analysis providers must also comply with required training and continuing education credits related to their certification as behavior analysts or licensed under Chapter 490 or 491, F.S., in order to maintain current active status as referenced in Florida Statutes and Florida Administrative Rules.</p>
<b>Behavior Assistant Services</b>	<p><b><i>Required Basic Training</i></b>                      Providers of this service must successfully complete all required basic training courses and within timeframes noted in Appendix B – Table 1. Behavioral Emergency Procedures Training must be successfully completed if the recipient being served requires reactive strategies.</p>
<b>Consumable Medical Supplies</b>	<p><b><i>Required Basic Training</i></b>                      Providers of consumable medical supplies, as defined in this handbook, must only comply with required training and continuing education credits related to their certification or licensure in order to maintain current active status.</p>

<p><b>Dietician Services</b></p>	<p><b><i>Required Basic Training</i></b>                  Direct service providers of this service must complete Core Competencies, Zero Tolerance, and HIPAA as listed in Appendix B – Table 1 and within noted timeframes. Independent or Solo providers and management staff of agencies providing this service must complete Requirements for all Waiver Providers as listed in Appendix B – Table 1 and within noted timeframes.</p> <p><b><i>Continuing Education</i></b>                  Dietician providers, as defined in this handbook, must only comply with required training and continuing education credits related to their licensure in order to maintain current active status as a dietician.</p>
<p><b>Durable Medical Equipment and Supplies</b></p>	<p><b><i>Required Basic Training</i></b>                  Providers of durable medical equipment and supplies, as defined in this handbook, must only comply with required training and continuing education credits related to their certification or licensure in order to maintain current active status.</p>
<p><b>Environmental Accessibility Adaptation</b></p>	<p><b><i>Required Basic Training</i></b>                  Providers of environmental accessibility adaptation services, as defined in this handbook, must only comply with required training and continuing education related to their certification or licensure in order to maintain current active status.</p>
<p><b>Life Skills Development Levels 1, 2, and 3</b></p>	<p><b>Life Skills Development – Level 1 (Companion)</b></p> <p><b><i>Required Basic Training</i></b>                  Providers of this service must successfully complete all required basic training courses and within timeframes noted in Appendix B – Table 1. Depending on the needs of the individual being served, Medication Administration Training and Validation, Behavioral Emergency Procedures Training, or both, may also need to be successfully completed prior to service provision.</p> <p><b><i>Annual In-Service Training Requirement</i></b>                  Four hours of annual in-service training must be successfully completed and be related to the specific needs of at least one recipient being currently served. Specific needs can include health needs, community resources, or person-centered planning. Documentation of completion for in-service is defined in Appendix B, Section II. A.</p>

<p><b>Life Skills Development Levels 1, 2, and 3, continued</b></p>	<p><b>Life Skills Development - Level 2 (Supported Employment)</b></p> <p><b><i>Required Basic Training</i></b>  Providers of this service must successfully complete all required basic training courses and pre-service training requirements and within timeframes noted in Appendix B – Table 1. If a provider will administer medication, they must successfully complete Medication Administration Training and Validation. Behavioral Emergency Procedures Training must be successfully completed prior to service provision if a provider is working with a recipient who requires reactive strategies.</p> <p><b><i>Required Pre-Service Certification Training</i></b>  This is one of three types of providers who must successfully complete pre-service certification courses in addition to the basic training courses. Course content and timeframes for completion are also noted in Appendix B – Table 1. Any SE provider who has not successfully completed APD’s course titled “Introduction to Social Security Work Incentives,” must do so within one year of the effective date of this handbook in order maintain their certification to provide services.</p> <p><b><i>Annual In-Service Training Requirement</i></b>  Eight hours of annual in-service training related to employment must be completed by persons providing Life Skills Development – Level 2 (Supported Employment). Documentation of completion for in-service hours is defined in Appendix B Section, II. A. For monitoring purposes this may be met at 90% compliance.</p> <p>Coaches who have never taken Introduction to Social Security Work Incentives and do so for the above requirement may count that as their annual in-service hours.</p>
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<p><b>Life Skills Development 1, 2, and 3, continued</b></p>	<p><b>Life Skills Development – Level 3 (Adult Day Training)</b></p> <p><b><i>Required Basic Training</i></b>  Providers of this service must successfully complete all required basic training courses and pre-service training requirements and within timeframes noted in Appendix B – Table 1. If a provider will administer medication, they must successfully complete Medication Administration Training and Validation. Behavioral Emergency Procedures Training must be successfully completed prior to service provision if a provider is working with a recipient who requires reactive strategies. Employees who have not successfully completed all the required training may work in group settings, such as an ADT, with other employees who have been trained.</p> <p>In those facilities that perform medication administration or use (or can use) behavioral emergency procedures, a minimum of a least one staff member or 50% of all staff at the facility (whichever is greater), must have been trained in Behavioral Emergency Procedures Training and Medication Administration Training and Validation.</p> <p><b><i>Annual In-Service Training</i></b>  Eight hours of annual in-service training must be successfully completed and be related to the implementation of individually tailored services. Individually tailored services can include exploring ways to integrate person-centered planning in service delivery, integrating recipients with disabilities into their community and integrating recipients with disabilities into employment or volunteerism within an integrated environment. For monitoring purposes this may be met at 90% compliance.</p> <p>Documentation of completion for in-service training is defined in Appendix B, Section II. A.</p>
<p><b>Occupational Therapy</b></p>	<p><b><i>Required Basic Training</i></b>  Direct service providers of this service must complete Core Competencies, Zero Tolerance, and HIPAA as listed in Appendix B – Table 1 and within noted timeframes. Independent or Solo providers and management staff of agencies providing this service must complete Requirements for all waiver providers as listed in Appendix B – Table 1 and within noted timeframes.</p> <p><b><i>Continuing Education</i></b>  Occupational therapy providers, as defined in this handbook, must only comply with required training and continuing education related to their licensure in order to maintain current active status as an occupational therapist.</p>

<p><b>Personal Emergency Response System</b></p>	<p><b>Required Basic Training</b>                  Providers of personal emergency response systems, as defined in this handbook, must only comply with required training and continuing education credits related to their certification or licensure in order to maintain current active status.</p>
<p><b>Personal Supports</b></p>	<p><b>Required Basic Training</b>                  Providers of this service must successfully complete all required basic training courses and pre-service training requirements and within timeframes noted in Appendix B – Table 1. If a provider will administer medication, they must successfully complete Medication Administration Training and Validation. Behavioral Emergency Procedures Training must be successfully completed prior to service provision if a provider is working with a recipient who requires reactive strategies.</p> <p><b>Required Pre-Service or In-Service Training</b>                  Agency owners and solo providers of this service must complete APD approved training for utilization of APD iConnect when it becomes operational.<sup>3</sup> Additionally, all providers of this service must complete training for EVV claims submissions, processing uploaded deliveries, and connecting to APD iConnect EVV Mobile Site, complete the documentation, and upload back into APD iConnect.</p> <p><b>Annual In-Service Training Requirement</b>                  Four hours of annual in-service training must be successfully completed and be related to the specific needs of at least one recipient being currently served. Specific needs can include health needs, community resources or person-centered planning. Documentation of completion for in-service training is defined in Appendix B, Section II. A.</p>
<p><b>Physical Therapy</b></p>	<p><b>Required Basic Training</b>                  Direct service providers of this service must complete Core Competencies, Zero Tolerance, and HIPAA as listed in Appendix B – Table 1 and within noted timeframes. Independent or Solo providers and management staff of agencies providing this service must complete Requirements for all Waiver Providers as listed in Appendix B – Table 1 and within noted timeframes.</p> <p><b>Continuing Education</b>                  Physical therapy providers, as defined in this handbook, must only comply with required training and continuing education credits related to their licensure in order to maintain current active status as a physical therapist.</p>

