

POLICIES AND PROCEDURES

Policy Title: Relative/Legal Guardian as Provider Review Committee for Innovations Members		
Policy Number: E-4.4.23		
Original Effective Date: November 26, 2013	Approved by:	Eastpointe Board of Directors
Revised/Review Date: February 26, 2019	Approved by:	Eastpointe Board of Directors

Policy: Eastpointe Local Management Entity / Managed Care Organization (LME/MCO) shall establish and maintain a committee to review and process all Relative/Legal Guardian as Provider Applications for Innovations Members.

Definitions: N/A

Procedure:

- The Relative as Provider/Legal Guardian Committee is made up of the Full Committee and a Subcommittee. The Subcommittee members are also voting members on the Full Committee.
- The Verification of Relative/Legal Guardian as Direct Support Employee (RDSE) applications for relatives/legal guardians to provide over 40 hours, not to exceed 56 hours per week will be submitted by Provider Agencies to the Network Operations Department only by mail or hand delivery. The provider agency must also submit the Relative as Provider Innovation Waiver Daily Schedule. No other types of submissions will be accepted. Only the current form on the website will be accepted.
- Prior approval from the Relative as Provider/Legal Guardian Review Committee is required before a relative can begin to provide services.
- Approvals are effective on the date of approval and end on the last day of the member's birth month.
- Applications must be submitted annually for annual review and approval.
- For Annual Recertification, the Provider must submit Verification of Relative Legal Guardian as Direct Support Employment (RDSE) Application and Innovations Daily Schedule annually, at least one month prior to the member's birth month to allow adequate time for processing.

URAC Reference: Click here to enter text.	EQRO Reference: Click here to enter text.
Contract Reference: Click here to enter text.	Regulation: Medicaid Clinical Coverage Policy 8-P
Form Reference#: 0074; 0075; 0076; 0077; 0078; 0079; 0080; 0082; 142; 154(a); 154(b);	Work Flow#: Click here to enter text.
Communication Bulletin#: #64	Other: Click here to enter text.

POLICIES AND PROCEDURES

Policy Title: Relative/Legal Guardian as Provider Review Committee for Innovations Members		
Policy Number: E-4.4.23		
Original Effective Date: November 26, 2013	Approved by:	Eastpointe Board of Directors
Revised/Review Date: February 26, 2019	Approved by:	Eastpointe Board of Directors

Subcommittee Review

- The subcommittee will meet at a minimum once a month to review applications.
- The Provider submitting the RDSE Application must also submit the Innovations Waiver Services Daily Schedule (This needs to be completed for the prospective employee as well as any current employees who are not a Relative/Legal Guardian) or the application will be considered Unable to Process and an Unable to Process letter will be sent to the Provider from the Subcommittee
- The RDSE Application must be updated with the updated information, signatures and dates each time it is resubmitted.
- If the member has Medical needs that require a CNA or higher level of care, the provider must submit Documentation showing that prospective employee is CNA or higher. If not certified, has been trained by a nurse (within the agency) in all areas of need i.e., tube feeding, medication management, suctioning, etc., to include specific skills training, task assignment and supervision plan.
- When the RDSE Applications are received, they will be date stamp, scanned and emailed to the Subcommittee for initial review. A RDSE Subcommittee Summary Review Sheet is prepared by a Subcommittee member for each application prior to RAP Subcommittee Review Meeting. If it is determined by the Subcommittee the application is Unable to Process due to missing documents/information necessary to process the request, missing signatures or dates of signatures or clarification being needed for any other items in the application the Provider Agency will be sent a letter and given ten (10) business days from the date of the letter to submit a completed application. If a completed application is not submitted by the provider within the ten (10) business days a Not Approved letter will be sent to the provider. If the same RDSE Application is submitted and found to be

URAC Reference: Click here to enter text.	EQRO Reference: Click here to enter text.
Contract Reference: Click here to enter text.	Regulation: Medicaid Clinical Coverage Policy 8-P
Form Reference#: 0074; 0075; 0076; 0077; 0078; 0079; 0080; 0082; 142; 154(a); 154(b);	Work Flow#: Click here to enter text.
Communication Bulletin#: #64	Other: Click here to enter text.

