

SECTION 4

Available Services

**C** Consumer    **D** Directed    **A** Attendant    **S** Support    **S** Services

For the elderly and many people with disabilities, the key to living independently is having a caregiver provide support services. Support services help these individuals with activities of daily living, health-related functions, and behavioral care. Support services may be provided through hands-on assistance, supervision, and cueing.











CDASS offers three categories of support services as outlined below:



## Homemaker Services

Homemaker Services are general household activities provided by an Attendant in your home to maintain a healthy and safe environment for you. Homemaker tasks must only be applied to your primary living space, and multiple Attendants may not be reimbursed for duplicating household tasks. Homemaker Services may include the following activities or teaching of the following activities:



-  **Meal Preparation** includes all meals for the day, both main meals and snacks. This includes meal planning, diet preparation, packaging, and storing.
-  **Shopping** for necessary items to meet your basic household.
-  **Floor Care** of your main living area, including the bathroom and kitchen area. This includes sweeping, mopping, vacuuming, wiping, spot cleaning, and stain removal.
-  **Bathroom Cleaning** and maintaining of the toilet, bedpan, sink, counter, tub/shower, and general bathroom area.
-  **Kitchen Cleaning** and maintenance of refrigerator and general kitchen area. To include wiping the counter, stovetop, microwave and outside of kitchen appliances.
-  **Trash Removal** and collection in appropriate container.
-  **Dishwashing** includes loading and unloading of the dishwasher; rinsing, and washing dishes, utensils, cookware, and cutlery; storing dishes.
-  **Bed Making** includes linen change.
-  **Laundry** includes sorting, washing, drying, folding, and hanging of personal linens and clothing.
-  **Dusting** includes dusting, wiping furniture, and wood care.

## NOTE












CDASS provides three service categories: homemaker, personal care, and health maintenance. Tasks that fall outside of those categories cannot be billed through CDASS. For example, a CDASS attendant cannot bill for walking a dog or watering a lawn.

## Personal Care

If you are eligible, Personal Care services are provided in your home or in the community to meet your physical, maintenance, and supportive needs. Personal Care includes:



-  **Eating** which includes assistance with eating by mouth using common eating utensils such as spoons, forks, knives, and straws.
-  **Respiratory Assistance** with cleaning or changing oxygen equipment tubes, filling distilled water reservoir, and moving a cannula or mask from or to your face.
-  **Skin Care Maintenance** preventive in nature when skin is unbroken. This includes applying non-medicated/non-prescription lotion, sprays, and/or solutions, and monitoring for skin changes.
-  **Bladder/Bowel Care**
  - Assisting you to and from the bathroom.
  - Assistance with bed pans, urinals, and commodes.
  - Changing of incontinence clothing or pads.
  - Emptying Foley or suprapubic catheter bags, but only if there is no disruption of the closed system.
  - Emptying ostomy bags.
  - Unskilled Perineal care.
-  **Hygiene**
  - Shampooing.
  - Grooming.
  - Shaving with an electric or safety razor.
  - Combing and styling hair.
  - Filing and soaking nails.
  - Basic oral hygiene and denture care.
-  **Dressing** assistance with ordinary clothing and the application of non-prescription support stockings, braces, and splints; and the application of artificial limbs when you can assist or direct.
-  **Transfers** when you have sufficient balance and strength to reliably stand and pivot and assist with the transfer. Adaptive and safety equipment may be used in transfers, when you and your Attendant are fully trained in the use of the equipment and you can direct and assist with the transfer.
-  **Mobility** when you can reliably balance and bearweight or when you are independent with an assistive device.
-  **Positioning** when you can verbally or non-verbally identify when position needs to be changed, including simple alignment in a bed, wheelchair, or other furniture.










- 🕒 **Medication Reminders** when the medications have been preselected by you, a family member, a nurse or a pharmacist, and the medications are stored in containers other than the prescription bottles, such as medication minders and:
  - Medication minders are clearly marked with the day, time, and dosage and kept in a way as to prevent tampering.
  - Includes only inquiries as to whether medications were taken, verbal prompting to take medications, handing the appropriately marked medication minder container to the Member and opening the appropriately marked medication minder container to the Member and opening if the Member is unable to do so independently.
- 🗑️ **Medical Equipment** – cleaning and basic maintenance of durable medical equipment.
- 📄 **Protective Oversight** to prevent or mitigate disability-related behaviors that may result in imminent harm to people or property.
- **Accompanying** includes going to medical appointments and errands, such as banking and household shopping. May include providing one or more personal care services as needed during the trip. Attendant may assist with communication, documentation, verbal prompting, and/or hands-on assistance when tasks cannot be completed without the support of the Attendant.
- 🛁 **Bathing** includes unskilled full or partial bath or cuing for assistance. Shower, tub, sponge, or bed bath.



