



COMMISSIONER
Adelaide Horn

March 4, 2009

To: Integrated Care Management (ICM) 1915(c) Waiver Providers

Subject: Information Letter No. 09-19 (Replaces IL 08-47)
ICM 1915(c) Waiver Rules, Adaptive Aids, Minor Home Modification and Medical Supplies Processes

When the ICM program became operational on February 1, 2008, the Texas Department of Aging and Disability Services (DADS) published Information Letter 08-47, which summarized the processes for obtaining adaptive aids, medical supplies and minor home modifications under ICM 1915(c) waiver services and to highlight differences between ICM and Community Based Alternatives (CBA) rules. Since implementation of the ICM program, the ICM contractor, Evercare of Texas L.L.C. (Evercare), DADS, the Texas Health and Human Services Commission (HHSC), and the provider community have developed operational processes for accessing adaptive aids, medical supplies and minor home modifications. This new information letter summarizes the revised steps for purchasing these items.

The ICM contractor manages and coordinates acute care and Long Term Services and Supports (LTSS) for ICM members. In reviewing this information letter, please note that the ICM contractor may subcontract with a home and community support services agency (HCSSA) to complete a required assessment. In this situation, the HCSSA must complete all forms and processes described below, consistent with ICM program rules, procedures, and form instructions; however, the HCSSA must transmit the forms to the ICM contractor instead of directly to DADS. Even if the HCSSA completes the assessment, the ICM contractor service coordinator is responsible for completing and signing [Form 3671-1, Individual Service Plan \(ISP\)](#).

Adaptive Aids and Medical Supplies

An adaptive aid is a device, control or appliance that increases an individual's ability to perform activities of daily living. Medical supplies are items that either have therapeutic or diagnostic benefits specific to the participant's diagnosis that are necessary in carrying out the individualized service plan. Adaptive aids and medical supplies must be necessary to avoid institutionalization and justified based on assessed need. The process for obtaining adaptive aids and medical supplies for ICM waiver consumers begins either with a consumer's request or a recommendation based on an assessment. If the item can be purchased without the use of ICM waiver funds, the HCSSA is not involved.

In the ICM 1915(c) waiver program, HCSSAs must submit DADS Forms [3671-E](#), Adaptive Aids and Medical Supplies, and [3671-F](#), Rationale for Adaptive Aids, Medical Supplies, Dental Services and Minor Home Modifications, to the ICM contractor. The ICM contractor must retain those forms in the consumer's case file. The following ICM procedures are used to request items on the approved list in the CBA Provider Manual, [Section 4424, Adaptive Aids and Medical Supplies](#). For adaptive aids and medical supplies not on the approved list, the ICM contractor's service coordinator must review for approval. If the ICM contractor's service coordinator recommends approval for an adaptive aid/medical supply that is not on the approved list, the coordinator must

notify the HHSC Health Plan Manager, who will discuss it with the designated ICM contractor's Nurse Manager, as appropriate.

- The ICM contractor's service coordinator completes items 1, 2, 4, 5, 6, 7, 26, 27 and 43 of Form 3671-E as applicable, obtains the "Applicant/Consumer/Responsible Party" signature on Form 3671-E, determines third party resources (TPR) resources, and completes Form 3671-F.
- The ICM contractor sends Forms 3671-E and 3671-F to the HCSSA.
- The HCSSA completes items 8, 9, 10, 28, 34, and 40 on Form 3671-E, signs as the "HCSSA representative", and returns Forms 3671-E and 3671-F to the ICM contractor.
- The ICM contractor service coordinator completes items 3, 11-25, 29-33, 35-39, 41, 42 and 44 on Form 3671-E.
- The ICM contractor submits Form 3671-1 to the ICMSU identifying the corresponding services, fees, and units (in dollars) identified on Forms 3671-E and 3671-F for entry into the DADS Service Authorization System Online (SASO).
- The ICM contractor must provide copies of Forms 3671-E and 3671-F to the waiver consumer, in accordance with [40 TAC §53.409](#).

Upon receiving DADS approval to purchase the adaptive aid or medical supply, the ICM contractor service coordinator notifies the HCSSA to purchase the approved item.

Additional Procedures for Adaptive Aids

- Once DADS has entered the adaptive aid into SASO, the HCSSA must obtain written bids if an adaptive aid will cost \$500 or more, as described in [40 TAC §53.739\(d\)](#), [§53.1003](#), and [§53.1005](#).
- The HCSSA must deliver the adaptive aid within the timeframes described in [40 TAC §53.743](#). If the adaptive aid will not be delivered within those timeframes, the HCSSA must notify the waiver consumer and the ICM contractor in writing of the delay and provide them with a revised delivery date.
- The HCSSA must document the completed purchase, customer satisfaction, and orientation for adaptive aids as described in [40 TAC §53.755](#) and [§53.1011\(a\), \(b\), and \(d\)](#) using [Form 3848](#), CBA Documentation of Completion of Purchase, and submit this documentation to the ICM contractor.

Additional Procedures for Medical Supplies

- Before purchasing medical supplies, the HCSSA must obtain bids from a minimum of three suppliers as described in [40 TAC §53.1003](#) or use price lists as described in [§53.1005](#).
- The HCSSA must purchase medical supplies according to procedures described in [40 TAC §53.847](#).
- The HCSSA must deliver medical supplies within the timeframes described in [40 TAC §53.849](#). If medical supplies will not be delivered within those timeframes, the HCSSA must notify the waiver consumer and the ICM contractor in writing of the delay and provide them with a revised delivery date.

