

# Notice of Instruction

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**Notice of Instruction Number:**

#051408-Updated ARC Waitlist Management and Referral Procedures-KP

**TO:** All Lead Agencies/PSA 6

**FROM:** Katie Parkinson, Senior Program Manager (Extension 5574)

**DATE:** May 14, 2008

**SUBJECT:** Updated ARC Waitlist Management and Referral Procedures

**cc:** Program Managers

This Notice of Instruction is to provide your agency with updated Aging Resource Center (ARC) Waitlist Management and Referral Procedures.

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

- Clarifies ability for lead agency to dually enroll an Active consumer on another State General Revenue or Medicaid Waiver programs waitlist.
- Outlines the responsibility of the case manager to complete the Form 701B annual reassessment for dually enrolled ACTV and APCL consumers.
- Provides direction for returning a consumer, previously authorized by the ARC for program enrollment, to the waiting list due to low priority score ranking (1 or 2). At this time consumers with a 1 or 2 priority ranking cannot be picked up for service.
- Provides directions for updating CIRTTS program enrollment.

Thank you for your continued commitment to Florida's elders. Should you require additional information, please contact Katie Parkinson, WCFAAA Senior Program Manager, 813-676-5574 or [parkinsonk@elderaffairs.org](mailto:parkinsonk@elderaffairs.org).

Attachment-

**WCFAAA ARC Waitlist Management and Referral Procedures PUOP #Client001**

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**PUOP# Client001 Revision: 3**  
**Effective Date: 05/14/2008**

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

- Title:** Aging Resource Center (ARC) Waitlist Management and Referral Procedures
- Policy:** Services for CARES Unit and Community Referral designated frail elders are to be initiated promptly to consumers with greatest need for services.
- Scope:** To outline the methods to ensure services to frail elders are initiated promptly and in accordance with the following Notices of Instruction (NOI):
- WCFAAA NOI #040904-IMM RSK-SGR-GS and the correlating Department of Elderly Affairs (DOEA) NOI #102403-1-I-PE and Policy Clarification #011404-1-PC-PE ;
  - WCFAAA NOI #061907-CIRTS-CARES Referral-KP and the correlating DOEA NOI #060407-1-I-SWCBS; and
  - WCFAAA NOI #051408-Updated ARC Waitlist Management and Referral Procedures-KP and the correlating DOEA NOI #041708-1-I-SWCBS.
- Responsibilities:** The Intake & Screening Specialists are responsible for ensuring frail elders contacting the ARC are assessed and prioritized for services in a timely manner.
- The ARC Enrollment Manager is responsible for ensuring frail elders on the waitlist are released to receive services based on the greatest need and 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 for contacting the CARES Unit within three (3) days of receipt of any Imminent Risk referral. 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 three (3) business days.
3. The Intake and Screening Specialist is responsible for updating CIRTS within five (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. In order to maintain the waitlist, consumers must be reviewed at least every six (6) months with priority rank 3, 4, 5 or 6 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 Assessed Prioritized Client List (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 from the waitlist to the lead agency for pick up or has been terminated from the waiting list.
7. The 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 updated to indicate the client is no longer at Imminent Risk.
8. The Lead Agency may add a waitlist enrollment screen into CIRTIS for an actively served consumer in need of enrollment in an additional program(s) based on the complete and current 701B Assessment (i.e. CCE Active requesting MW services).
  - For example: An active CCE consumer requesting Medicaid Waiver services may be enrolled by their lead agency as MW APCL based on the current 701B completed by the case manager. (Clients may not be enrolled as MW Applicant APPL without a WCFAAA Funding Request approval.)
  - Consumers receiving case management and dually enrolled (CIRTIS Enrollment Screen program status codes set to "APCL" and "ACTV") in the following programs: ADI, CCE, HCE, LSP, OAA and ADA/ALE Medicaid Waivers will be assessed by the case manager annually using Form 701B.
    - Case managers have the responsibility to conduct semi-annual care plan reviews and annual reassessments.
    - If there is a significant change between annual assessments, an "update" type assessment will reflect a new priority ranking score on the APCL.
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 have priority status and must be released first.
11. The ARC Enrollment Manager will release clients according to the following priority order:
  - Imminent Risk, Aging Out, 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 CIRTIS enrollment from APCL to APPL to indicate consumer has been authorized and released for pickup by the lead agency.
14. The lead agency is responsible for updating CIRTIS with the appropriate Active or Termination program enrollment codes once the client has been assessed for services

by case manager using Form 701B.

