



### General Description of Service

**Care transition coordination**<sup>1</sup> is a time-limited service that complements primary care. Care transition coordination is designed to ensure proper coordination, timely follow-up care, and healthcare continuity with the goal of avoiding preventable poor outcomes as beneficiaries return home from an acute care setting like a hospital or skilled nursing facility (such as readmission).

Typical **care transition coordinators** have a minimum of a bachelor's degree in nursing, gerontology, healthcare, social work, or a related field. WCF anticipates most providers will be health homes, home health agencies, medical social workers, and non-profit agencies.

Services include visiting the individual in the hospital, meeting with the healthcare team, and following the beneficiary to the next site of care. Time spent on calls, travel, and documentation is also compensated as a service.

### Provider Payment Maximums Information:

1. WA Cares will pay the usual and customary rates up to \$360 per month, for up to two consecutive months, when transitioning from an acute care setting.
2. The ProviderOne payment system will prevent payment beyond the maximum. To mitigate fraud, the department will conduct a risk assessment, monitor claims, and conduct contract monitoring as appropriate.

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<sup>1</sup> There may be medical insurance plans or hospital/nursing facility systems that provide Care Transition Coordination for individual's discharging from their facility. WA Cares will flag this service with a recommendation that beneficiaries explore the use of medical insurance or the acute care facility's transition planning team before pursuing authorizing this service through WA Cares to ensure all beneficiaries make an informed decision about using their WA Cares Fund for this service.



### General Description of Service

**Dementia and Behavior Supports**<sup>1</sup> offers non-medical, community-based services to beneficiaries and their caregivers to improve care for the beneficiary by:

1. Helping to develop a behavior support plan for the beneficiary; and
2. Providing legal consultation for beneficiaries seeking powers of attorney or other decision-making supports.

### Provider Payment Maximums Information:

1. WA Cares will pay usual and customary rates up to \$125 per 15-minute unit for dementia and behavior supports.
2. Usual and customary rates for services vary significantly by type:

Description	Rate Range (2024)
Legal Consultation	\$50 - \$125 per 15 minutes
Behavior Support	\$25 - \$40 per 15 minutes
Support Group	Up to \$40 per session

3. The ProviderOne payment system will prevent payment beyond the maximum. To mitigate fraud, the department will conduct a risk assessment, monitor claims, and conduct contract monitoring as appropriate.

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<sup>1</sup> There may be medical insurance plans that can assist a beneficiary to develop a behavior support plan through the plan's mental health benefit. WA Cares will flag this service with a recommendation that beneficiaries explore the use of medical insurance before pursuing authorizing this service through WA Cares to ensure all beneficiaries make an informed decision about using their WA Cares Fund for this service.



### General Description of Service

Through **Education and Consultation**, beneficiaries, and caregivers (including paid and unpaid family members) receive non-medical education, consultation, behavior management, and training regarding the beneficiary's care, diagnoses, and chronic health issues aimed at supporting the beneficiary to better manage their activities of daily living and their health and wellness.

**Education and consultation** services can also include evidence-based programs (EBPs) including but not limited to:

- Chronic Disease Self- Management Education Programs (CSDMP)/ Tomando Control de su Salud (Spanish CDSMP)
- Program to Encourage Active and Rewarding Lives for Seniors (PEARLS: a community-based treatment program of older adults with minor depression)
- Stay Active & Independent for Life (SAIL; a strength, balance, and fitness program for adults 65 and older)
- Otago (fall reduction exercise program)
- A Matter of Balance (program to reduce fear of falling with exercises to increase strength and balance)
- Aging Mastery (helps older adults take key steps to improve their well-being, add stability to their lives, and strengthen their involvement in the community)
- Community Aging in Place Advancing Better Living for Elders (CAPABLE: helps adults set goals and direct-action plans to improve their health, safety, and independence)

### Provider Payment Maximums Information:

1. WA Cares will pay usual and customary rates up to \$80 per 15-minute unit.
2. Usual and customary rates vary by type:

Description	Rate Range (2024)
Skills Training/Development	Up to \$80 per 15-minute
Evidence-Based Programs	Up to \$600 per program
Training for Eligible Relative Caregivers	Up to \$800 per program

3. The ProviderOne payment system will prevent payment beyond the maximum. To mitigate fraud, the department will conduct a risk assessment, monitor claims, and conduct contract monitoring as appropriate.



### General Description of Service

**Home Safety Evaluation**<sup>1</sup> offers the assessment of a beneficiary's home (rented or owned) by a professional therapist to identify and reduce or eliminate potential fall hazards to help minimize injury and improve accessibility while in the home.