<sup>3</sup> <https://apd.myflorida.com/waiver/iconnect>

<p><b>Private Duty Nursing</b></p>	<p><b><i>Required Basic Training</i></b>                  Direct service providers of this service must complete Core Competencies, Zero Tolerance, and HIPAA as listed in Appendix B – Table 1 and within noted timeframes. Independent or Solo providers and management staff of agencies providing this service must complete Requirements for all waiver providers as listed in Appendix B – Table 1 and within noted timeframes.</p> <p><b><i>Continuing Education</i></b>                  Private duty nurse providers, as defined in this handbook, must only comply with required training and continuing education related to their licensure in order to maintain current active status as a licensed practical nurse or registered nurse.</p>
<p><b>Residential Habilitation (Live-in)</b></p>	<p><b><i>Required Basic Training</i></b>                  Providers of this service must successfully complete all required basic training courses and pre-service training requirements and within timeframes noted in Appendix B – Table 1. If a provider will administer medication, they must successfully complete Medication Administration Training and Validation. Behavioral Emergency Procedures Training must be successfully completed prior to service provision if a provider is working with a recipient who requires reactive strategies.</p>
<p><b>Residential Habilitation (Behavior Focused)</b></p>	<p><b><i>Required Basic Training</i></b>                  Providers of this service must successfully complete all required basic training courses and pre-service training requirements and within timeframes noted in Appendix B – Table 1. If a provider will administer medication, they must successfully complete Medication Administration Training and Validation. Behavioral Emergency Procedures Training must be successfully completed prior to service provision if a provider is working with a recipient who requires reactive strategies.</p> <p><b><i>Annual In-Service Training Requirement</i></b>                  Eight hours of annual in-service training related to behavior analysis must be completed. Documentation of completion for in-service hours is defined at the beginning of this Appendix. Retaking basic APD training courses will not be counted toward this requirement.</p>

<p><b>Residential Habilitation (Enhanced Intensive Behavior)</b></p>	<p><b>Required Basic Training</b>                  Providers must successfully complete all required basic training courses and pre-service training requirements within timeframes noted in Appendix B – Table 1. Providers who administer medication must successfully complete Medication Administration Training and Validation. Providers working with a recipient who requires reactive strategies must complete Behavioral Emergency Procedures Training prior to service provision.</p> <p><b>Annual In-Service Training Requirement</b>                  Providers must complete the equivalent of eight hours of annual in-service training through participation in recipient case-review or in combination with training related to behavior analysis. An attendance sheet must be used for documenting participation in consumer case review and a summary of the case review discussion must be maintained in the provider’s records. Documentation of completion for the in-service training that meets the requirements is specified at the beginning of this Appendix. Retaking basic APD training courses does not meet this requirement.</p>
<p><b>Residential Habilitation (Intensive Behavior)</b></p>	<p><b>Required Basic Training</b>                  Providers of this service must successfully complete all required basic training courses and pre-service training requirements and within timeframes noted in Appendix B – Table 1. If a provider will administer medication, they must successfully complete Medication Administration Training and Validation. Behavioral Emergency Procedures Training must be successfully completed prior to service provision if a provider is working with a recipient who requires reactive strategies.</p> <p><b>Annual In-Service Training Requirement</b>                  Eight hours of annual in-service training related to behavior analysis must be completed. Documentation of completion for in-service hours is defined at the beginning of this Appendix. Retaking basic APD training courses will not be counted toward this requirement.</p>
<p><b>Residential Habilitation (Standard)</b></p>	<p><b>Required Basic Training</b>                  Providers of this service must successfully complete all required basic training courses and pre-service training requirements and within timeframes noted in Appendix B – Table 1. If a provider will administer medication, they must successfully complete Medication Administration Training and Validation. Behavioral Emergency Procedures Training must be successfully completed prior to service provision if a provider is working with a recipient who requires reactive strategies.</p> <p><b>Annual In-Service Training Requirement</b>                  Eight hours of annual in-service training must be successfully completed and be related to the implementation of individually tailored services.</p>
<p><b>Residential Nursing</b></p>	

<p><b>Respiratory Therapy</b></p>	<p><b>Required Basic Training</b>                  Direct service providers of this service must complete Core Competencies, Zero Tolerance, and HIPAA as listed in Appendix B – Table 1 and within noted timeframes. Independent or Solo providers and management staff of agencies providing this service must complete Requirements for all waiver providers as listed in Appendix B – Table 1 and within noted timeframes.</p> <p><b>Continuing Education</b>                  Respiratory therapy providers, as defined in this handbook, must only comply with required training and continuing education related to their licensure in order to maintain current active status as a respiratory therapist.</p>
<p><b>Respite- children in family home only</b></p>	<p><b>Required Basic Training</b>                  Providers of this service must successfully complete all required basic training courses and pre-service training requirements and within timeframes noted in Appendix B – Table 1. If a provider will administer medication, they must successfully complete Medication Administration Training and Validation. Behavioral Emergency Procedures Training must be successfully completed prior to service provision if a provider is working with a recipient who requires reactive strategies.</p> <p><b>Required Pre-Service or In-Service Training</b>                  Agency owners and solo providers of this service must complete APD approved training for utilization of APD iConnect when it becomes operational.<sup>4</sup> Additionally, all providers of this service must complete training for EVV claims submissions, processing uploaded deliveries, and connecting to APD iConnect mobile site, complete the documentation, and upload back into APD iConnect.</p>
<p><b>Skilled Nursing</b></p>	<p><b>Required Basic Training</b>                  Direct service providers of this service must complete Core Competencies, Zero Tolerance, and HIPAA as listed in Appendix B – Table 1 and within noted timeframes. Independent or Solo providers and management staff of agencies providing this service must complete Requirements for All Waiver Providers as listed in Appendix B – Table 1 and within noted timeframes.</p> <p><b>Continuing Education</b>                  Skilled nursing providers, as defined in handbook, must only comply with required training and continuing education related to their licensure in order to maintain current active status as a licensed practical nurse or registered nurse.</p>