Minor Home Modifications

Minor home modifications are physical adaptations to a waiver consumer's home that enable the consumer to reside in the community and facilitate mobility, function, accessibility, and safety. Minor home modifications allowed in the ICM 1915(c) waiver are listed in the CBA Provider Manual, [Section 4425, Minor Home Modifications](#). The process for obtaining minor home modifications begins either by a waiver consumer's request or a recommendation based on an assessment. An appropriate medical professional must determine the necessity for the requested home modification. The following procedures are used to request minor home modifications in the ICM service areas.

- The ICM contractor service coordinator begins the process by completing items 1, 2 and 4-10 and then obtains the "Applicant/Consumer/Responsibility Party" signature on Form [3671-D](#), CBA Minor Home Modifications.
- The ICM contractor service coordinator conducts TPR research and documents the rationale for the purchase of all minor home modifications by completing Form 3671-F.
- The ICM contractor submits Forms 3671-D and 3671-F to the HCSSA.
- The HCSSA completes items 11-15 of Form 3671-D, signs as the "HCSSA representative", and returns Forms 3671-D and 3671-F to the ICM contractor.
- The ICM contractor service coordinator completes items 3 and 16-24 of Form 3671-D and forwards Forms 3671-D, 3671-F, and any other applicable documents to the ICMSU.
- The ICM contractor submits Form 3671-1 to the ICMSU identifying the corresponding services, fees, and units (in dollars) identified on Forms 3671-D and 3671-F for entry into SASO.
- Upon receiving DADS approval to purchase the minor home modification, the ICM contractor service coordinator notifies the HCSSA to complete the modification.
- The HCSSA must complete the modification within the timeframes described in [40 TAC §53.875](#). If the minor home modification will not be completed within those timeframes, the HCSSA must notify the individual and the ICM contractor in writing of the delay and provide them with a revised completion date.
- The HCSSA must ensure the inspection of each minor home modification according to requirements described in [40 TAC §53.879](#).
- The HCSSA must document the completed purchase, customer satisfaction, and orientation as described in [40 TAC §53.883](#) and [§53.1011\(a\), \(c\), and \(d\)](#) using [Form 3848](#), CBA Documentation of Completion of Purchase, and submit this documentation to the ICM contractor.

Additional Procedures for Minor Home Modifications

- Once the minor home modification has been approved by DADS, the HCSSA must obtain written bids for any single modification costing \$1,000 or more, as described in [40 TAC §53.1003](#).

- The HCSSA must follow procedures described in [40 TAC §53.867](#) with respect to obtaining written specifications for minor home modifications costing \$1,000 or more and completing documentation on [Form 3849](#), Specifications for Minor Home Modifications.

ICM Program Rules

Program rules for the ICM 1915(c) waiver differ slightly from CBA rules and may be viewed at [40 Texas Administrative Code, Chapter 53](#). The following chart lists ICM rules that do not have a comparable reference in the CBA rules. Users should review the complete rules to ensure their correct interpretation.

ICM Rule Reference	ICM Rule Language (Summary)	Effect of ICM Rule Language
§53.407	Developing an ISP	Defines the ISP development requirements; CBA rules do not provide this information.
§53.417	Utilization Review (UR)	Defines the reasons for conducting UR.
§53.603	LTSS Provider Role	Defines the responsibilities of the LTSS provider.
§53.615	Requirements for Out-of-Home Respite Providers	Identifies the requirements to provide out-of-home respite, along with services that must be provided.
§53.703	Acceptance of the ISP	Defines requirements for date stamping and signing the ISP and negotiating changes.
§53.709	Individual Transfers	Defines requirements for transferring LTSS provider and receiving LTSS provider for coordination of a transferring individual.
§53.749	Vehicle Modifications as Adaptive Aids	Defines requirements for making modifications to vehicles.
§53.751	Computers as Adaptive Aids	Defines requirements for purchasing a computer as an adaptive aid.
§53.763	Orientation of Level I and II Adult Foster Care (AFC) Providers	Defines requirements for providing orientation to AFC providers with new ICM member residents.
§53.781	Consumer Directed Services Agency (CDSA) Requirements	Explains the requirement that a CDSA must provide financial management services to an individual who chooses the CDS option.
§53.783	HCSSA Role in CDS	Lists services a HCSSA must provide through the CDS option.

ICM Rule Reference	ICM Rule Language (Summary)	Effect of ICM Rule Language
§53.879(b)	Minor Home Modification Inspections	Explains that the inspector must have at least the same qualifications as the person who did the work on the modification.
§53.891 - §53.893	Out of Home Respite Services	Defines eligibility and use requirements for out of home respite.
§53.901 - §53.903	Attendant Qualifications & Orientation	Defines qualifications and orientation requirements for attendants.
§53.909	Service Delivery Outside the Individual's Home	Defines requirements for delivering services at a location other than the individual's home.
§53.1107	Non-billable Services, Items and Activities	Provides a more detailed listing of non-billable items than CBA provides.

ICM Contact Information

- If you have questions about this letter, or general questions about the LTSS components of the ICM Program, please contact the Community Services phone line at (512) 438-3015.
- If you are interested in participating in the ICM Program as an LTSS provider, please call Evercare's Customer Service department: **1-866-915-6474, option 6.**
- If you have a consumer referral or need to speak with an Evercare Service Coordinator, please call Evercare's Provider Relations department: **1-866-915-6474.**
- To sign-up for electronic notice when information letters, including letters regarding ICM are published, please use this link:
<http://www.dads.state.tx.us/providers/icm/index.cfm#govdelivery>.
- For more information about the ICM Program, including other recently published information letters, please refer to the following HHSC and DADS websites.

HHSC: <http://www.hhsc.state.tx.us/medicaid/ICM.html>.

DADS: <http://www.dads.state.tx.us/providers/icm/index.cfm>.

Sincerely,

[signature on file]

Michelle Dionne-Vahalik
Director
Community Services

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