

**NC Division of Mental Health, Developmental Disabilities and Substance Abuse
Services**

CAP-MR/DD UPDATE

4-21-09

Case Manager Requests for Technical Assistance from Value Options

Value Option's role as Utilization Vendor requires that they often talk with case managers regarding specific elements contained within service authorization requests. Value Option's role does NOT include providing technical assistance to case managers regarding issues beyond clarification of service authorization requests. Case Management agencies have the responsibility to ensure all case management staff are adequately trained and knowledgeable to perform case manager responsibilities.

Services Delivered in Staff Member Homes

Services are intended to be provided to participants based on the guidelines of the service definition and as agreed upon in Person Centered Plan. Services are designed to provide opportunities for the participant to engage in habilitation and personal care activities in their home and in the community based on their desired outcomes. It has come to our attention that there are cases where participants routinely receive services (non-Residential) in the home of the direct care staff, apparently for the convenience of the staff member or the family. This presents potential problems for the participant receiving services, in addition to the staff member providing services. It is not appropriate for participants to receive services in the home of staff members on a routine basis. While this may be acceptable in some specific, limited cases this must be justified in the Person Centered Plan including the benefit to the participant.

Requirements for Behavior Support Plans

The need for including a Behavior Support Plan in the Person Centered Plan is dependent on the specific needs of the participant and related assessment information. In most, if not all cases, if the participant scores Level 3 or higher on the Behavioral Support section of the NC-SNAP a Behavior Support Plan is required. By indicating that the participant requires Level 3 or higher on the Behavioral Supports section of the NC-SNAP there is indication that the person has behavioral support needs related to and requiring professional consultation and intervention. When completing the Person Centered Plan it is important to include all necessary services and supports, including a Behavior Support Plan as indicated by assessment information (NC-SNAP, etc.). In addition, if a participant requires Enhanced Respite or Enhanced Personal Care services based on behavioral support needs, a Behavior Support Plan is **required** to be submitted with the PCP.