<sup>4</sup> <https://apd.myflorida.com/waiver/iconnect/>

<p><b>Specialized Medical Home Care</b></p>	<p><b><i>Required Basic Training</i></b>                  Providers of this service must complete all required basic training courses noted and within timeframes in Appendix B – Table 1 unless certified as a registered nurse (RN), licensed practical nurse (LPN), or certified nursing assistant (CNA). If the provider is a certified RN, or LPN or CNA, they only need to successfully complete Core Competencies, Zero Tolerance, and HIPAA within timeframes noted in Appendix B – Table 1. Independent or Solo providers and management staff of agencies providing this service must complete Requirements for all Waiver Providers as listed in Appendix B – Table 1 and within noted timeframes.</p> <p>Providers of this service must successfully complete all required basic training courses and pre-service training requirements and within timeframes noted in Appendix B – Table 1. If a provider will administer medication, they must successfully complete Medication Administration Training and Validation. Behavioral Emergency Procedures Training must be successfully completed prior to service provision if a provider is working with a recipient who requires reactive strategies.</p> <p><b><i>Continuing Education</i></b>                  Specialized medical home care providers, as defined in this handbook must only comply with licensure and continuing education related to their licensure as a CNA, LPN, or RN in order to maintain current active status.</p>
<p><b>Specialized Mental Health Counseling</b></p>	<p><b><i>Required Basic Training</i></b>                  Direct Service Providers of this service must complete Core Competencies, Zero Tolerance, and HIPAA as listed in Appendix B – Table 1 and within noted timeframes. Independent or Solo providers and management staff of agencies providing this service must complete Requirements for all Waiver Providers as listed in Appendix B – Table 1 and within noted timeframes.</p> <p><b><i>Continuing Education</i></b>                  Specialized mental health counseling providers, as defined in this handbook, must only comply with required training and continuing education credits related to their licensure as a psychiatrist, psychologist, clinical social worker or marriage and family counselor.</p>

<p><b>Speech Therapy</b></p>	<p><b><i>Required Basic Training</i></b>                  Direct Service Providers of this service must complete Core Competencies, Zero Tolerance, and HIPAA as listed in Appendix B – Table 1 and within noted timeframes. Independent or Solo providers and management staff of agencies providing this service must complete Requirements for all Waiver Providers as listed in Appendix B – Table 1 and within noted timeframes.</p> <p><b><i>Continuing Education</i></b>                  Speech therapy providers, as defined in this handbook, must only comply with required training and continuing education credits related to their licensure in order to maintain current active status as a speech therapist.</p>
<p><b>Support Coordination— Limited, Full or Enhanced</b></p>	<p><b><i>Required Basic Training</i></b>                  Providers of this service must complete all required basic training courses as noted and within timeframes in Appendix B – Table 1.</p> <p><b><i>Required Pre-Service Training</i></b>                  The requirements for Support Coordinator Pre-Service Level 1 Training are located in chapter 65G-10, F.A.C.</p> <p><b><i>Required Level 2 Training</i></b>                  The requirements for Support Coordinator Level 2 training are located in Chapter 65G-10, F.A.C.</p>

<p><b>Support Coordination— Limited, Full or Enhanced, continued</b></p>	<p><b><i>Annual In-Service Training Requirements</i></b>                  The requirements for Support Coordinator Annual In-Service Training are located in chapter 65G-10, F.A.C.</p>
<p><b>Supported Living Coaching</b></p>	<p><b><i>Required Basic Training</i></b>                  Providers of this service must successfully complete all required basic training courses and pre-service training requirements and within timeframes noted in Appendix B – Table 1. If a provider will administer medication, they must successfully complete Medication Administration Training and Validation. Behavioral Emergency Procedures Training must be successfully completed prior to service provision if a provider is working with a recipient who requires reactive strategies.</p> <p><b><i>Required Pre-Service Certification Training</i></b>                  Supported living coaching providers must complete the APD course entitled “Supported Living Pre-Service,” prior to beginning to serve any recipients. Documentation of the successful completion of service specific training requirements is defined in Appendix B, Section II. A.</p>

<p><b>Supported Living Coaching</b>, continued</p>	<p><b><i>Annual In-Service Training Requirements</i></b>                  Supported living coaching providers must complete eight hours of annual in-service. Examples of training topics include: affordable housing options, asset development, money management, specific health needs of recipients they are currently serving, accessing governmental benefits other than those Medicaid waiver (such as food stamps or legal services), or employment-related topics. Documentation of completion for in-service hours is defined in Appendix B, Section II. A.</p> <p>All supported living coaches must successfully complete APD’s course entitled “Introduction to Social Security Work Incentives” within one year of receiving their certificate of enrollment as a supported living coach. Coaches who are certified and enrolled at the time this handbook becomes effective must complete this requirement within one year of the handbook’s effective date. The hours necessary to complete this course may be counted toward meeting in-service requirements.</p>
<p><b>Transportation</b></p>	<p><b><i>Required Basic Training</i></b>                  Providers of this service must successfully complete all required basic training courses and pre-service training requirements and within timeframes noted in Appendix B – Table 1. If a provider will administer medication, they must successfully complete Medication Administration Training and Validation. Behavioral Emergency Procedures Training must be successfully completed prior to service provision if a provider is working with a recipient who requires reactive strategies.</p>

**APPENDIX D**  
**REGIONAL OFFICES FOR THE**  
**AGENCY FOR PERSONS WITH DISABILITIES**

<b>REGIONAL OFFICES FOR THE AGENCY FOR PERSONS WITH DISABILITIES</b>	
<b>Region and Telephone Number</b>	<b>Counties in the Region</b>
Northwest Region Tallahassee Office (850)487-1992 Pensacola Office (850) 595-8351	Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Okaloosa, Santa Rosa, Wakulla, Walton, and Washington
Northeast Region Jacksonville Office (904) 992-2440 Gainesville Office (352) 955-5793 Daytona Office (386) 947-4026	Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Lafayette, Levy, Madison, Nassau, Putnam, St. Johns, Suwannee, Taylor, Union, and Volusia
Central Region Orlando Office (407) 245-0440 Wildwood Office (352) 330-2749 Lakeland Office (863) 413-3360 Ft. Pierce Office (772) 468-4080	Brevard, Citrus, Hardee, Hernando, Highlands, Lake, Marion, Orange, Osceola, Polk, Seminole, and Sumter
Suncoast Region Tampa (813) 233-4300 Ft. Myers (239) 338-1572	Charlotte, Collier, DeSoto, Glades, Hendry, Hillsborough, Lee, Manatee, Pasco, Pinellas, and Sarasota
Southeast Region West Palm Beach (561) 837-5564 Broward (954) 467-4218	Broward, Indian River, Martin, Okeechobee, St. Lucie, and Palm Beach
Southern Region (305) 349-1478	Miami-Dade and Monroe

Visit the APD Web site at [www.apdcares.org](http://www.apdcares.org) for current contact information.

Visit the AHCA Web site at [www.ahca.myflorida.com](http://www.ahca.myflorida.com) for the AHCA field offices' contact information.

**APPENDIX E**  
**MEDICAID WAIVER SERVICES AGREEMENT**

## MEDICAID WAIVER SERVICES AGREEMENT

**This Agreement** is entered into between the Florida Agency for Persons with Disabilities, hereinafter referred to as “APD,” and \_\_\_\_\_, hereinafter referred to as the “Provider.” Pursuant to the terms and conditions of this Agreement, APD authorizes the Provider to furnish \_\_\_\_\_ Home and Community-Based Services (HCBS) Medicaid waiver services to eligible APD clients, and to receive payment for such services. Services may be authorized by multiple Region offices for multiple service types and service locations within the respective region pursuant to the standards specified in Florida’s HCBS waivers. The services that may be provided in any APD region or location within a region are limited to the services that the respective Region office has authorized.