## Health Maintenance

If you are eligible, these are routine and repetitive health related tasks furnished to you in the community or your home. These services are necessary for the health and normal bodily function of a person with a disability who is unable to physically carry out the activities. Health Maintenance includes:



- 
**Skin Care** provided when skin is broken, or a chronic skin condition is active and could potentially cause infection, and you are unable to apply independently. Includes prescription creams, lotions, or sprays; wound care, dressing changes, application of prescription medicine and foot care for people with diabetes when prescribed by a Licensed Medical Professional.
- 
**Nail Care** completed when medical conditions that may involve peripheral circulatory problems/ loss of sensation, including soaking, filing, and trimming.
- 
**Mouth Care** performed when health maintenance level skin care is required in conjunction with the task, or:
  - There is injury or disease of the face, mouth, head, or neck.
  - In the presence of communicable disease.
  - You are unable to participate in the task.
  - Oral suctioning is required.
  - Decreased oral sensitivity or hypersensitivity.
  - You are at risk for choking and aspiration.
- 
**Dressing** performed when health maintenance level skin care or transfers are required in conjunction with the dressing, or:
  - You are unable to assist or direct care.
  - Include application of prescribed anti-embolic or pressure stockings, prescribed orthopedic devices such as splints, braces, or artificial limbs.
- 
**Feeding** performed when health maintenance level skin care or dressing in conjunction with the task, or:
  - Oral suctioning is needed on a standby or intermittent basis.
  - You are on a prescribed modified texture diet
  - You have a physiological or neurogenic chewing or swallowing problem.
  - Syringe feeding or feeding using adaptive utensils is required.
  - Oral feeding when you are unable to communicate verbally, non- verbally or through other means.
- 
**Exercise** prescribed by a Licensed Medical Professional including passive range of motion.
- 
**Transfers** You are not able to perform transfers due to illness, injury, or disability, or:
  - You lack the strength and stability to stand, maintain balance or bear weight reliably.
  - You have not been deemed independent with adaptive equipment or



assistive devices by a Licensed Medical Professional.

- The use of a mechanical lift is needed.

- 🗑️ **Bowel Care** performed when health maintenance level skin care or transfers are required in conjunction with the bowel care, or:
  - You are unable to assist or direct care.
  - Administration of a bowel program including but not limited to digital stimulation, enemas, or suppositories.
  - Care of a colostomy or ileostomy that includes emptying and changing the ostomy bag and application of prescribed skin care products at the site of the ostomy.
- 🗑️ **Bladder Care** performed when health maintenance level skin care or transfers are required in conjunction with bladder care, or:
  - You are unable to assist or direct care.
  - External, indwelling, and suprapubic catheters.
  - Changing from a leg to a bed bag and cleaning of tubing and bags as well as perineal care.
- 🚫 **Medical Management** as directed by a Licensed Medical Professional to routinely monitor a documented health condition, including but not limited to blood pressures, pulses, respiratory rate, blood sugars, oxygen saturations, intravenous or intramuscular injections.
- 🗑️ **Respiratory Care** includes postural drainage, cupping, adjusting oxygen flow within established parameters, suctioning of mouth and nose, nebulizers, ventilator and tracheotomy care and assistance with set-up and use of respiratory equipment.
- 🗑️ **Medication Assistance** which may include setup, handling and administering medications.
- 🗑️ **Bathing** performed when health maintenance level skin care or transfers are required in conjunction with bathing. Full, partial or bed bath.
- 🗑️ **Positioning** performed when health maintenance level skin is required in conjunction with positioning when you are not able to identify to the caregiver when the position needs to be changed.
- 🗑️ **Accompanying** includes going to medical appointments, and errands such as banking and household shopping. Must include one or more health maintenance tasks as needed during the trip. Includes communication, documentation, verbal prompting and/or hands on assistance when the task cannot be completed without the support of the Attendant.

- **Mobility** performed when health maintenance level transfers are required in conjunction with mobility assistance, or:
  - You are unable to assist or direct care.
  - Hands-on assistance is required for safe ambulation.
  - You are unable to maintain balance or to bear weight reliably due to illness, injury, or disability.
  - You are not independent with adaptive equipment or assistive devices ordered by a Licensed Medical Professional

## Excluded Services

CDASS replaces traditional home health services so home health services cannot be provided in conjunction with CDASS, unless it is for acute care or hospice.

### **CDASS Attendants are not authorized to perform services and payment is prohibited:**

- When the member is receiving care at a nursing facility, hospital, a long-term care facility, or while incarcerated.
- After the Member has been reported deceased.
- For services that are duplicative or overlapping. The Attendant cannot be reimbursed to perform tasks at the time a Member is concurrently receiving a waiver service in which the provider is required to perform the tasks in conjunction with the service being rendered.
- For companionship. This is not a covered CDASS service.

