

HCBS Workflow Desk Aid - Quick Reference Guide on the HCBS Workflow

The HCBS Workflow highlights the steps that will be taken for children/youth seeking to utilize services in the Children's Waiver per the [HCBS Workflow Policy](#).

Workflow Steps

1 HHCM/C-YES sends referral to Identified HCBS Providers and Services

2 HCBS Provider establish First Appointment and Notifies MMCP

3 HCBS Provider sends Authorization and Care Manager Notification Form

4 HHCM/C-YES Updates and Distributes the POC

Legend of Responsible Party:

MMCP	HHCM	C-YES	HCBS PROVIDER
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Responsible Entity				
Milestone event	Child/Youth Enrolled in MMCP		Child/Youth Covered by FFS Medicaid	
	Enrolled in HH	Opt-out of HH, Served by C-YES	Enrolled in HH	Opt-out of HH, Served by C-YES
HCBS Provider Referral	HHCM	C-YES	HHCM	C-YES
Notifies MMCP and HHCM of First Appointment	HCBS Provider	HCBS Provider	N/A	N/A
On-going/Major Life Event POC Updates	HHCM	MMCP	HHCM	C-YES
Notifies CM of Frequency/Scope/Duration and Service Changes	HCBS Provider	HCBS Provider	HCBS Provider	HCBS Provider
Request Authorization for HCBS	HCBS Provider	HCBS Provider	N/A	N/A
Monitoring Access to Care	MMCP	MMCP	HHCM	C-YES
Annual Reassessment	HHCM	C-YES	HHCM	C-YES

Step 1

Referral to Identified HCBS Providers and Services

- HHCM**
 - Determines HCBS/LOC Eligibility; develops person-centered POC with HCBS
 - Assists the child/family in setting up first appointment with identified Providers
 - Directly refers utilizing the [Referral for Home and Community Based Services \(HCBS\) to HCBS Provider](#) form
 - HHCM may contact the HCBS Provider with a phone call to set an initial intake appointment; regardless of how the initial appointment is scheduled, the HHCM completes and sends the form for each HCBS Provider within 4 days of contacting the HCBS Provider; HHCM keeps a copy of the form in the member's file
- CYES**
 - Determines HCBS/LOC Eligibility; develops person-centered POC with HCBS
 - Assists the child/family in setting up first appointment with identified Providers
 - Directly refers utilizing the [Referral for Home and Community Based Services \(HCBS\) to HCBS Provider](#) form
 - C-YES may contact the HCBS Provider with a phone call to set an initial intake appointment; regardless of how the initial appointment is scheduled, C-YES completes and sends the form for each HCBS Provider within 4 days of contacting the HCBS Provider; C-YES keeps a copy of the form in the member's file
- HCBS Provider**
 - Sets-up first appointment with the child/family, receives forms from HHCM/CYES, and keeps record of forms
- MMCP**
 - If the MMCP is maintaining the POC, the MMCP is required to utilize the [Referral for Home and Community Based Services \(HCBS\) to HCBS Provider](#) form to refer for newly identified service needs or changes.

Step 2

Establishment of First Appointment and Notification to the MMCP

- HCBS Provider**
 - Is responsible for ensuring that the first appointment is scheduled and the date is known by the HHCM/CYES
 - If the child is enrolled in MMCP, immediately informs the MMCP of the first appointment, including: **Appointment Date, Identified Services, and Desired Goal or Need to be Addressed**
 - Contact the MMCP and HHCM/CYES if the appointment is missed or rescheduled;

Step 3

Authorization of Requested/Continued HCBS and Care Manager Notification

- **HCBS Provider**
 - Conducts a service intake/assessment to determine appropriateness of the service and frequency, scope, and duration (F/S/D)
 - Requests authorization for continued services using the [Children’s HCBS Authorization and Care Manager Notification Form](#)
 - Develops a Service Plan

Managed Care

For Child/Youth enrolled in MMCP and in HH

- Completes Section 1 of the Form and sends to MMCP
- Receives Authorization Determination from MMCP
- Completes Section 2 of the Form and sends Form and Determination to HHCM within 5 business days

For Child/Youth enrolled in MMCP and NOT in HH

- Completes Section 1 of the Form and sends to MMCP
- Receive Authorization Determination from MMCP (MMCP CM completes POC)

Fee For Service

If child/youth is NOT Enrolled in MMCP and is in a Health Home:

- Completes Section 1 of the Form and sends to HHCM

If child/youth is NOT Enrolled in MMCP and is in C-YES (not Health Home):

- Completes Section 1 of the Form and sends to C-YES

Ongoing Services when NOT enrolled in MMCP:

- Continues to send CM notification of service changes, updates, and updated F/S/D

• **MMCP**

Managed Care

For Child/Youth enrolled in MMCP and in HH

- Receives Form from HCBS Provider
- Completes Authorization Determination and sends back to the HCBS Provider

For Child/Youth enrolled in MMCP and NOT in HH

- Receives Form from HCBS Provider
- Completes Authorization Determination and sends back to the HCBS Provider
- Updates and distributes POC

Fee For Service

- **No Action If child/youth is NOT Enrolled in MMCP and is in a Health Home**

- **No Action If child/youth is NOT Enrolled in MMCP and is in C-YES (not Health Home)**

• **HHCM**

Managed Care

For Child/Youth enrolled in MMCP and in HH

- Receives Authorization Determination Form with MMCP approval/denial/changes from HCBS Provider and then updates and distributes the POC

For Child/Youth enrolled in MMCP and NOT in HH

- No Action

Fee For Service

For Child/Youth NOT Enrolled in MMCP and in HH:

- Receives updated Authorization Form from HCBS Provider; updates and distributes POC as outlined

For Child/Youth NOT Enrolled in MMCP & NOT in HH

- No Action

• **C-YES**

- **If child/youth is NOT Enrolled in MMCP and is in C-YES (not Health Home):**
 - Receives Form from HCBS Provider and updates POC and distributes as outlined

Step 4

Developing, Updating, and Distributing the POC

- **HHCM**
 - Meets with the child/youth/family and identified care team, using person-centered planning guideline principles
 - Required to complete a POC with HCBS within **thirty (30) days** of the initial HCBS/LOC Eligibility Determination being conducted; shares POC with MMCP (if enrolled)
 - Review and updates POC
- **CYES**
 - Meets with the child/youth/family and identified care team, using person-centered planning guideline principles
 - Conducts quarterly check-in and annual re-assessment for MMCP enrolled child who opts-out of HH
 - Review and updates POC, when child/youth not MMCP enrolled
- **HCBS Provider**
 - Collaborates on the POC, notifying the HHCM/C-YES of the F/S/D of services
 - Maintains contact and communication with HHCM/C-YES/MMCP regarding services
- **MMCP**
 - Collaborates on the POC, if child/youth is enrolled in a MMCP; receives completed POC and updated POC