❖ **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 WCFAAA NOI 040904-IMM-SGR-GS and correlating DOEA NOI #041404-1-PC-PE..
2. The Case Manager will contact the CARES Unit to notify the CARES worker that the consumer has been assessed and notified of any services that will be provided. If services will not be provided to consumer, the Case Manager will provide the CARES Unit with an explanation.
3. The Case Manager will complete the care plan and service authorizations, if needed, at the time of the assessment (701B).
4. The case manager will forward the Care Plan Staffing Request to the ARC Enrollment Manager within **five (5) business days** of assessment and service implementation for review and approval.
  - NOTE: 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. It is expected that needed services will 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 (5) business days** of receipt.
6. The lead agency will update the Client Information Registration Tracking System (CIRTS) to reflect the client's active status, including assessment and care plan information within seven **(7) business days** of completion of the assessment.
7. CARES Imminent Risk Exception Report: 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 is required to provide a status update for each client, including service implementation information. The ARC Enrollment Manager will review the responses and follow-up as required.

❖ **All Other Referrals**

1. For all referrals, except for a referral to the Assisted Living Medicaid Waiver program, the 701B and the care plan staffing request must be completed within **seven (7) business days** of the date the referral was released from WCFAAA.
2. For a referral to the Assisted Living Medicaid Waiver program, the 701B and the care plan staffing request must be completed within **ten (10) business days** from the date that the referral has been authorized for funding by WCFAAA.
3. Care planned services must be reviewed and approved by the ARC Enrollment manager prior to implementation. The care plan staffing request must be submitted to the ARC Enrollment Manager for review within **five (5) business days** of the date of the

assessment.

4. The client's services must be implemented within **five (5) business days** of the Care Plan Staffing Review authorization.
5. CIRTSS must reflect the client's active status including assessment and care plan information within **seven (7) business days** of a completion of the assessment (701B).

#### ❖ **Returning Authorized Consumers to the ARC Waiting List**

1. Consumers screened using Form 701A and receiving a priority ranking score of 3, 4, or 5 with a CIRTSS Enrollment Screen program status code set to "APPL", who are subsequently assessed using Form 701B and who receive a new priority ranking score of 1 or 2 cannot be enrolled.
  - This will allow for prioritization of other consumers on the APCL with priority ranking scores of 3, 4, or 5.
2. The Lead Agency will terminate the APPL status in CIRTSS, and notify the ARC Enrollment Manager that the client will not be enrolled along with the reason.
3. The Lead Agency is responsible for updating the CIRTSS Enrollment Screen. CIRTSS is to be updated with the following enrollment code to terminate a consumer from APPL and open an APCL enrollment line; or closing the APPL for clients who choose not to wait for services:
  - TPCL (Terminated APPL moved back to APCL) for client who desire to continue to wait for services although their priority score is too low to be picked up.
    - Lead Agencies are to open an APCL line up for the client to allow for continued waitlist maintenance of the consumer's assessment.
  - TPBC (Terminated APPL by Client) for clients who do not wish to continue to wait for services and request termination.

#### ❖ **Termination**

1. Consumers no longer waiting for services require the program status code to be modified to termination.
2. Termination for APPL occurs if the person is no longer interested in waiting for services, is no longer able to receive services, begins receiving services, or begins the eligibility process.

**Revision History:**

<b>Revision</b>	<b>Date</b>	<b>Description of changes</b>	<b>Requested By</b>
<b>1</b>	<b>9/14/2007</b>	<b>Established ARC Waitlist Procedures</b>	<b>Katie Parkinson, Senior Program Manager</b>
<b>2</b>	<b>11/26/2007</b>	<p>Updated Imminent Risk procedures to allow immediate service implementation upon assessment with Care Plan Review to take place within 5 days of program enrollment.</p> <p>Updated waitlist enrollment for lead agencies.</p>	<b>Katie Parkinson, Senior Program Manager</b>
<b>3</b>	<b>5/14/2008</b>	<p>In conjunction with WCFAA NOI #051408 and correlating DOEA NOI #041708-1-I-SWCBS updated to include dual enrollment (ACTV &amp; APCL) 701B reassessment and update requirements.</p> <p>Updated to describe Lead Agency requirements for CIRTIS Enrollment process for updating APPL status lines.</p> <p>Included process for Lead Agency to return authorized consumer to waiting list due to low priority score.</p> <p>Updated to include Termination procedures.</p>	<b>Katie Parkinson, Senior Program Manager</b>