### I. AGREEMENT DOCUMENTS:

**A.** The Medicaid Waiver Services Agreement consists of the terms and conditions specified in this Agreement, any attachments, and the following documents, which are incorporated by reference:

1. **The Developmental Disabilities Individual Budgeting Medicaid Waiver Coverage and Limitations Handbook**, dated September 2021], and any updates or replacements thereto. The Handbook can be found at the Medicaid fiscal agent’s Web Portal: <http://www.mymedicaid-florida.com/>. Click on Public Information for Providers, then on Provider Support, and then on Provider Handbooks. The Handbook provides the terms and conditions by which the provider of Developmental Disabilities Individual Budgeting HCBS waiver services agrees to be bound.
2. **Attachment \_\_\_\_\_**, providing individually negotiated unit rates of payment for services not already established and available on APD’s Web site: <http://www.apdcares.org>, as referenced in II.E., and any other service or data requirements, as applicable.

**B.** Prior to executing this Agreement and furnishing any waiver services, the Provider must have executed a Medicaid Provider Agreement with the Agency for Health Care Administration (AHCA), and be issued a Medicaid provider number by AHCA. The Provider must at all times during the term of this Agreement, maintain a current and valid Medicaid Provider Agreement with AHCA, and comply with the terms and conditions of the Medicaid Provider Agreement.

### II. THE PROVIDER AGREES:

To comply with all of the terms and conditions contained within this Agreement, including all documents incorporated by reference and any attachments.

#### A. Monitoring, Audits, Inspections, and Investigations

To permit persons duly authorized by APD, the Agency for Health Care Administration (AHCA), or representatives of either, to monitor, audit, inspect, and investigate any recipient records, payroll and expenditure records (including electronic storage media), papers, documents, facilities, goods and services of the Provider which are relevant to this Agreement, and to interview any recipients receiving services and employees of the Provider to assure APD of the satisfactory performance of the terms and conditions of this Agreement.

1. Following such monitoring, audit, inspection, or investigation, APD or its authorized representative, will furnish to the Provider a written report of its findings and, if deficiencies are found, request for development, by the Provider, a Plan of Remediation for needed corrections. The Provider hereby agrees to correct all noted deficiencies identified by APD, AHCA, or their authorized representatives within the specified period of time identified within the report documentation. Failure to correct noted deficiencies within stated time frames may result in termination of this Agreement.
2. Upon demand, and at no additional cost to the APD, AHCA, or their authorized representatives, the Provider will facilitate the duplication and transfer of any records or documents (including electronic storage media), during the required retention period of six years after termination of the Agreement, or if an audit has been initiated and audit findings have not been resolved at the end of six years, the records shall be retained until resolution of the audit findings or any litigation which may be based on the terms of this Agreement, at no additional cost to APD.
3. To comply and cooperate immediately with APD requests for information, records, reports, and documents deemed necessary to review the rate setting process to ensure that provider rates are based on accurate information and reflect the existing operational requirements of each service. Any individual who knowingly misrepresents the information required in rate setting commits a felony of the third degree, punishable as provided in sections 775.082 and 775.083, F.S

4. To comply and cooperate immediately with any inspections, reviews, investigations or audits deemed necessary by APD's Office of the Inspector General pursuant to section 20.055, F.S.
5. To include the aforementioned audit, inspections, investigations and record keeping requirements in all subcontracts and assignments.

#### **B. Confidentiality of Client Information**

Not to use or disclose any information concerning a client receiving services under this Agreement for any purpose prohibited by state or federal law or regulation, except with the written consent of a person legally authorized to give that consent or when authorized by law. This includes compliance with: the Health Insurance Portability and Accountability Act of 1996, 42 U.S.C. 1320d, and all applicable regulations provided in 45 CFR Parts 160, 162, and 164; and 42 CFR, Part 431, Subpart F, relating to the disclosure of information concerning Medicaid applicants and recipients.

The computer hard drives used by APD Waiver Support Coordinators shall implement Full Disk Encryption software. For other types of electronic data storage devices that store confidential APD consumer data, such data shall be encrypted using a minimum of a 128-bit encryption algorithm.

#### **C. Indemnification**

1. To be liable for and indemnify, defend, and hold APD, AHCA and all of their officers, agents, and employees harmless from all claims, suits, judgments, or damages, including attorneys' fees and costs, arising out of any act, actions, neglect, or omissions by the Provider, its agents, employees, or subcontractors during the performance or operation of this Agreement or any subsequent modifications thereof, whether direct or indirect, and whether to any person or tangible or intangible property. The Provider shall not be liable for that portion of any loss or damages proximately caused by the negligent act or omission of APD or AHCA.
2. That its inability to evaluate its liability or its evaluation of liability shall not excuse the Provider's duty to defend and to indemnify within 7 days after notice by APD or AHCA by certified mail. After the highest appeal taken is exhausted, only an adjudication or judgment specifically finding the Provider not liable shall excuse performance of this provision. The Provider shall pay all costs and fees, including attorneys' fees related to these obligations and their enforcement by APD or AHCA. APD or AHCA's failure to notify the Provider of a claim shall not release the Provider of these duties.
3. If the provider is an agency or subdivision of the State, its obligation to indemnify, defend, and hold harmless shall be to the extent permitted by section 768.28, F.S. or other applicable law, and without waiving the limits of sovereign immunity.

#### **D. Insurance**

To obtain and maintain at all times continuous and adequate liability insurance coverage during the term of this Agreement. The Provider accepts full responsibility for identifying and determining the type and extent of liability insurance necessary to provide reasonable financial protection for the Provider and APD clients served by the Provider. At all times, the Provider shall maintain with APD a current certificate of insurance describing the types and extent of liability insurance obtained pursuant to this Agreement. The Provider shall cause APD to be named as a certificate holder under each policy of liability insurance maintained by the Provider pursuant to this Agreement. The limits of coverage under each such policy shall not be interpreted as limiting the Provider's liability and obligations under this Agreement. All insurance policies shall be through insurers authorized or eligible to write policies in Florida. Such coverage may be provided by a self-insurance program established and operating under Florida law.

#### **E. Payment**

Current rate information is available on the Medicaid fiscal agent's Web site at [www.mymedicaid-florida.com](http://www.mymedicaid-florida.com). Select Public Information for Providers, Provider Support, and then select Fee Schedules. The signatories recognize that APD is limited by appropriation and acknowledge that Florida law requires AHCA and APD to make any adjustment necessary to comply with the availability of moneys and any limitations or directions provided for in the General Appropriations Act, including but not limited to adjusting fees, reimbursement rates, lengths of stay, number of visits, or number of services, or limiting enrollment. (See sections 393.0662, 409.906, 409.908, F.S.)

#### **F. Return of Funds**

To be responsible for the timely correction of all billing or reimbursement errors resulting in an overpayment, including reimbursement for services not properly authorized or documented. Reimbursement will be made

pursuant to the Florida Medicaid Provider Reimbursement Handbook, CMS-1500. Federal regulations, 42 CFR § 433.312, require refund of overpayments within 60 days of discovery. AHCA will be the final authority regarding the timeliness of the reimbursement process

#### **G. Independent Status**

That the Provider acts at all times in the capacity of an independent service provider and not as an officer, employee, or agent of APD, AHCA, or the State of Florida. The Provider shall not represent to others that it has the authority to bind the APD or AHCA unless specifically authorized in writing to do so. In addition to the Provider, this is also applicable to the Provider's officers, agents, employees, or subcontractors in performance of this Agreement.