POLICIES AND PROCEDURES

Policy Title: Relative/Legal Guardian as Provider Review Committee for Innovations Members		
Policy Number: E-4.4.23		
Original Effective Date: November 26, 2013	Approved by:	Eastpointe Board of Directors
Revised/Review Date: February 26, 2019	Approved by:	Eastpointe Board of Directors

incomplete and Unable to Process three (3) times, the request will be determined as Not Approved. A Not Approved letter will then be sent to the Provider.

- Once RDSE A (applications) meet the criteria for approval by the Subcommittee, they will be sent to the Director of Network Operations for review with the Relative as Provider/Legal Guardian Subcommittee Supervisor Review Tool.

Full Committee Review

- **The Composition of the Full Committee shall consist of the following:**
 - Medical Director
 - Director of Network Operations
 - Two Network Operations/Quality Assurance Specialists
 - Assistant Clinical Officer
 - One representative from the Provider Monitoring Department
- Effective November 1, 2016, only applications for Community Living and Supports will be accepted.
- The Full Committee will meet a minimum of one time per month to review and process applications that are submitted. If an issue arises that needs immediate response the committee may communicate via email to review the issue.
- All RDSE Applications will be reviewed using the RDSE Subcommittee Summary Review Sheets and NC Innovations Technical Guide and Innovations Waiver Amendment as guidance documents.
- Once a RDSE Application has been reviewed by the Full Committee a recommendation will be made to the Medical Director or designee for final approval. A *Relative as Provider Legal Guardian (RAP) Full Committee Recommendation form* will be sent to

URAC Reference: Click here to enter text.	EQRO Reference: Click here to enter text.
Contract Reference: Click here to enter text.	Regulation: Medicaid Clinical Coverage Policy 8-P
Form Reference#: 0074; 0075; 0076; 0077; 0078; 0079; 0080; 0082; 142; 154(a); 154(b);	Work Flow#: Click here to enter text.
Communication Bulletin#: #64	Other: Click here to enter text.

POLICIES AND PROCEDURES

Policy Title: Relative/Legal Guardian as Provider Review Committee for Innovations Members		
Policy Number: E-4.4.23		
Original Effective Date: November 26, 2013	Approved by:	Eastpointe Board of Directors
Revised/Review Date: February 26, 2019	Approved by:	Eastpointe Board of Directors

the Medical Director or designee by a subcommittee member, to review and sign off for approval.

- Once a decision has been made about an RDSE Application, then one of the following letters will be sent to the Provider Agency:
 - a. Unable to Process Letter
 - b. Approval Letter
 - c. Not Approved Letter
- The decision made by this committee has no impact on the number of hours of services for which the member/enrollee is authorized; it only relates to the number of hours the Relative/Legal Guardian can provide.
- All RDSE Applications reviewed by the Full Committee or Subcommittee will have a decision letter sent to the Provider Agency who submitted the application within ten (10) business days of the Medical Director or designee's approval.
- When reviewing the RDSE Application, if the full committee needs clarification on medical issues noted or other items, the application will be "Pended". One of the Subcommittee members will reach out to the QP and let them know specifically what information is being requested by the committee for further clarification. If the information is not received within ten (10) business days, then an Unable to Process letter will be sent to the provider.
- If it is determined by the Full Committee or Subcommittee that the RDSE Application is Unable to Process due to missing documents/information necessary to process the request, missing signatures or dates of signatures or clarification being needed for any other items in the application the Provider Agency will be sent an Unable to Process letter and given ten (10) business days from the date of the letter to submit a completed RDSE Application. If the provider submits a second RDSE Application and it is Unable

URAC Reference: Click here to enter text.	EQRO Reference: Click here to enter text.
Contract Reference: Click here to enter text.	Regulation: Medicaid Clinical Coverage Policy 8-P
Form Reference#: 0074; 0075; 0076; 0077; 0078; 0079; 0080; 0082; 142; 154(a); 154(b);	Work Flow#: Click here to enter text.
Communication Bulletin#: #64	Other: Click here to enter text.

