

**FY 2023-2024
SCOPE OF SERVICE**

MEDICAL EQUIPMENT / SUPPLIES

I. PURPOSE

- A. To provide medical equipment and supplies necessary to support in-home, community-based care for individuals eligible for OPTIONS Care Management services. These services are normally provided in the home to assist the consumer to remain in the community and to prevent or slow deterioration of the consumer's functioning.
- B. To provide services in such a way as to encourage consumers to maintain or improve their level of functioning and independence.

II. DEFINITIONS

- A. ACDHS/AAA: Allegheny County Department of Human Services / Area Agency on Aging.
- B. Aging & Disability: See WellSky Aging & Disability.
- C. IMT: Integrated Monitoring Tool Application
- D. Integrated Monitoring Tool (IMT) Application: Supporting improved quality, efficiency and collaboration of DHS monitoring efforts, the Integrated Monitoring Tool (IMT) captures key details and summary results from every monitoring visit and shares them across DHS offices. The application is built around administration, policy and procedure, staffing and personnel, environment, service delivery and outcomes.
- E. Master Provider Enterprise Repository (MPER): A repository of key CONTRACTORS' demographic data for all CONTRACTORS who provide services for DHS. DHS applications use MPER to validate AGREEMENT, services, facilities, rate information and document program funded budgets and invoices to facilitate documentation of services rendered and claims information by CONTRACTORS. CONTRACTORS are required to keep all agency information including but not limited to contacts, facilities and service offering information up to date.
- F. WellSky Aging & Disability (formerly SAMS): The Pennsylvania Department of Aging's mandated information system used by ACDHS/AAA and CONTRACTORS to document and track specific services provided to

consumers with ACDHS/AAA funding and demographics. The application is also known as Aging & Disability.

Also, see Aging Program Directive (APD) referenced below.

III. AGING PROGRAM DIRECTIVE (APD)/FEDERAL/STATE REGULATORY REFERENCES

Organizations providing services outlined in this Scope of Service shall comply with all federal and state directives listed below:

- A. [Chapter IV: OPTIONS Program](#) Directive – Issuance of Aging Policy and Procedure Manual Chapter IV: OPTIONS
- B. Appendix A. 1, OPTIONS Program Service Standards. [Appendix A.1 OPTIONS Service Standards](#).
- C. [Protective Services for Older Adults Chapter VII: Protective Services \(PDF\)](#)

This Scope of Service is subject to change based on changes to the above directives.

IV. PERFORMANCE EVALUATION

Each contract year the ACDHS/AAA will outline clear standards of acceptable performance to which the CONTRACTOR will be held. These standards relate to compliance with applicable policies, regulatory guidelines, Scopes of Service, Contract Workstatements, and Performance Based Contracting (PBC), where applicable. Standards are set to support quality service that meets or exceeds the needs of the consumer, and to optimize the impact of the service provided.

The CONTRACTOR is responsible for adhering to the timelines in reporting its compliance to the Scopes of Service and using findings to build on its strengths and develop strategies on opportunities, through a continuous quality improvement process.

Monitoring tools outlining acceptable evidence are used in evaluating compliance with regulatory requirements, service standards, documentation, and reporting requirements. A progressive performance intervention plan is used to determine ACDHS/AAA response to contract non-compliance. The monitoring tool applicable to this Scope of Service is:

Allegheny County Department of Human Services
Area Agency on Aging
Medical Equipment/Supplies Services

Monitoring Tool

DHS Monitoring utilizes the Integrated Monitoring Tool (IMT). As such, for all monitoring visits, all service providers are required to access and upload documentation via the online application. For each monitoring visit, the county will utilize IMT to share important monitoring documents. Service providers are required to complete the monitoring process through IMT.

V. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

In addition to the requirements in the above referenced regulations, the following standards apply:

- A. Individuals receiving this service must reside in a private home or apartment.
- B. Provider will:
 - 1. At the start of the contract have an administrative and/or supervisory office within a reasonable distance from the ACDHS/AAA office in Allegheny County to allow for cost effective and time efficient communications between the offices. Questions and problems should be able to be resolved at this office.
 - 2. Assign a liaison worker to serve as a contact person for Care Management agencies and to provide assistance with complaint resolution. The assigned liaison will attend all scheduled meetings arranged by ACDHS/AAA and/or Care Management.
 - 3. Send written notification to ACDHS/AAA within three (3) days in the event of a personnel change in the liaison position.
- C. Consumer Confidentiality
 - 1. Security of consumer files will be maintained.
 - 2. Every precaution will be pursued to maintain confidentiality of consumer information, particularly when sharing with other Providers.
 - a. Only those portions of the care plan, which pertain to a specific service or Provider, will be communicated to the appropriate parties involved in providing service to the consumer.

- b. Consumer permission must be obtained in writing, in order to share this information.

D. Consumer Service Orders

Provider shall maintain documentation of a current WellSky Aging & Disability service order for each consumer. The documentation shall include the prescription specifying the type, quantity and frequency for all medical equipment and supplies to be delivered.

Providers are responsible for checking their roster and service order reports on a regular basis to ensure that they are delivering only what is ordered.

E. Initiating Service

1. When reimbursement for equipment or supplies has been denied by Medicare or other third parties because it does not meet the coverage conditions of the insurance, the equipment or supplies can be paid for under the OPTIONS Program if the consumer's physician makes the determination that it is necessary.
2. Service volume and delivery will be adjusted at the discretion of ACDHS/AAA.
3. No service shall be provided without the prior authorization of ACDHS/AAA.
4. In all cases, Care Managers will order supplies and equipment from the available supply list.
5. Delivery of the medical equipment and supplies authorized shall commence within seven (7) working days of receipt of referral.
6. In exceptional circumstances, service delivery shall be initiated more expediently or immediately only upon the verbal request of ACDHS/AAA OPTIONS Program Supervisor or designee.

F. Hours of Operation

The expectation is that deliveries will usually occur during normal business hours. Where possible, ACDHS/AAA will accord some flexibility in scheduling by Provider. For example, under circumstances where Provider is prepared to make an early delivery and it is more efficient to do so, ACDHS/AAA will permit Provider that flexibility.

G. Units of Service

1. One (1) unit Belted Undergarments equals one (1) case.
2. One (1) unit Consumables (Glucerna) equals one (1) case.
3. One (1) unit Discrete Liners equals one (1) case.
4. One (1) unit Disposable Gloves equals one (1) box.
5. One (1) unit Disposable Undergarments (small, medium, large, X-Large briefs and diapers & Breathable Underpads) equals one (1) case.
6. One (1) unit Disposable Undergarments Bariatric (size 2X+ briefs and diapers) equals one (1) case.
7. One (1) unit Nutritional Supplement (Ensure) equals one (1) case.
8. One (1) unit Pant Liners equals one (1) case.
9. One (1) unit Therapeutic Cream equals one (1) jar.
10. One (1) unit Underpads equals one (1) case.
11. One (1) unit Wipes, Disposable equals one (1) soft packet.

H. Scheduling

1. To ensure reliable delivery of supplies to consumers, the Provider and Care Manager have specific roles and must be in close communication. The Care Manager develops the consumer's care plan specifying the type, amount and frequency of each item to be delivered. Care Managers shall be notified when there is any deviation from the services as ordered.
2. Medical equipment and supplies covered under this contract shall be delivered in accordance with an established schedule. In order to guarantee prompt and continuous service, the Provider will closely adhere to the established schedule.
3. Where circumstances such as impassable roads in inclement weather result in a delay in initiating or providing service, delivery will be made as soon as is practical. In all cases of delayed delivery and rescheduling, the Provider shall notify the Care Manager and consumer within twenty-four (24) hours or the next working day.

4. Reimbursement will be denied if service is provided in a fashion not specified in the service order; e.g., diapers are authorized for delivery every other month and deliveries were made monthly.

