**NORTHEAST IOWA AREA AGENCY ON AGING INDIVIDUAL CONSUMER PURCHASE OF SERVICE OPERATIONAL GUIDELINES**

# FY20 – July 1, 2019 to June 30, 2020

Northeast Iowa Area Agency on Aging (NEI3A) Person Centered Funding Program aims to provide services and choices for elders receiving long term care in the community. Consumer needs are objectively identified through a screening and/or comprehensive assessment process and community services are authorized accordingly by NEI3A funding program personnel. Services are monitored and adjusted as necessary based upon consumer choice and funding availability.

The NEI3A Funding Program directly purchases needed services for consumers from a pool of competing providers with the choice of provider made by consumers. The NEI3A funding pool is established through formal agreements with existing community service providers but allows for new providers to be recommended by the consumer on an ongoing basis.

Services available under a monthly purchase plan include:

* Adult Day Care
* Chore Service
* Homemaker Services
* Personal Care/Home Health Aide
* Personal Care/Skilled Nursing
* Respite Care/In Home
* Personal Emergency Response Installation
* Personal Emergency Response Monthly Service
* Material Aid/Assistive Devices
* Material Aid/Home Repair/Adaptations
* Assisted Transportation

**I. FUNDING SOURCE/REIMBURSEMENT STRUCTURE**

NEI3A utilizes federal and state funds to purchase services otherwise unavailable to consumers through existing payments and/or service structures. These funds are targeted to fill gaps in services and to be a funding of last resort. NEI3A will send a voluntary contribution statement to the consumer. NEI3A uses a sliding fee scale; some consumers will assist with payment. Funding is based upon a service plan and provides for consumer choice of service provider.

NEI3A uses a unit cost reimbursement structure to purchase services from service providers. The FY20 NEI3A person centered funding signup, submitted online during the application process, establishes a fixed unit cost reimbursement rate for each unit of service delivered. Monthly reimbursement received by a provider from NEI3A is based on the number of units of service authorized and provided during the month as submitted based upon the service agreement provided by NEI3A to the provider at time of service authorization.

**II. TARGET POPULATION**

NEI3A will determine consumer’s eligibility for services and the appropriate funding source. General guidelines are:

**NEI3A Funding** *–* NEI3A is an Affirmative Action / Equal Employment Opportunity employer. Selected providers will have to show through the organization’s personnel policies that they comply with applicable state and federal laws that prohibit discrimination in employment on the basis of race, color, creed, religion, national origin, sex, sexual orientation, gender identity, mental or physical disability, age, or marital status. Additionally, NEI3A, as a human service provider, provides services to individuals regardless of race, color, creed, religion, national origin, sex, sexual orientation, and gender identity, mental or physical disability. Purchases are for services only in cases which are not Medicare, Medicaid, Medicaid Waivers, or third party payment reimbursable.

NEI3A will purchase services on behalf of NEI3A funded consumers, age 60 and over, determined to be in need of such service intervention. The intended population is persons whose financial resources are insufficient to meet expenses and the cost of care. It is the responsibility of the NEI3A Funding Program personnel to determine appropriate service intervention.

A maximum of $500 per person per month may be allocated through the NEI3A Funding system for monthly services if deemed appropriate. A maximum of $1000.00 will be allocated through the NEI3A Funding system for home repair/environmental adaptation if deemed appropriate. Exceptions to policy may be made in extreme emergency cases as determined by the NEI3A Funding Program personnel and approved by the executive director.

**III. PROVIDER ELIGIBILITY STANDARDS**

**A. Eligible Organizations** - Public, private non-profit or profit making service organizations and political subdivisions of the state who offer services which meet the NEI3A Funding Service Definition Taxonomy and serve the Iowa counties of Allamakee, Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Grundy, Hardin, Howard, Jackson, Marshall, Poweshiek, Tama, and/or Winneshiek are eligible to apply. Proof of eligibility must be provided to NEI3A upon request.

**B. Insurance** – Service providers shall have sufficient insurance to indemnify loss of federal, state, and local resources due to casualty or fraud, and to cover the fair market value of the asset at the time of loss. Insurances required for each program are: workers compensation; unemployment; property and theft coverage; fidelity bonding (for persons handling cash); facility insurance (for facilities purchased with federal and/or state funds); and no fault vehicle insurance (for agency owned vehicles). Proof of insurance must be provided to NEI3A upon request.

**C. Confidentiality** – Service providers shall have procedures to protect and assure the confidentiality of information about the older persons they serve. No information will be disclosed without the prior informed consent of an individual and/or his/her legal representative. Disclosures may be allowed by court order or for program monitoring by authorized federal, state or local agencies (which are also bound to protect the confidentiality of consumer information) so long as acting in conformity with the Privacy Act of 1974. All consumer information shall be maintained in controlled access files. Documents detailing policies and procedures regarding confidentiality must be provided to NEI3A upon request.

**D. Audit Standards** – The provider agency agrees to maintain records to easily identify the utilization of Area Agency on Aging funds and make those records available for audit and assessment for three years beyond the end of the award period. Consumer Satisfaction Surveys or on-site assessments will be completed annually. Documents detailing policies and procedures regarding audit standards must be provided to NEI3A upon request.