POLICIES AND PROCEDURES

Policy Title: Relative/Legal Guardian as Provider Review Committee for Innovations Members		
Policy Number: E-4.4.23		
Original Effective Date: November 26, 2013	Approved by:	Eastpointe Board of Directors
Revised/Review Date: February 26, 2019	Approved by:	Eastpointe Board of Directors

to Process, a Subcommittee member will call the Qualified Professional (QP) and explain which items caused the RDSE Application to be incomplete that resulted in an Unable to Process Letter. The Subcommittee member will follow up with a summary of the phone call to the QP then follow-up with a summary via email. If a complete RDSE Application is not submitted within ten (10 business days, a Not Approved letter will be sent to the provider. If the same RDSE Application is found to be incomplete and Unable to Process three (3) times, the request will be considered Not Approved. A Not Approved letter will be sent informing Provider.

- When the first Unable to Process letter is sent to the agency a Letter to Parent/Guardian will be sent to the Parent/Guardian to make them aware that the committee has received the RDSE Application but was unable to process it because it was incomplete. The letter will explain the Committee’s policy that allows the provider three attempts to submit the RDSE Application. The letter will also recommend that the Parent/Guardian work directly with their agency.
- When the second Unable to Process letter is sent to the agency a Letter to Parent/Guardian will be sent to the Parent/Guardian to make them aware that the committee has received the RDSE Application but was unable to process it because the second submission was incomplete. The letter will explain the Committee’s policy that allows the provider three attempts to submit the RDSE Application. The letter will also recommend that the Parent/Guardian work directly with their agency.

Requests that are Not Approved may be grieved by the Provider. Members/enrollee or Family Members/Guardians that are dissatisfied with the decision may file a complaint per Eastpointe processes. The Committee will not accept additional documents to review once a Not Approved letter has been sent. Any additional documents sent to the Committee or to Network Operations for the Committee will not be reviewed and there will be further correspondence with the provider to indicate that the additional document(s) is being returned and cannot be accepted or kept. There is no recourse for appeal.

URAC Reference: Click here to enter text.	EQRO Reference: Click here to enter text.
Contract Reference: Click here to enter text.	Regulation: Medicaid Clinical Coverage Policy 8-P
Form Reference#: 0074; 0075; 0076; 0077; 0078; 0079; 0080; 0082; 142; 154(a); 154(b);	Work Flow#: Click here to enter text.
Communication Bulletin#: #64	Other: Click here to enter text.

POLICIES AND PROCEDURES

Policy Title: Relative/Legal Guardian as Provider Review Committee for Innovations Members		
Policy Number: E-4.4.23		
Original Effective Date: November 26, 2013	Approved by:	Eastpointe Board of Directors
Revised/Review Date: February 26, 2019	Approved by:	Eastpointe Board of Directors

- If it is determined by the Committee that an Annual recertification RDSE Application is Unable to Process three (3) time and therefore Unapproved the provider will have 90 calendar days from the date of the letter sent from the Committee for the staff member to work while the provider hires a new staff member.
- If it is determined that a reduction in hours for a family/relative to provide services, the provider will have 90 calendar days from the date of the reduction letter sent from the Committee for the staff member to work while the provider hires a new staff member.
- If a new Employee (including employees changing provider agencies) RSDE Application is submitted and Not Approved, the provider will not be given a timeframe to transition for the new Relative as Provider. The Relative as Provider staff that is employed with the new provider cannot provide any services to the member until they have been approved through the Relative as Provider /Legal Guardian Committee.
- If an Administrative Decision is made outside of the Relative as Provider/Legal Guardian Committee to allow a provider to submit a fourth submission of a RDSE Application, the committee will review the RDSE Application to ensure that it is an updated and complete application that is submitted. If it is updated and complete and meets standards for approval, then a letter will be sent to the provider notifying the provider that it is approved. If the RDSE Application is not updated and complete and does not meet standards for approval, then the provider will be sent a Not Approved letter.

If a RDSE Application is Not Approved, another application will not be accepted by that provider for the prospective employee for six (6) months from the date of the Not Approved letter that is sent to the provider.

URAC Reference: Click here to enter text.	EQRO Reference: Click here to enter text.
Contract Reference: Click here to enter text.	Regulation: Medicaid Clinical Coverage Policy 8-P
Form Reference#: 0074; 0075; 0076; 0077; 0078; 0079; 0080; 0082; 142; 154(a); 154(b);	Work Flow#: Click here to enter text.
Communication Bulletin#: #64	Other: Click here to enter text.