I. Implementing Service

1. The Provider shall supply and deliver the medical equipment and supplies covered under this contract at a guaranteed price.
2. All supplies purchased to fill an order shall be purchased new and shall be delivered to consumers in the original manufacturer's packaging.
3. The Provider may use Provider-owned vehicles for delivery or contract with United Parcel Service (UPS) or another carrier.
4. Medical equipment and supplies shall be delivered as specified and approved by ACDHS/AAA in the service order.
 - a. The medical equipment and supplies to be provided are part of a total care plan developed after a comprehensive needs assessment approved by the appropriate Care Management supervisor.
 - b. All equipment and supplies prescribed, and only those supplies and equipment prescribed, shall be provided under this contract.
 - c. Equipment and supplies shall be delivered in the amount, frequency and duration prescribed.
5. The Provider shall guarantee prompt and timely delivery of medical equipment and supplies as specified in this contract.

J. Delivery Documentation

1. The Provider shall maintain written documentation of consumers' receipt of equipment and supplies.
2. Acceptable documentation of a delivery must include a signature by the consumer or authorized caregiver, including date, verifying receipt of equipment and supplies for each delivery on a delivery document. The document must be individualized and protect Consumer confidentially.

3. When the consumer or caregiver is not home to receive a scheduled delivery, the Provider may deliver the supplies to a neighbor of the consumer after securing the consumer's written permission. In all cases, the delivery documentation is to include a signature and date to verify each delivery.
4. The documentation will be reviewed as part of the ACDHS/AAA program monitoring and made available upon request.

K. Undelivered Supplies

1. In cases where the Provider fails to make a scheduled delivery, the Provider is expected to arrange an alternative delivery time with the consumer within two (2) working days.
2. When a scheduled delivery was not made, the Provider will document the reason the delivery was not made.
3. If delivery is subcontracted to UPS or another carrier, Provider retains the responsibility that all provisions of this contract are fulfilled.

L. Change in Consumer Status

1. The Provider is responsible for reviewing service orders monthly for changes and making necessary adjustments to the delivery schedule.
2. Provider is responsible for educating consumer and caregiver on return of any rental equipment when no longer needed. The consumer's file must have a policy statement signed by the consumer and caregiver agreeing to admit the Provider into the consumer's home to retrieve equipment when consumer's case is closed.

M. Exclusions

1. It is prohibited for workers and/or drivers to accept gifts, bequests, loans, gratuities and emoluments from consumers. This prohibition will appear in Provider's signed agreements with staff, work rules, handbooks, training, job descriptions, and personnel policies.
2. Collection of voluntary contributions is specifically prohibited under this contract.

Violation of these rules is cause for dismissal by Provider. Failure of Provider to enforce this prohibition is cause for termination of the contract.

N. Electronic Information Management

1. Provider will have the capacity to retrieve and submit data, information, reports and other communication through electronic internet capabilities within a timeframe specified by ACDHS/AAA. Failure to receive or read ACDHS/AAA communications sent to the Provider MPER e-mail address in a timely manner does not absolve Provider from knowing, responding to or complying with the content of that communication.
2. Provider is responsible for accurately recording all consumer service and program data into the WellSky Aging & Disability system by the seventh (7th) working day of the month for the prior month's transactions.
3. Provider is responsible for coordinating appropriate training in the WellSky Aging & Disability system and the transfer of knowledge and information to existing and new staff.

VI. RESPONSIBILITIES/EXPECTATIONS OF THE PROGRAM OFFICE
(ACDHS/AAA)

ACDHS/AAA will support Provider in meeting service standards and requirements by providing the following:

- A. Timely communication and written correspondence regarding mandated applicable Pennsylvania Department of Aging and Allegheny County requirements, and any changes to these requirements that occur during the contract period;
- B. Program monitoring and evaluation to assure compliance with Pennsylvania Department of Aging and Allegheny County requirements specified in the terms of this contract;
- C. Timely communication and written correspondence regarding the outcome of program monitoring and evaluation activities;
- D. Technical assistance as needed regarding program requirements;
- E. Technical assistance, direction and cooperation to assist Provider in satisfactorily recording program and service data into the WellSky Aging & Disability system.