

# Notice of Instruction

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## Notice of Instruction Number:

#031708-Updated ARC Waitlist Management Procedure-KP

**TO:** All Lead Agencies/PSA 6  
**FROM:** Katie Parkinson, Senior Program Manager (Extension 5574)  
**DATE:** March 17, 2008  
**SUBJECT:** Updated Waitlist Enrollment Procedures  
**cc:** Program Managers

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This Notice of Instruction is to provide your agency with the updated State General Revenue (SGR) Care Plan Review Procedures.

The attached updated procedure Client001 outlines the steps that have been established by WCFAAA for prioritization and enrollment of consumers through the Waitlist Enrollment Procedures. This revision includes the following updates:

- Allows for Imminent Risk consumers to receive immediate service implementation upon assessment with care plan review to take place following program enrollment; and
- Allows for waitlist enrollment of active case management clients by the lead agencies.

Thank you for your continued commitment to Florida's elders. Should you require additional information, please contact Katie Parkinson, WCFAAA Senior Program Manager.

Attachment-  
WCFAAA ARC Waitlist Enrollment Procedures **PUOP #Client001**

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**PUOP# Client001 Revision: 11/26/07**  
**Effective Date: 12/17/2004**

**Prepared By: KP**  
**Approved By: GDS**

- Title:** Aging Resource Center (ARC) Waitlist Management and Referral Procedures
- Policy:** To outline the methods to ensure services to frail elders are initiated promptly and in accordance with NOI # 011404-1-PC-PE, the DOEA Policy Clarification-NOI #102403-1-I-PE and NOI #060407-1-I-SWCBS.
- Scope:** This procedure ensures CARES Unit and Community Referral designated frail elders are initiated promptly to consumers with greatest need for services.
- Responsibilities:** The Intake Specialist(s) and ARC Enrollment Manager will be responsible for ensuring services to frail elders contacting the ARC are assessed, prioritized and receive services in a timely manner.

**Procedure:**

❖ **Waitlist Management** (established by WCFAAA)

1. Anyone screened or assessed and requesting services which are not available must be put on a waiting list.
2. The Intake and Screening Specialist is responsible to contact the Cares Unit within 3 days of receipt of any Imminent Risk referrals. The Cares Unit will need to be notified if funding is unavailable and the consumer will be placed on the waitlist. Funding allowed, Imminent Risk referrals must be seen by lead agency case manager within 3 business days.
3. The Intake and Screening Specialist is responsible for updating CIRTS within 5 days to acknowledge referrals made by the CARES Unit. The "Date Received" field in the CARES Referral Information screen is to be updated along with the imminent risk designation (N=not imminent risk; Y=imminent risk).
4. The waiting list must be reviewed at least every 6 months for consumers with priority rank 3, 4, or 5 and at least annually for consumers with priority rank 1 or 2 by the Intake and Screening Specialist, with the exception of Imminent Risk referrals (as detailed below).
5. If unable to locate by telephone, those clients/caregivers/representatives are sent a "10-Day Letter" notifying them of the ARC's attempt to update client waitlist information. The letter is sent to the last known address and states that their application will be terminated in 10 days if a response is not received.
6. Imminent Risk referrals placed on the APCL must be reviewed every month by a certified case manager to determine if there has been a change in the situation, as required by the DOEA Policy Clarification-NOI 102403-1-I-PE. This process is to be repeated until the client is either released for pick up or has been terminated from the waiting list.
7. Imminent Risk client's whose condition has improved or there has been a change in the support system making the client no longer imminent risk, will have their assessment

update made to indicate the client is no longer at Imminent Risk.

8. The Lead Agency may add a waitlist enrollment screen into CIRTS for an actively served consumer in need of enrollment in an additional program(s) on the wait list based on the complete and current 701B Assessment for an active client in need of additional program enrollment (i.e. CCE Active requesting MW services).
  - ❖ For example: An active CCE consumer requesting Medicaid Waiver services may be enrolled by lead agency as MW APCL based on the current 701B completed by the case manager. (Clients may not be enrolled as MW APPL without a WCFAAA Funding Request approval.)
9. Funding allowed, the ARC Enrollment Manager will release a specified amount of either ADI/HCE/ALW/CCE/MW program waitlist applicants to be assessed for pick up by a case manager;
10. The ARC Enrollment Manager will then run a report by specific program and priority score of these waitlist clients, using CARES/Lead Agency Imminent Risk referrals first, as they take priority and are to be released first.
11. The ARC Enrollment Manager will then determine which clients will be released and follows this procedure:
  - ❖ Imminent Risks, Aging Out then Community Referrals by Priority Score in descending order are referred to case management for assessment.
12. The ARC Enrollment Manager will forward authorized consumers to the lead agency for enrollment.
13. The ARC Enrollment Manager will update CIRTS enrollment from APCL to APPL to indicate consumer has been authorized and released for pickup by the lead agency.

❖ **Imminent Risk Referrals authorized to receive Case Management Services**

1. The Case Manager will have **3 business days** from date that the Imminent Risk referral is received from the ARC to complete a 701B as required in the DOEA NOI 011404-1-PC-PE.
2. The Case Manager is to contact the CARES Unit to update CARES worker that the consumer is being assessed and notify of any services that will be provided. If services will not be provided to consumer, provide CARES Unit with explanation.
3. The care plan and service authorizations, if needed, are expected to be completed at the time of the assessment (701B).
4. The case manager is to forward the Care Plan Staffing Request to the ARC Enrollment Manager within in **five business days** of assessment and service implementation for review and approval.
  - a. Services to CARES Imminent Risk consumers may be provided prior to the care plan staffing request approval by WCFAAA, due to the at risk nature of this type of referral. Needed services are expected to be put into place immediately.

5. The ARC Enrollment Manager will review Care Plan Staffing Request and respond to the case manager's request within **five business days** of receipt.
6. The Client Information Registration Tracking System (CIRTS) must reflect the client's active status, including assessment and care plan information within **7 business days** of completion of the assessment.
7. The ARC Enrollment Manager will forward a CARES Imminent Risk Exception report at least monthly to the Lead Agency identifying each Imminent Risk client who was authorized to receive services, but is not yet showing active in CIRTS. The Lead Agency will be required to provide a status update on each client, including service implementation information, to the A/DA Medicaid Waiver Specialist. The A/DA Medicaid Waiver Specialist will review the responses and follow-up as required.

❖ **All Other Referrals**

1. The Case Manager will have **seven business days** from the date that the referral is released from WCFAAA to complete the 701B and care plan staffing request, except for the Assisted Living Medicaid Waiver Program.
2. The Case Manager will have **ten business days** from the date that the Assisted Living Medicaid Waiver referral has been authorized for funding by WCFAAA to complete the 701B and care plan.
3. Services must be reviewed and approved by the ARC Enrollment manager prior to implementation. The Case Manager will have **five business days** from the date of the assessment to forward the care plan review staffing request to the ARC Enrollment Manager.
4. Services are to be implemented within **five business days** of the Care Plan Staffing Review authorization.
5. The CIRTS must reflect the client's active status including assessment and care plan information within **seven business days** of a completion of the assessment (701B).

**Revision History:**

Revision	Date	Description of changes	Requested By
1	9/14/2007	Established ARC Waitlist Procedures	Katie Parkinson, Senior Program Manager
2	11/26/07	Updated Imminent Risk procedures to allow immediate service implementation upon assessment with Care Plan Review to take place within 5 days of program enrollment.  Updated waitlist enrollment for lead agencies.	Katie Parkinson, Senior Program Manager