**For example:** If your Attendant is providing Health Maintenance-level skin care while bathing you, they cannot bill that time as both Bathing and Skin Care services. In the same vein, an Attendant cannot bill both Personal Care Mobility and Health Maintenance Mobility for the same service performed.

## NOTE



ARs are responsible for assuring timesheets are accurate and paid within CDASS rules and regulations. An AR who knowingly approves time for Excluded Services may face administrative penalties, criminal prosecution and/or termination from CDASS.

**Member Experience:** William Boswell, El Paso County

CDASS has changed the quality of my life dramatically. Because of my significant disability, Cerebral Palsy, and the physical needs associated with it, I require assistance with communication, physical support, and medical support. Before CDASS, my care was inconsistent, which led to multiple hospitalizations.

There were significant restrictions in my life when I received services through a home care agency. The staff that the agency sent was based on whoever they had available, regardless of whether or not that staff know my communication system, individual routine, medical protocols or preferences for support. The CDASS model allows me to supervise the people I hire to ensure the consistent quality of my care and support. My attendants are trained to provide care that is customized to the specific instructions of my doctor and provide consistency for my medical and personal needs in the ways that work best for me.

Because of supports through CDASS, I am able to fully participate and contribute in the community. For example, during the past four years, I have been co-teaching a graduate level class at the University of Colorado-Colorado Springs. CDASS has been essential in revitalizing my independence. With the help of CDASS I have significantly increased control over my life.

## Determining Health Care Needs

Before you begin recruiting Attendants, think carefully about your needs. Careful planning in the beginning will be a big help, saving you time and frustration later.

When you and your Case Manager met prior to enrollment in CDASS to discuss your care needs, you were given a completed Task Worksheet that lists the time allocated for each task on your care plan. At the bottom of that worksheet, you will find the total number of hours allocated for each of the three categories of CDASS tasks (Homemaker, Personal Care, and Health Maintenance).

## Attendant/Employee Tasks

A list of tasks is a helpful tool when you are talking with potential Attendants. You can use your Case Manager approved Task Worksheet to help with scheduling.

## NOTE



CDASS is intended to meet only the needs of the Medicaid Member. CDASS cannot be used for anyone else living in the home. For Example, a CDASS Attendant cannot cook a meal for everyone living in the home, only for the Member.

It is a requirement of CDASS that you have and keep at least two (2) Attendants. This is intended to help ensure you have options for backup and emergency coverage. You also have more choice and flexibility in your scheduling.

### Extraordinary Care Required When a Family Member is an Attendant

CDASS allows Members the flexibility of hiring friends and family members to provide Personal Care, Homemaker, and Health Maintenance services. Members can choose to pay a member of their household to provide extraordinary care only. Extraordinary care is care that exceeds the range of care that a family member would ordinarily perform in the household on behalf of a person without a disability.

This is determined by the Case Manager, who assesses whether the care to be provided exceeds the range of care that a family member would ordinarily perform in the household on behalf of a person without a disability or chronic illness of the same age. The Case Manager must answer the question: is care necessary to assure the health and welfare of the Member and avoid institutionalization?

A family member providing Extraordinary Care:

- May be employed in CDASS and supervised by you and/or your Authorized Representative (AR).
- Should be documented as a care provider on the Attendant Support Management Plan (ASMP).
- Must complete all necessary Attendant employment paperwork required by the FMS provider.
- Will be reimbursed at an hourly rate.
- Will not be reimbursed for more than 40 hours in a 7-day work week. A work week is defined as Sunday to Saturday.

## SUMMARY



### Section 4: Available Services

- There are three categories of services in CDASS:
  1. Homemaker Services are general household activities provided in the permanent living space of your home to maintain a healthy and safe environment for you.
  2. Personal Care Services are provided in your home or community to meet physical, maintenance and support needs.
  3. Health Maintenance Services are routine and repetitive health related tasks which are necessary for health and normal bodily functions that a person with a disability is unable to physically carry out. Health maintenance tasks are usually considered “skilled care tasks,” and are provided by a nurse, CNA, or other trained individual.
  
- Services cannot be duplicative or overlapping and there are times when Attendants cannot be paid for services, such as during hospitalization.
- Services are intended for you alone, and not for other members of a household.
- When tasks from more than one service category (Homemaking, Personal Care, and Health Maintenance) are provided in a single shift, the times worked for each task must be split up into the respected categories on the Attendants time sheet.
- Together, you will complete the Task Worksheet in Section 5 with your Case Manager to determine which services and at what frequency you are eligible for.
- You must maintain at least two Attendants during your time on CDASS.
- You have the flexibility to hire family and friends.
  - Family and Friends provide Extraordinary Care that is outside of what a friend or family member would typically do to support each other.
  - Hours provided by a family member cannot exceed 40 hours in a work week.