**E. Agency Standards** – No NEI3A Funds will be contracted to a provider that has been prohibited from participating in the Medicare, Medicaid, or medical assistance programs.

 The provider agency will ensure that all employees providing in-home care to consumers have had a criminal background check and been cleared for said functions in accordance with Iowa Code Chapter 135C.33.

**F. Termination of Funds Policy** – Funds awarded by NEI3A may be terminated at any time for violations of any terms and requirements of the funding source.

**G. Grievance Policy** – The provider agency will have a formal grievance and appeals procedure for perceived discrimination and/or decisions that appear unfavorable to consumers concerning the provision of service. Documents detailing policies and procedures regarding consumer grievances must be provided to NEI3A upon request.

 NEI3A has in place a grievance policy and appeals procedure for perceived discrimination and/or decisions that appear unfavorable to consumers concerning the appropriation of service. This consumer appeal process extends beyond the service of all participating providers and includes a process for consumer complaints and informs the consumer of the process.

1. Any Consumer denied access to NEI3A Funding, after the initial denial by The NEI3A Funding Program, will have the right to appeal that decision within thirty days to Northeast Iowa Area Agency on Aging for reconsideration. All consumers involved in an appeal have the right to have an advocate present with them when they meet with Northeast Iowa Area Agency on Aging.

2. Northeast Iowa Area Agency on Aging will meet with the consumer within five working days of notification of the appeal. Northeast Iowa Area Agency on Aging will review the consumer information within ten working days of the meeting with the consumer and notify the consumer of the decision.

3. The decision of Northeast Iowa Area Agency on Aging after the above review will be final, unless the status of the consumer changes.

**IV. AGENCY APPLICATION PROCESS**

**A. Agencies applying to be a provider:**

Please refer to the online web form found at the following URL:

 Once the online web form is received, NEI3A will:

* Prepare an agreement to be reviewed and signed by both parties.
* Develop a service roster to be used by the provider for reimbursement.
* Develop a service roster to be used by the provider for reporting match.

**B. NEI3A Funding Service Definitions Taxonomy** – Service definitions have been established for each type of service available. Compliance with the definitions is mandatory.

**C. Compliance** – NEI3A will audit all providers from time to time, either in the form of a desk audit or an on-site audit. Upon request, agencies must be able to provide the following:

* Proof of tax status
* Proof of insurance
* Documents detailing policies and procedures regarding confidentiality
* Documents detailing policies and procedures regarding audit standards
* Documents detailing policies and procedures regarding consumer grievances

**V. CONSUMER APPLICATION PROCESS**

The NEI3A Funding application is used on a case-by-case basis for NEI3A Funded consumers. The NEI3A Funding Application/Registration is designed for NEI3A staff to complete on behalf of persons requesting NEI3A Funding. A consumer or unregistered service provider may contact NEI3A through Lifelong Links, an Information, Referral, and Assistance program to request funding. Lifelong Links may be contacted at 866 468 7887.

**VI. SELECTION**

Once the application is correct, complete, and accurately submitted to NEI3A, providers will be selected on a case-by-case basis from the following criteria.

1. **Service Delivery -** Providers will deliver services at levels specified by the Approved Service Agreement.

**B. Consumer’s Right to Choose Service Provider** – All consumers will be notified through the NEI3A Funding assessment and referral process that they can choose between service providers when there is more than one service provider available.

**C. Ability to Provide Quality Services** – Quality service includes performance, consumer outcomes and accountability as monitored by the NEI3A Funding Program during their follow-up activities.

**D. Accessibility** – Considerations for choosing a provider include the geography area of service and ease of service delivery.

**E. Cost** – Selection is competitive and the NEI3A’s focus is on cost effectiveness, Consumer choice, and service plan.

**VII. REPORTING/PAYMENT SYSTEM**

Payment to providers for services is dependent on the timely submission of the Reimbursement Request for Individual Purchase of Service form and authorization given through the individual service agreement.

 **A.** **Request for Reimbursement**

Reimbursement requests are accepted by e-mail, mail, or fax.

Providers are to use the service roster provided for reimbursement requests.

 **B. Reimbursement Request for Individual Purchase of Service**

Providers receive payment for services on a monthly basis by submitting the Reimbursement Request for Individual Purchase of Service report to NEI3A for services provided. Reports must cover a one-month period – from the first day of the month through the last day of the month. **To receive payment, reports are due to NEI3A by the 15th day of the following month and must be complete and correctly filled in.** Payment will be issued within 30 working days following the approval. If the information submitted is incomplete or incorrect, payment will be delayed until the necessary corrections are submitted and approved for payment.

**Reimbursement Request for Individual Purchase of Service** – Rosters provided at the time of executing the contract must be used in order to receive reimbursement.

Please call Northeast Iowa Area Agency on Aging at any time should questions arise regarding the billing process call or email NEI3A at loltrogge@NEI3A.org or 319-874-6861 and ask for Lana.

Mail, Fax, or E-mail all Reimbursement Request for Individual Consumer Purchase of Service to --

Northeast Iowa Area Agency on Aging

NEI3A Funding Program

PO Box 388

Waterloo, IA 50704-0388

E-Mail reimbursement requests to: loltrogge@NEI3A.org

Fax reimbursement requests to: 319-272-2455