#### **H. Revocation of Licenses**

In the event the Provider or any employee of the Provider is the holder of any license required to render the services that are subject to this Agreement, the Provider must immediately notify APD if any such license is suspended or revoked.

#### **I. Change of Name or Ownership**

The Provider shall notify APD and clients served of any change of name, or change, sale, or transfer of ownership at least sixty (60) days prior to the change, sale, or transfer. Prior to the change, sale, or transfer, the Provider shall complete the change of ownership process with Medicaid. Prior to, or contemporaneously with, the change, sale, or transfer, the Provider must execute a new Medicaid Waiver Services Agreement to ensure no lapse in service delivery. Clients receiving services will be given an opportunity to receive services from the new owner, purchaser, or transferee, or to select another provider.

#### **J. Public Records**

The Provider shall: keep and maintain public records that ordinarily and necessarily would be required by APD in order to perform the service under this Agreement; provide the public with access to public records on the same terms and conditions that APD would provide the records, and at a cost that does not exceed the cost provided by law; ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law; and, meet all requirements for retaining public records and transfer, at no cost, to APD all public records in possession of the Provider upon termination of this Agreement, and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements (all records stored electronically must be provided to the public agency in a format that is compatible with the information technology systems of the public agency). If the Provider does not comply with a public records request, APD shall enforce the contract provisions in accordance with the Agreement.

### **III. TERMINATION:**

#### **A. Termination of Agreement Without Cause**

This Agreement may be terminated by either party without cause, upon no less than 30 calendar days' notice in writing to the other party unless a lesser time is mutually agreed upon in writing by both parties. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery.

#### **B. Termination of Agreement With Cause**

This Agreement may be terminated for the Provider's unacceptable performance, non-performance or misconduct upon no less than 24 hours' notice in writing to the Provider. Waiver by either party of any breach of any term or condition of this Agreement shall not be construed as a waiver of any subsequent breach of any term or condition of this Agreement. If APD determines that the Provider is not performing in accordance with any term or condition in this Agreement, APD may, at its exclusive option, allow the Provider a period of time to achieve compliance. The provisions herein do not limit APD's right to any other remedies at law or in equity.

#### **C. Termination of Service Regions or Service Locations**

When a Provider has been authorized to provide multiple service types within a region, or to provide services in multiple regions, or at multiple locations within a region, the Provider's authorization for any individual service type, region, or location may be revoked, without cause, upon 30 days' prior written notice, without terminating this Agreement.

### **IV. GOVERNING LAW:**

This Agreement shall be construed, performed, and enforced in all respects in accordance with all the laws and rules of the State of Florida, and any applicable federal laws and regulations.

**V. AGREEMENT DURATION:**

This Agreement shall be effective \_\_\_\_\_ or the date on which it has been signed by both parties, whichever is later, and shall terminate on \_\_\_\_\_ which is no later than five years from the effective date.

**VI. OFFICIAL REPRESENTATIVES (Names, Address, Telephone Number, and E-mail Address):**

1. The Provider's contact person and street address where financial and administrative records are maintained is:

Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Address: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

2. The representative of the Provider responsible for administration of the services under this Agreement is:

Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Address: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

3. The Agency for Persons with Disabilities contact person for this Agreement is:

Name: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
Address: \_\_\_\_\_  
E-mail Address: \_\_\_\_\_

4. Upon change of the representative's name, address, telephone number, or and e-mail address, written notice shall be provided to the other party.

**VII. INTEGRATED AGREEMENT:**

Only this Agreement, any attachments referenced, the Medicaid Provider Agreement, the **Developmental Disabilities Individual Budgeting Medicaid Waiver Coverage and Limitations Handbook**, which is incorporated into this Agreement by reference, contain all the terms and conditions agreed upon by the parties.

There are no provisions, terms, conditions, or obligations other than those contained herein, and this Agreement shall supersede all previous communications, representations, or agreements, either verbal or written between the parties. If any term or provision of the Agreement is found to be illegal or unenforceable, the remainder of the Agreement shall remain in full force and effect and such term or provision shall be stricken.

---

**The Provider, by signing below, attests that the Provider has received and read the entire Agreement, inclusive of its attachments and documents as referenced in Section I, A., including the service-specific requirements and for enrolled providers contained in the *Developmental Disabilities Individual Budgeting Medicaid Waiver Coverage and Limitations Handbook Waiver Services Coverage and Limitations Handbook*, and understands each section and paragraph.**

**IN WITNESS THEREOF**, the parties hereto have caused this page Agreement to be executed by their undersigned officials as duly authorized.

**PROVIDER:**

**STATE OF FLORIDA,  
AGENCY FOR PERSONS WITH DISABILITIES**

**SIGNED BY:** \_\_\_\_\_

**SIGNED BY:** \_\_\_\_\_

**NAME:** \_\_\_\_\_

**NAME:** \_\_\_\_\_

**TITLE:** \_\_\_\_\_

**TITLE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

-----  
**MEDICAID PROVIDER ID:** \_\_\_\_\_  
(DD WAIVER)

**APPENDIX F**  
**FUNCTIONAL COMMUNITY ASSESSMENT FORM**

**FUNCTIONAL COMMUNITY ASSESSMENT**

INDIVIDUAL'S NAME \_\_\_\_\_

STAFF PERSON COMPLETING ASSESSMENT \_\_\_\_\_

MONTH/YEAR ORIGINAL ASSESSMENT COMPLETED \_\_\_\_\_

**A. MEDICATION**

\_\_\_\_\_

1. Does this person take prescribed medication?  Yes  No

(If YES, complete remaining questions in Section A. If NO, respond to question 2 only and proceed to Section B).

2. How will the person obtain and self-administer over-the-counter medications not prescribed by a physician?

\_\_\_\_\_  
\_\_\_\_\_

3. Can the person independently place an order for and obtain a prescription from the physician?

Yes  No - If NO, describe support or training needed:

\_\_\_\_\_  
\_\_\_\_\_

4. Can the person independently notify their physician and/or pharmacist of all over-the-counter medications being used?  Yes  No - If NO, describe support or training needed:

\_\_\_\_\_  
\_\_\_\_\_

5. Check which one of the following apply:

Individual is capable of handling his/her own medications without supervision.

Individual will need supervision with the self-administration of medication according to APD's Rule Chapter 65G-7, Florida Administrative Code.

Explanation:

\_\_\_\_\_  
\_\_\_\_\_

Which staff will be providing supervision? \_\_\_\_\_

Individual will need staff to administer his/her medication according to the APD's Rule Chapter 65G-7, Florida Administrative Code.

