

**The Medicaid Waiver Program;  
Health and Safety Assurances  
for In-Home Settings;  
Elderly and Disabled Waiver Clients**

**Satellite Conference and Live Webcast  
Wednesday, November 30, 2011  
2:00 – 4:00 p.m. Central Time**

**Produced by the Alabama Department of Public Health  
Video Communications and Distance Learning Division**

**Faculty**

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**Assurances**

- To ensure client is in a safe, sanitary, and structurally sound environment
- To ensure premises are clean and maintained
- To make sure stove, oven, and refrigerator/freezer are free of expired food and excess delivered meals

**Assurances**

- To make sure the premises are free of infestation
- To make sure adaptive devices are in good working order
  - Grab bars, ramps, etc.

**Ensure “The Provisions of Services” Are Implemented**

- Make sure all Medicaid Waiver and Non-waiver services received correspond with the client’s plan of care
- Make sure the client is satisfied with the services received

**Ensure “The Provisions of Services” Are Implemented**

- Make sure the amount and type of services provided is appropriate to meet the client’s needs
- Are there any unmet needs which have not been addressed?

### **Health Education**

- **Check to see if the client / caregiver uses specialized equipment and make sure it is functional**
  - **Oxygen, blood glucose monitor, nebulizer, etc.**
- **Check to see if the client / caregiver knows how to use the specialized equipment and uses it properly**

### **Health Education**

- **Check to see if the client / caregiver has received new special dietary instructions**
- **Check to see if client / caregiver follows the new special dietary instructions**

### **Assurances in Emergencies and Inclement Weather**

- **Each of Alabama's Area Agencies on Aging must have a plan of contact in place to alert the Waiver client**
  - **A master emergency contact sheet is filled out when the Waiver client is approved for services**
    - **Contact sheet is kept on file**

### **Assurances in Emergencies and Inclement Weather**

- **Each Case Manager keeps a copy of their client's emergency information with them at all times**
  - **Contact information used to keep the client / caregiver out of harms way**

### **Case Managers**

- **Serve a very important role in monitoring services received by Waiver clients**
- **Make monthly visits (more if needed) to the client's homes**
  - **Assess need of care**
  - **Assess if client at-risk**

### **Case Managers**

- **Discuss with the client / caregiver concerns or problems with service provisions**