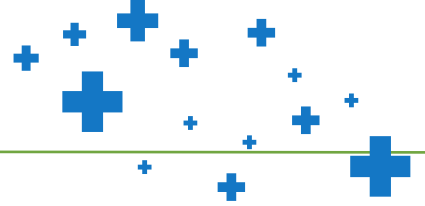


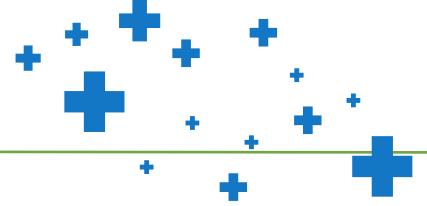
CLS & CLS-FM Provider Policy & Procedure Checklist



Agenda

- Purpose of Checklist
- Policy & Procedure Requirements for the Provider
 - Definitions
 - Safety
 - Person-Centered Planning
 - Staff Qualifications
 - Community Representation
 - Residential Providers
 - Liability and Insurance
 - Blended Facilities

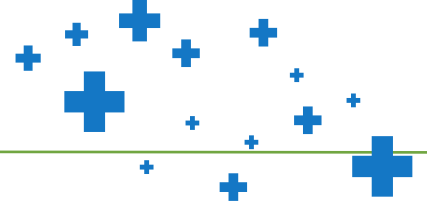




Purpose of Checklist

- To ensure that BlueCare providers have included required elements in their organization's Community Living Supports (CLS) and Community Living Supports-Family Model (CLS-FM) Policy & Procedures (P&P)

PURPOSE



Community Living Supports (CLS)

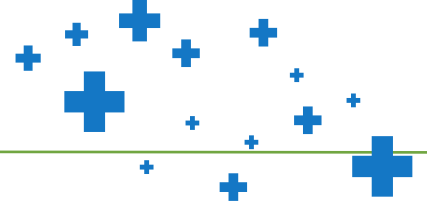


A community-based residential alternative service for seniors and adults with disabilities encompassing a continuum of support option for up to four individuals living in a home that supports each resident's independence and full integration into the community, ensures each resident's choice and rights, and comports fully with standards applicable to HCBS settings delivered under Section 1915(c), including those requirements applicable to provider-owned or controlled homes, as applicable, except as supported by the individual's specific assessed need and set forth in the person-centered plan of care.



Community Living Supports-Family Model (CLS-FM)

A community-based residential alternative service for seniors and adults with disabilities encompassing a continuum of support option for up to three individuals living in the home of trained family caregivers (other than the individual's own family) in an adult foster care arrangement. In this type of shared living arrangement, the provider allows the individual(s) to move into his or her existing home in order to integrate the individual into the shared experiences of a home and a family, provides the individualized services that support each resident's independence and full integration into the community, ensures each resident's choice and rights, and supports each resident in a manner that comports fully with standards applicable to HCBS settings delivered under Section 1915(c), including those requirements applicable to provider-owned or controlled homes, except as supported by the individual's specific assessed need and set forth in the person-centered plan of care.

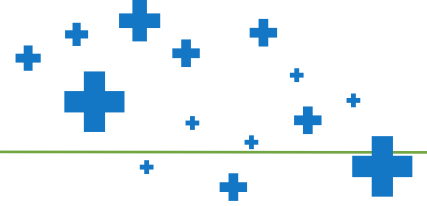


Provider Safety Requirements

Complaint Resolution:

- Develop and maintain a complaint resolution process, which includes:
 - A designated staff member as complaint contact person
 - Maintenance of a complaint log
 - Documentation and trending of complaint activity



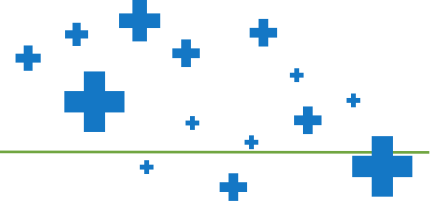


Provider Safety Requirements

Medication Administration:

- Develop and maintain medication policies to ensure:
 - Medications are administered according to MD orders
 - Administration done by trained and qualified staff
 - Medication administration records are properly maintained
 - All medication is properly stored and accessible when needed





Provider Safety Requirements

Medication Errors

- Develop and maintain policies to track and trend medication variance and omission incidents to:
 - Analyze trends
 - Implement prevention strategies