Explanation:

\_\_\_\_\_  
\_\_\_\_\_

6. Can the individual independently take proper medications to work, on vacation, or to activities away from home?  Yes  No

If NO, describe support or training needed:

\_\_\_\_\_  
\_\_\_\_\_

**B. NUTRITION**

1. Can the person plan his/her own menus?  Yes  No

If NO, describe support or training needed:

\_\_\_\_\_  
\_\_\_\_\_

2. Is the person on a special diet monitored by a physician?  Yes  No

If YES, describe the diet:

\_\_\_\_\_  
\_\_\_\_\_

Explain medical condition that prompted the diet:

\_\_\_\_\_  
\_\_\_\_\_

3. Can the person independently purchase his/her own groceries?  Yes  No

If NO, describe support or training needed:

\_\_\_\_\_  
\_\_\_\_\_

4. Can the person independently prepare his/her own meals?  Yes  No

If NO, describe support or training needed:

---

---

5. Can the person independently set the table for dining?  Yes  No

If NO, describe support or training needed:

---

---

6. Can the person eat his/her meals without assistance?  Yes  No

If NO, describe support or training needed:

---

---

**C. SEXUALITY**

1. Can the person differentiate between a casual relationship and an intimate relationship?

Yes  No

Describe any areas of concern:

---

---

2. Does the person have understanding of sexually transmitted diseases (e.g., HIV/AIDS, etc.)?

Yes  No

If NO, describe support or training needed:

---

---

3. Is the person aware of their right to say, "No"? (Does the person understand the difference between consensual and non-consensual sex?)  Yes  No

Describe any areas of concern:

---

---

4. If applicable, does the person have a functional understanding of protected sex and birth control?  Yes  No

Describe any areas of concern:

---

---

**D. FIRST AID**

1. Can the person administer basic first aid to himself/herself and access/use a first aid kit?

Yes  No -- If NO, describe support or training needed:

---

---

**E. SERIOUS ACCIDENTS AND ILLNESS**

1. Can the person recognize when he/she is ill or injured and requires outside help or attention?

Yes  No -- If NO, describe support or training needed:

---

---

2. Can the person access the following emergency assistance if needed:

Dial 911?  Yes  No

Access his/her waiver support coordinator or service provider 24-hours?  Yes  No

Summon a roommate or neighbor?  Yes  No

If NO, describe support or training needed:

---

---

**F. SEVERE WEATHER AND OTHER NATURAL DISASTERS**

1. Does the person know how to respond to severe weather and other natural disasters?

Yes  No -- If NO, describe support or training needed:

---

---

**G. FIRE AND SAFETY CONSIDERATIONS**

1. Did the person demonstrate the proper use of a fire extinguisher?  Yes  No

2. Can the person self-evacuate through an accessible exit?  Yes  No

If NO, describe support or training needed:

---

---

3. Does the person know where to go if they need to be temporarily relocated?  Yes  No

If YES, where? \_\_\_\_\_

If NO, describe support or training needed:

---

---

**H. PERSONAL CARE**

1. Is the person independent in his/her self-care?  Yes  No

If NO, describe support or training needed:

---

---

If NO, will the person need personal supports?  Yes  No

If YES, has this service been arranged by the support coordinator?  Yes  No

**I. HOUSEHOLD MAINTENANCE/MANAGEMENT**

1. Is the person able to independently maintain his/her home?  Yes  No

If NO, describe specific areas of support or training needed:

---

---

2. Can the person monitor his/her household for basic repairs needed and safety concerns such as leaky faucets, frayed electrical cords, etc.?  Yes  No

If NO, describe specific areas of support or training needed:

---

---

3. Can the person contact the landlord and/or service technicians for needed repairs?

Yes  No -- If NO, describe support or training needed:

---

---

4. Does the person know how to secure exterior doors and windows, etc. at night or when he/she leaves the house?  Yes  No

If YES, do they consistently remember to do so?  Yes  No

5. Is the person aware of their right to ask would be visitors to identify themselves and to refuse entry if they so desire?  Yes  No

**J. MONEY MANAGEMENT**

1. Can the person make simple purchases (up to \$10)?  Yes  No

2. Can the person count change?  Yes  No

3. Can the person write checks to pay bills or make purchases?  Yes  No

4. Can the person sign their checks?  Yes  No

5. Can the person make bank transactions independently?  Yes  No

If NO, describe areas of concern:

---

---

6. Can the person prepare a basic budget?  Yes  No

7. Can the person follow a basic budget?  Yes  No

If NO, describe areas of concern:

---

---

8. Can the person exercise appropriate assertiveness when others ask him/her for some/all of their money?  Yes  No

If NO, describe areas of concern:

---

---

**K. COMMUNITY MOBILITY**

1. What will be the person's routine method of mobility in the community?

---

---

---

2. Can they access transportation services independently?  Yes  No

If NO, describe areas of concern:

---

---

3. Can the person cross streets safely?  Yes  No

If NO, describe areas of concern:

---

---

4. Does the person practice community safety (awareness of others, handling strangers, etc.)?

Yes  No

If NO, describe areas of concern:

---

---

**L. INTERPERSONAL /RECREATION / LEISURE**

1. Can the person engage in casual, friendly conversation in person with others?  Yes  No

If NO, describe areas of concern:

---

---

2. Can the person call people on the telephone?  Yes  No

3. Can the person plan/participate in their own community activities (shopping, movies, shows, sporting events, health clubs, parks, etc.)  Yes  No

Which activities do they participate in routinely?

---

---

Describe areas of concern:

---

---

4. Can the person manage their own free time?  Yes  No

Describe areas of concern:

---

---



DATE	NOTES/UPDATES	INITIAL

AHCA Form 5000-3556, September 2015 (incorporated by reference in Rule 59G-13.070)

**APPENDIX G**  
**HOUSING SURVEY FORM**

**HOUSING SURVEY FORM**  
**SUPPORTED LIVING SERVICES**

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_

DATE OF SURVEY \_\_\_\_\_

MOVE IN DATE \_\_\_\_\_

(If before date of survey, explanation must be included)  Individual's name is on the lease/mortgage.

- Copy of the lease has been placed in individual's records at HSNF office.
- The dwelling is located in an area which accounts for no more than 10 percent of the houses or 10 percent of the units in an apartment complex.
- No more than two other people who have developmental disabilities reside in the home.
- Flush toilet in separate bathroom, in working condition.
- Fixed basins (kitchen and bathrooms) with hot & cold water, in working condition.
- Shower or tub with hot and cold water in working condition.
- Bathroom has at least one opening window or exhaust ventilation.
- Water from hot water heater not more than 120 F.
- Non-skid surfaces are present in all bath tubs and shower stall floors. (Removable rubber mats or adhesive strips are acceptable).
- Suitable place to store, prepare, and serve food in a sanitary manner.
- Garbage can/bin.

***Housing Survey (cont)***

- Stove or range of appropriate size, in operating condition.

- Refrigerator of appropriate size, in operating condition.
- Kitchen sink with hot and cold water.
- A portable fire extinguisher is located in the kitchen.
- Sink drains into approved public or private system.
- Separate living room and at least one bedroom.
- Safe heating and cooling that reaches all rooms (unvented room heaters that burn gas, oil, kerosene not acceptable).
- One operative window in each living and sleeping room.
- Window dressings are adequate to maintain privacy.
- At least two electric outlets in the living area, kitchen, and each bedroom.
- At least one smoke detector is mounted in an appropriate location and functions (fresh batteries).
- No serious defects in interior/exterior walls, ceiling, or floor; floor should not move when walking.
- No visible safety hazards are apparent, including empty light sockets, frayed cords or wires, or discoloration around electrical sockets.
- Roof structure is firm.
- No danger of tripping in stairways, halls, porches, walkways.
- Free of dangerous levels of air pollution from carbon monoxide, sewer gas, fuel gas, dust, etc.
- Air circulation adequate throughout.
- Water supply free of contamination.
- Alternate means (doorway for individuals using a wheelchair) of escape available in case of a fire.