### Provider Payment Maximums Information:

1. WA Cares will pay usual and customary rates up to \$300 per home safety evaluation. Requests to exceed the payment maximum may be considered by the Department.
2. Usual and customary rates are:

Service	Rate Range (2024)
Home Safety Evaluation	\$200 to \$500 per hour

3. Services included in rate:
  - a. Complete evaluation of the beneficiary's home to determine health and safety risks.
  - b. Professional recommendations to reduce or eliminate risk (e.g. removing trip hazards, raising or lowering the bed, removing extension cords, moving cookware to a lower shelf, etc.).
    - i. Recommended interventions could include the purchase of items or technology to improve safety such as grab bars, lift chair, bath bench, Ring doorbell, etc.
      1. Some recommended durable medical equipment may be available through medical insurance.
      2. Adaptive Equipment and Technology are available through WA Cares Fund under its own service category.
      3. Beneficiaries can elect to use whichever available resource best meets their need to maximize all available resources.
    - ii. Recommendations could include modification to the dwelling (e.g. installing swing-away door hinges, replacing door handles, and installing

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<sup>1</sup> There may be medical insurance plans (including Medicare) or hospital/nursing facility systems that provide Home Safety Evaluations when certain criteria are met, such as discharge from an acute care setting. WA Cares will flag this service with a recommendation that beneficiaries explore the use of medical insurance before pursuing authorizing this service through WA Cares to ensure all beneficiaries make an informed decision about using their WA Cares Fund for this service. A beneficiary can elect to use whichever resource best meets their need (insurance or WA Cares Fund).



grab bars or a stair lift). Environmental modifications are available through WA Cares Fund under its own service category.

4. Services not covered by WA Cares include recommendation for services or items that are unrelated to reducing risk of falls or improving the beneficiary's accessibility such as replacing an old appliance that is considered a fire hazard or obtaining a firmer mattress.
5. Provider must fully disclose what is included in the service they will provide.
6. Payment in full for a Home Safety Evaluation does not mean a beneficiary cannot purchase other services not described in 3 (above), at their own expense. Beneficiaries can blend private funds up to maximum rate allowable, but a provider cannot charge over the maximum rate set for that service.
7. The ProviderOne payment system will prevent payment beyond the maximum. To mitigate fraud, the department will conduct a risk assessment, monitor claims, and conduct contract monitoring as appropriate.

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### General Description of Service

**Memory Care** is a specialty service provided to beneficiaries with dementia in Assisted Living Facilities. Specialty training for dementia care must be completed prior to providing Memory Care services to residents. Assisted Living Facility administrators, their designees, and caregivers must complete specialty training under Chapter 388-112A WAC.

### Provider Payment Maximums Information:

1. WA Cares will pay usual and customary rates up to \$600 per day for Assisted Living Facility services that include Memory Care. (See the Assisted Living Facility maximum rate sheet for the standard rate that does not include Memory Care.)
  - a. Providers must charge their usual and customary rate up to the maximum rate based on acuity identified in the providers negotiated service agreement.
  - b. Providers may not charge the maximum rate without justification in the negotiated service agreement. The Department of Social and Health Services will monitor to this expectation.
2. Rates should be adjusted to reflect regional differences.
3. Rates should be inflation adjusted on a regular basis.
4. Rates are payment in full for memory care services consistent with care standards under Chapter 388-112A WAC and the resident assessment.
5. Disclosure of services form must be provided to each resident prior to or upon admission and on request as required under [WAC 388-78A-2710](#), which will support the beneficiary in making an informed decision when choosing an ALF.
6. Assisted living facilities are required to fully disclose the facility's policy on accepting Medicaid as a payment source under [WAC 388-78A-2710](#), which will support the beneficiary in understanding the requirements for transitioning to Medicaid when choosing an ALF.
7. The ProviderOne payment system will prevent payment beyond the maximum. To mitigate fraud, the department will conduct a risk assessment, monitor claims, and conduct contract monitoring as appropriate.



## General Description of Service

Professional Services include:

- **Skilled Nursing<sup>1</sup>:** a service that is intended for short-term, intermittent treatment of acute conditions or exacerbation of a chronic condition. Skilled nursing is used for treatment of chronic, stable, long-term conditions that cannot be delegated or self-directed.
- **Nurse delegation:** allows an RN to delegate specific skilled nursing tasks to nursing assistants or home care aides for eligible clients who have a skilled nursing task need. Tasks that can be delegated include, but are not limited to:
  - Oral medication and administration
  - Topical medication administration
  - Nasal sprays
  - Eye drops
  - Gastrostomy tube feedings (including med. administration)
  - Wound care (simple, non-complex) as determined by the delegating nurse.
  - Blood glucose monitoring
  - Insulin or non-insulin injectables for the treatment of diabetes
  - Non-sterile tracheal and oral suctioning

NOTE: Other nursing tasks may be determined appropriate by the delegating nurse.

Tasks that are prohibited by RCW and WAC from being delegated are:

- Administration of medications by injection (by intramuscular, intradermal, subcutaneous, intraosseous, intravenous, or otherwise) with exception of insulin injections.
  - Sterile procedures
  - Central line maintenance
  - Anything that requires nursing judgement.
- **Private Duty Nursing (PDN):** a program that provides in-home skilled nursing care to individuals who would otherwise be served in a medical institution. Individuals using PDN services are dependent on a technology modality, including mechanical ventilation, complex respiratory support, tracheostomy, intravenous (IV) or parenteral

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<sup>1</sup> There may be medical insurance plans that can provide skilled nursing through a home health benefit. WA Cares will flag this service with a recommendation that beneficiaries explore the use of medical insurance before pursuing authorizing this service through WA Cares to ensure all beneficiaries make an informed decision about using their WA Cares Fund for this service.



administration of medications, or IV administration of nutritional substances. The purpose of PDN is to:

- Provide community-based alternatives to institutional care for clients who have complex medical needs and require skilled nursing care on a continuous and daily basis that can be provided safely outside of an institution.
- Support beneficiary families, who must assume a portion of the client’s care.