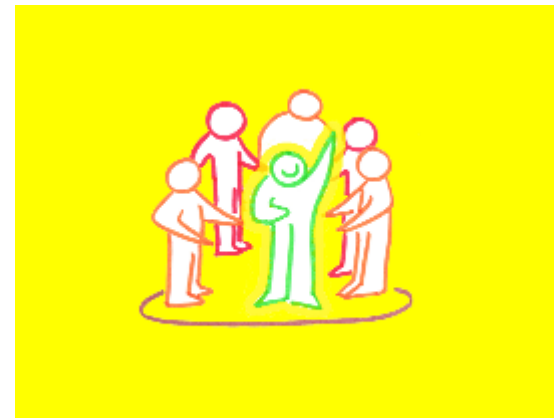
Medication Errors



Provider Person-Centered Planning Requirements

Develop and maintain policies to ensure members are treated with dignity and respect by ensuring:

- Members/representatives and family have opportunity to participate in selection and evaluation of direct support staff
- Solicitation of members/representatives and families feedback on provider services occurs





Provider Person-Centered Planning Requirements

Develop and maintain policies to ensure members are treated with dignity and respect by ensuring:

- Member/representative has information to make informed choices about available services
- Members are allowed to exercise personal control and choice related to their possessions





Provider Person-Centered Planning Requirements

Develop and maintain policies to ensure members are treated with dignity and respect by ensuring:

- Members are supported in exercising their rights
- Periodic review of members' day services and promoting occurrence of meaningful day activities

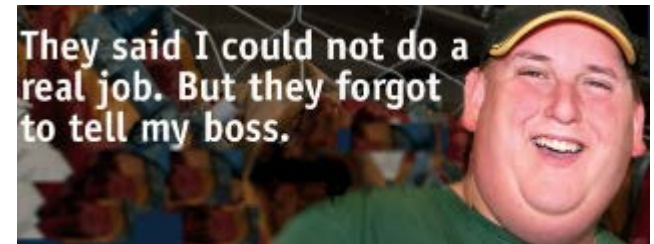


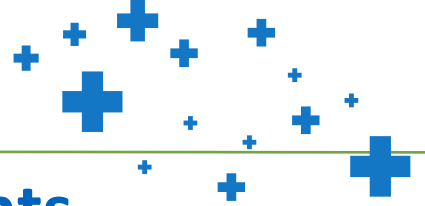


Provider Person-Centered Planning Requirements

Develop and maintain policies to ensure members are treated with dignity and respect by ensuring:

- Members are supported in the pursuit of employment goals
- Member's rights are restricted only as provided in the person-centered support plan
- All staff is trained on person-centered practices



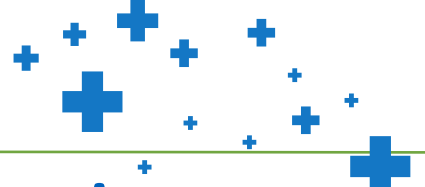


Provider Staff Qualification Requirements

Provider will ensure all staff have:

- Appropriate, job-specific qualifications
- All required licensure and certification prior to employment and routinely thereafter
- Ongoing supervision consistent with the job functions



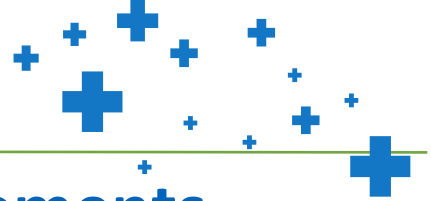


Provider Community Representation Requirements

Provider will ensure:

- Composition of provider board of directors (or community advisory group, as applicable):
- Board reflects diversity of community being served
- Board is representative of people being served





Provider Liability and Insurance Requirements

Worker's Compensation/Employer Liability will include:

- All States' coverage
- Limit not less than \$750,000 per occurrence for employer's liability

**WORKER'S COMPENSATION
INSURANCE PROTECTION**



Provider Liability and Insurance Requirements

Comprehensive Commercial General Liability will include:

- Personal injury and property damage
- Premises/operations
- Independent provider
- Contractual liability
- Completed operations/products coverage
- Bodily injury/property damage combined:
 - Single limit not less than \$750,000 per occurrence
 - \$1,500,000 aggregate





Provider Liability and Insurance Requirements

Automobile Coverage will include:

- Owned, leased, hired and non-owned vehicles
- Bodily injury/property damage
- Combined single limit not less than \$1,500,000





Blended Facilities Critical Incident Requirements

Provider will allow:

- DIDD staff access to pertinent CHOICES member information
 - Only during critical incident investigations in blended facilities
 - Provider to comply with DIDD investigations
- If a DIDD investigation indicates a substantiated finding, TennCare will notify BlueCare
 - BlueCare will take necessary actions to ensure members' health and welfare