### ***Housing Survey (cont)***

- Handicap facilities are available and accessible for individuals using a wheelchair.
- If required, grab bars are mounted in appropriate locations.
- Free of lead base paint.
- Elevator is safe, operating condition (if applicable).

- Free of rodent infestation.
- Neighborhood free of health hazards such as dangerous walk steps, poor drainage, sewage hazards, abnormal air pollution, excessive accumulation of trash, rodent infestation, or fire hazards.
- Unit able to be used freely and maintained without unauthorized use by other individuals.

Any other comments regarding the individual's housing that should be considered:

Waivers requested (if any) \_\_\_\_\_

Date waiver requested \_\_\_\_\_ Date waiver approval received \_\_\_\_\_

(copy of approval must be attached)

Supported Living Coach Signature \_\_\_\_\_

Date \_\_\_\_\_

Support Coordinator Signature \_\_\_\_\_

Date \_\_\_\_\_

AHCA Form 5000-3552, September 2015 (incorporated by reference in Rule 59G-13.070)

**APPENDIX H**  
**FINANCIAL PROFILE**

<b>Financial Profile</b>	
Date	
Name	
Address	
Number of roommates sharing expenses	Personal Supports <b>Y or N</b>
Savings Account balance	as of:
Checking Account balance	as of:
<b>I. Monthly Income Received</b>	
Staff Person Assisting in Profile Completion	
Employment	
SSI	
Social Security Representative Payee	
VA Benefits	
Food Stamps	
Other (specify)	
Total Monthly Income:	
<b>II. Projected Monthly Expenses</b> See Attachment "A" for Personal Supports/Roommates	
A. Housing	
1. Rent/Room & Board	
2. Utilities	
3. Telephone	
4. Cable TV	
5. Garbage	
6. Lawn Service	
7. Other (specify)	
Housing Subtotal:	
B. FOOD/HOUSEHOLD	
C. TRANSPORTATION	
D. Personal	
1. Entertainment	
2. Clothing	
3. Personal Items	
4. Health Related	
5. Insurance	
6. Paid Roommate	

7. Paid Neighbor	
8. Spending Money @ \$ /week:	
9. Laundry Money :	
10. Other (specify):	
Personal Subtotal:	
Total Monthly Expenses:	

III. Comparison of Monthly Income with Projected Monthly Expenses	
Total Monthly:	
Total Monthly Expenses:	
Monthly Income minus Monthly Expenses:	
To meet projected expenses, present monthly income will be:	
Sufficient	
Insufficient	

IV. Start -up Expenses Comparison of Share Start-up Expenses for Personal Supports/Roommates					
	Personal Supports	Individual	Roommate 1	Roommate 2	Total Expenses
A. First month rent					
B. Last month rent					
C. Security deposit					
D. Electric Deposit					
E. Electric hook-up					
F. Telephone deposit					

G.Telephone hook-up					
H.Cable installation					
I.Furnishings					
J.Household supplies					
K.Pantry stocks					
L.Moving costs					
M. Other (specify)					
<b>Total Start-Up Expenses</b>					

**V. Comparison of Available Funds with Projected Start-up Expenses for Individual**

Savings Account Balance:	
Checking Account Balance:	

**Subtotal-Funds Savings and Checking Balance:**

Amount needed to meet any financial obligations prior to move: |

Subtotal-Funds available (Savings and Checking minus financial obligations) |

Amount to remain in savings account for emergencies, etc. (living expenses For 2 months is suggested):

**Subtotal-Funds available minus Emergency Funds:**

**Total Start-up Expenses |**

**Total Start-up funds requested |**

A positive total represents surplus savings for the individual and no start-up grant should be needed.  
 Negative total represents the maximum amount of start-up funds by the individual.

**VI. Individual Start-up and Monthly Subsidy Recommendations**

\_\_\_\_ Based on the figures above, a **start-up grant** of \_\_\_\_\_ is recommended for \_\_\_\_\_ 20\_\_ (year)

\_\_\_\_ Based on the figures above, a **monthly subsidy** of \_\_\_\_\_ to commence in \_\_\_\_\_ 20\_\_ (year) is recommended

\_\_\_\_ Based on the figures above, monthly income and other personal financial resources are sufficient to meet both start-up and monthly. **No financial assistance is requested at this time.**

**Signatures:**

Individual: \_\_\_\_\_/Guardian: \_\_\_\_\_  
\_\_\_\_\_

Supported Living

Provider: \_\_\_\_\_ Date

Submitted to Support Coordinator: \_\_\_\_\_

Support Coordinator \_\_\_\_\_ Date

returned to Supported Living Provider: \_\_\_\_\_

Guardian/Advocate  
\_\_\_\_\_

District/Region Office:

Start-up Grant \_\_\_\_ Denied \_\_\_\_ Approved for \$ \_\_\_\_\_

Monthly Subsidy \_\_\_\_ Denied \_\_\_\_ Approved for \$ \_\_\_\_\_

Authorizing signature \_\_\_\_\_

**ATTACHMENT "A"**

**Comparison of Shared Monthly Expenses For Personal Supports/Roommate**

- *Personal Supports will pay \$\_\_\_\_\_ toward rent (an equal proportion of rent and utilities)*
- *The individual/roommate(s) is/are responsible for the balance of the rent and all of the utilities.*
- *Receipts and expense forms will be maintained.*

	Personal Supports	Individual	Roommate 1	Roommate 2	Total Expenses
<b>HOUSING:</b>					
1.Rent/Room &Board					
2.Utilities					
3.Telephone					
4.Cable TV					
5.Garbage					
6.Lawn Service					
Other (specify)					
<b>HOUSING Subtotal:</b>					
<b>FOOD/HOUSEHOLD</b>					
<b>Total Monthly Shared Expenses:</b>					

**NOTE TO SUPPORT COORDINATOR:** *Please return pages 1 and 2 (with your signature) to the Supported Living provider as soon as possible. Pages 1-3 are to be submitted to the Regional Office. Return page 3 to the Supported Living Provider after the Regional Office has approved or denied start-up subsidy request.*

**APPENDIX I**  
**TRAINERS/TRAINER AGREEMENT FORM**

**Trainers / Trainer Agreement Form (Appendix I)**

**Section A**  
**Requirements and Qualifications for Trainers**

Individuals interested in maintaining or becoming an APD approved trainer, must comply with all of the following criteria:

1. Must be enrolled as or employed with an APD Waiver Provider for a minimum of three years with an average annual rating of 86% or better per year (providers with multiple locations, an average annual rating of 86% or better), as determined by the quality improvement organization (QIO);
2. No verified findings of Abuse, Neglect, or Exploitation;
3. No disqualifying criminal offenses pursuant to s. 393.0655, F.S.
4. Must have an active Provider Waiver Agreement or be employed by a provider with an active Provider Waiver Agreement;
5. Must have had no actionable administrative complaints issued per Rule Chapter 65G-2, Florida Administrative Code (F.A.C.) in the past three years;
6. Must comply with APD residential licensure requirements per Rule Chapter 65-2, F.A.C.;
7. Must have successfully completed the Required Provider Basic Training or the Required Provider Service-Specific Training taught by an APD approved master trainer. Upon notification from APD that the course has been updated, the trainer must have successfully completed the Required Provider Basic Training or the Required Provider Service-Specific Training (s) on TRAIN Florida or with an APD approved trainer, within 30 days of notification and / or prior to teaching the next class in order to maintain his / her training certification;
8. Must receive a letter of approval from the APD Regional Operation Manager, or his or her designee, prior to providing training services, indicating that the individual is authorized to provide training based upon his / her meeting the above criteria; AND
9. Comply with service documentation and training requirements outlined in the Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook, incorporated by reference in Rule 59G-13.070, F.A.C., as well as any future amendments and/or modifications to the same.