**Provider Payment Maximums Information:**

1. WA Cares will pay usual and customary rates up to \$65 per 15-minute unit.
2. Usual and customary rates vary by type:

Description	Rate Range (2024)
Skilled Nursing	\$10 - \$35 per 15 minutes
Nurse Delegation	\$10 - \$15 per 15 minutes
Private Duty Nursing	\$25 - \$65 per 15 minutes

3. Each service has inclusions in the rate based on provider type to assist a beneficiary to safely manage their health and wellness:
  - a. Skilled nursing rates include direct patient nursing care provided to the beneficiary.
  - b. Nurse delegation rates include the comprehensive assessment of the beneficiary to ensure the individual’s condition is stable and predictable, determining if tasks can be delegated to a credentialed long-term care worker (LTCW), providing written plans and detailed instructions to the LTCW, and supervising and regularly evaluating the LTCW. A nurse delegator may also perform skin observation protocols which is a task that cannot be delegated.
  - c. Private duty nursing rates include direct patient nursing care and support to family members who must assume a portion of the beneficiary’s care.
4. The ProviderOne payment system will prevent payment beyond the maximum. To mitigate fraud, the department will conduct a risk assessment, monitor claims, and conduct contract monitoring as appropriate.





### **General Description of Service:**

**Housework and Errands** supports beneficiaries to remain in the community by assisting with the health and safety of the beneficiary who may no longer be able to perform such duties. This service can be used to eliminate the burden of these tasks typically left to family members or risk institutionalization of the beneficiary. This service should not be used by beneficiaries who are already receiving in-home personal care as these tasks are included in that service.

#### **Housework** may include:

- General cleaning
- Assistance with laundry onsite or at a laundry mat (washing, drying, and folding clothes)
- Changing bedding and making the bed
- Cleaning ovens and refrigerators
- Washing interior windows and walls of areas of the home used by the beneficiary
- Keeping walkways free of clutter or hazard
- Removing extreme clutter and garbage that may be causing health and safety issues
- Sweeping & mopping behind and under major appliances such as refrigerators, dryers, washing machines, etc.

#### **Errands** may include:

- Grocery shopping
- Local essential trips such as banking, going to the pharmacy, post office

#### Excluded tasks involve:

- Personal care tasks (bathing, grooming, dressing, etc.)
- Yard work and exterior maintenance
- Home repairs
- Providing service to anyone in the household other than the beneficiary
- Rearranging furniture unless to support safe walkways through the home

### **Provider Payment Maximums Information:**

1. The max commercial rate for this service is \$60/hour, not to exceed \$400 per month, in order to reduce actuarial risk
  - a. This will allow for the standard service but also allow for a one-off cleaning need such as 'move out' cleaning or a more intense deep cleaning.
2. Department will consider exceptions to exceed the maximum rate.
3. Provider must fully disclose what is included in the service they will provide.
4. The ProviderOne payment system will prevent payment beyond the maximum. To mitigate fraud, the department will conduct a risk assessment, monitor claims, and conduct contract monitoring as appropriate.



**General Description of Service:**

**Yardwork and Snow Removal** is available to beneficiaries who may need this support to remain in the community. The purpose will be to allow safe egress/entry into the home, reduce potential fire danger, assist the beneficiary to comply with local city/county codes, or other local requirements, such as a Homeowner’s Association, or to address violations to remain in their choice of setting. This service can be used to eliminate the burden of these tasks typically left to family members.

**Yardwork** consists of maintaining the property where the beneficiary resides:

- Trimming bushes, grass, low hanging branches away from home and main walkways to ensure safe egress and reduce fire hazard
- Raking leaves
- Mowing lawn
- Watering plants/bushes
- Weeding
- Cleanup and removal of debris associated with yardwork

Exclusions include:

- General yard work such as planting flowers, shrubs, and trees for aesthetic purposes
- Landscaping projects
- Maintenance of indoor plants
- Maintenance of a vegetable garden

**Snow Removal** consists of removing snow and ice from sidewalks, driveways, entryways, etc. to provide safe egress and entry to the home for the beneficiary.

**Provider Payment Maximums Information:**

1. WA Cares will pay usual and customary rates up to \$140/hour, not to exceed \$400 per month. Rates will be adjusted to reflect regional differences.
2. Requests to exceed the maximum rate may be considered by the Department.
3. Provider must fully disclose what is included in the service they will provide.
4. The ProviderOne payment system will prevent payment beyond the maximum. To mitigate fraud, the department will conduct a risk assessment, monitor claims, and conduct contract monitoring as appropriate.