I acknowledge and agree with these terms and conditions.

Trainer Signature

Typed Trainer Name

Date

**Section B**  
**Non-Compliance/Loss of Training Privileges**

Trainers who have one or more of the following criteria shall lose their ability to train:

1. There is a break in iBudget Waiver service (s) delivery for a period of six (6) consecutive months or greater;
2. The average QIO score of the solo provider who is an approved APD Trainer or a Trainer for an iBudget Waiver agency whose Provider Discovery Review drops below 86% in any given review year (providers with multiple locations, an average annual rating of 86% or better);
3. Trainers who are solo iBudget Waiver providers or who are employed by agencies of iBudget Waiver providers who fail to report and follow the reporting requirements for Abuse, Neglect or Exploitation or Incident Reporting as set forth in the current Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook incorporated by reference in Rule 59G-13.070, F.A.C. as well as any future amendments and/or modifications to the same;
4. Trainers who have verified findings of Abuse, Neglect or Exploitation;
5. Trainers who have been convicted of a disqualifying criminal offense pursuant to s. 393.0655, F.S.; OR
6. Failed to comply with APD residential licensure requirements per Rule Chapter 65G-2, F.A.C.;
7. Competent information showing that the trainer has altered assessment results for staff (cheating on assessments).
8. Failed to comply with training requirements outlined in the Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook, incorporated by reference in Rule 59G-13.070, F.A.C.

I acknowledge and agree with these terms and conditions.

Trainer Signature

Typed Trainer Name

Date

Pg. 1 of 2

**Section C**  
**TRAINER'S ACKNOWLEDGEMENT AND AGREEMENT**

As a trainer of APD required courses, I acknowledge and agree to the terms and conditions set forth in Sections A and B of this Agreement, as well as the following requirements, and by affixing my signature below, I agree to be legally bound by the requirements set forth in Sections A and B as well as the following requirements:

1. Use only APD current, approved training course materials;
2. Will not delegate the training to a third-party, employee, or any other similarly situated person or entity;
3. Report to APD State Office within 15 days of class completion, the written rosters naming the people who have received training from me within the last 12 months; and the summary of the Trainer Evaluation Form results from the signature date, as indicated below;
  - a. The session objectives were clearly communicated
  - b. The material presented was clear and concise
  - c. The presenter's style made it easier to absorb
  - d. Presentation materials were organized
  - e. The instructor stayed focused on the objectives
  - f. The presenter encouraged involvement
  - g. Time was allowed for questions
  - h. Overall, this was a worthwhile session
4. Report, in writing, to APD State Office, Bureau of Quality Management, immediately if you or your agency has any and/or all of the following events:
  - a. An annual QIO score that drops below an average of 86%;
  - b. Verified findings of Abuse, Neglect, or Exploitation;
  - c. Convicted of a disqualifying criminal offense pursuant to s. 393.0655, F.S.;
  - d. Failed to meet APD residential licensure requirements per Rule Chapter 65G-2, F.A.C; OR
  - e. Provider Waiver Agreement is terminated.

\*\*Continued eligibility to serve as an authorized trainer is conditioned upon the annual QIO Provider Discovery Review (PDR), regional approval, as well as full compliance with the requirements specified in Sections A, B, and C of this APD Trainer Agreement and the Developmental Disabilities Individual Budgeting Waiver Services Coverage and Limitations Handbook, incorporated by reference in Rule 59G-13.070, F.A.C.

**This Trainer agreement must be updated and signed annually as a condition to being authorized to serve as an APD approved trainer.**

Approved to provide the following training course(s): \_\_\_\_\_

\_\_\_\_\_

Trainer Signature	Typed Trainer Name	Date
-------------------	--------------------	------

APD Signature	Typed APD Name/Title	Date
---------------	----------------------	------

**APPENDIX J**  
**MINIMUM TECHNICAL REQUIREMENTS FOR ICONNECT**

## Minimum Equipment Requirements for APD iConnect

This document provides the minimum hardware, software, operating system, browser, and Internet access requirements for APD iConnect. The full details of computer configuration requirements, settings, and required updates are available at <http://www.apdcares.org/waiver/iconnect>. While it is possible that APD iConnect will work on other hardware and software, APD iConnect may not perform as expected.

### Hardware/Software

All providers must have access to hardware and software that meet these minimum requirements:

<b>Certified System Requirements</b>	
Processor	2.0 GHz processing or better (multi-core processors are preferred)
Ram	4 GB minimum or more, 8 GB recommended. The greater the number of applications running concurrently on your workstation, the more RAM is required to ensure optimal performance.
Screen Resolution	1024 x 768 minimum (1280 x 1024 is ideal)
Microsoft	Microsoft Office 2010, 2013, or Office 365
Other Add-Ons	Adobe Reader: required for viewing/printing PDF files Nitro PDF Reader: alternative to Adobe Reader for viewing/printing PDF files

### Operating System/Browser Combinations

The following combinations are certified and supported:

#### Windows 7 SP1

- Internet Explorer 11 – 32 bit
- Internet Explorer 11 – 64 bit

#### Windows 8.1

- Internet Explorer 11 – 32 bit
- Internet Explorer 11 – 64 bit

#### Windows 10

- Internet Explorer 11 – 32 bit
- Internet Explorer 11 – 64 bit

### Internet Access Requirements

To determine bandwidth, count how many users will be sharing services on the network and decide if they will have a light or heavy workload in relation to network bandwidth. Use the following values as starting points:

- Light user workload: 80 Kbps
- Heavy user workload: 120 Kbps

The system does not support dial-up access. Agency infrastructure should allow 100ms or less round-trip travel time from end user browser/computer to the APD iConnect site.

### **iConnect EVV Mobile Site**

All workers who provide Home Health Services or Personal Care Services as defined in 65G-12.001, F.A.C. will need to use a smartphone, tablet or laptop with geotracking and active internet access to utilize the EVV Mobile Site within APD iConnect to document the provision of those services. Minimum operating system and browser requirements include:

- Microsoft Windows 10 or higher
- Safari 8 or higher
- Mozilla Firefox 39 or higher
- Google Chrome 44 or higher
- iOS 8 or higher
- Android (Lollipop) or higher