Amerigroup Community Care Employment and Community First (ECF) CHOICES employment provider training

ECF CHOICES training

Leigh Ann Hensley

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Amerigroup RealSolutions in healthcare

Agenda

- Technical assistance overview

- Employment process and vocational rehabilitation (VR) flowchart

- Outcome-based services and report templates (exploration and discovery)

- Preauthorizations and time frames

- Employment provider staff qualifications

- Questions and answers

Technical assistance for ECF CHOICES employment providers

- **Amerigroup Provider Relations team can assist you with:**
    - Questions or concerns related to billing.
    - Understanding how to implement the ECF employment service.
    - Credentialing and contract information/requirements.
    - Amerigroup contact information.
- **Provider toolbox** will include the required reports and other tools/examples of forms to help you successfully carry out ECF services.
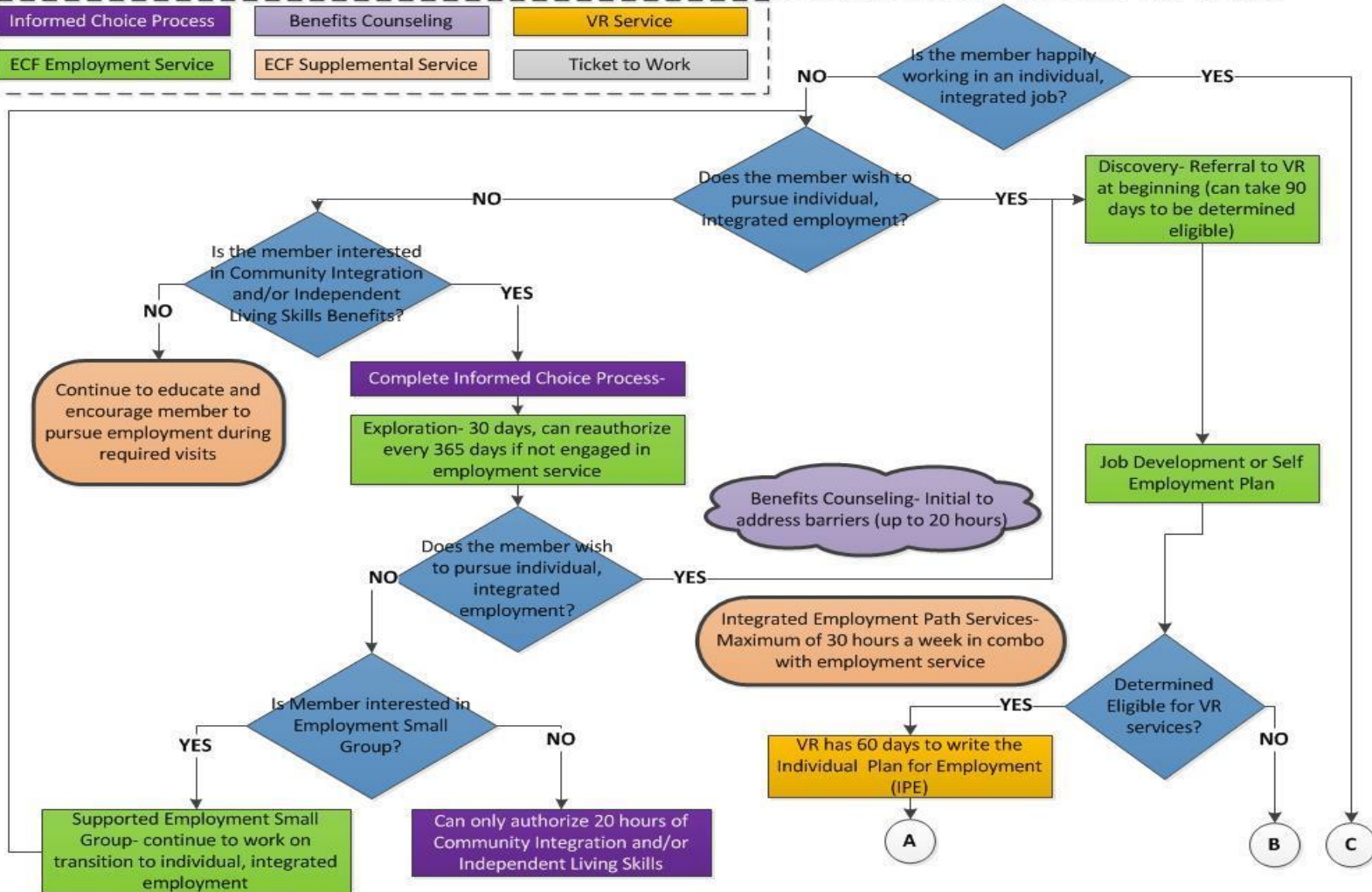
Technical assistance for ECF employment providers (cont.)

- **Monthly calls with Amerigroup employment specialists**
  - o Trends/common concerns found in reports
  - o Resources specific to the employment of people with disabilities
  - o Training on best practices
  - o Upcoming training opportunities
  - o Examples of best practices and success stories
  - o Opportunities to problem solve difficult scenarios
- **Regional trainings —** as needed to promote best practices in employment
- **One-on-one technical assistance —** as needed for solving difficult cases or to assist with quality reporting
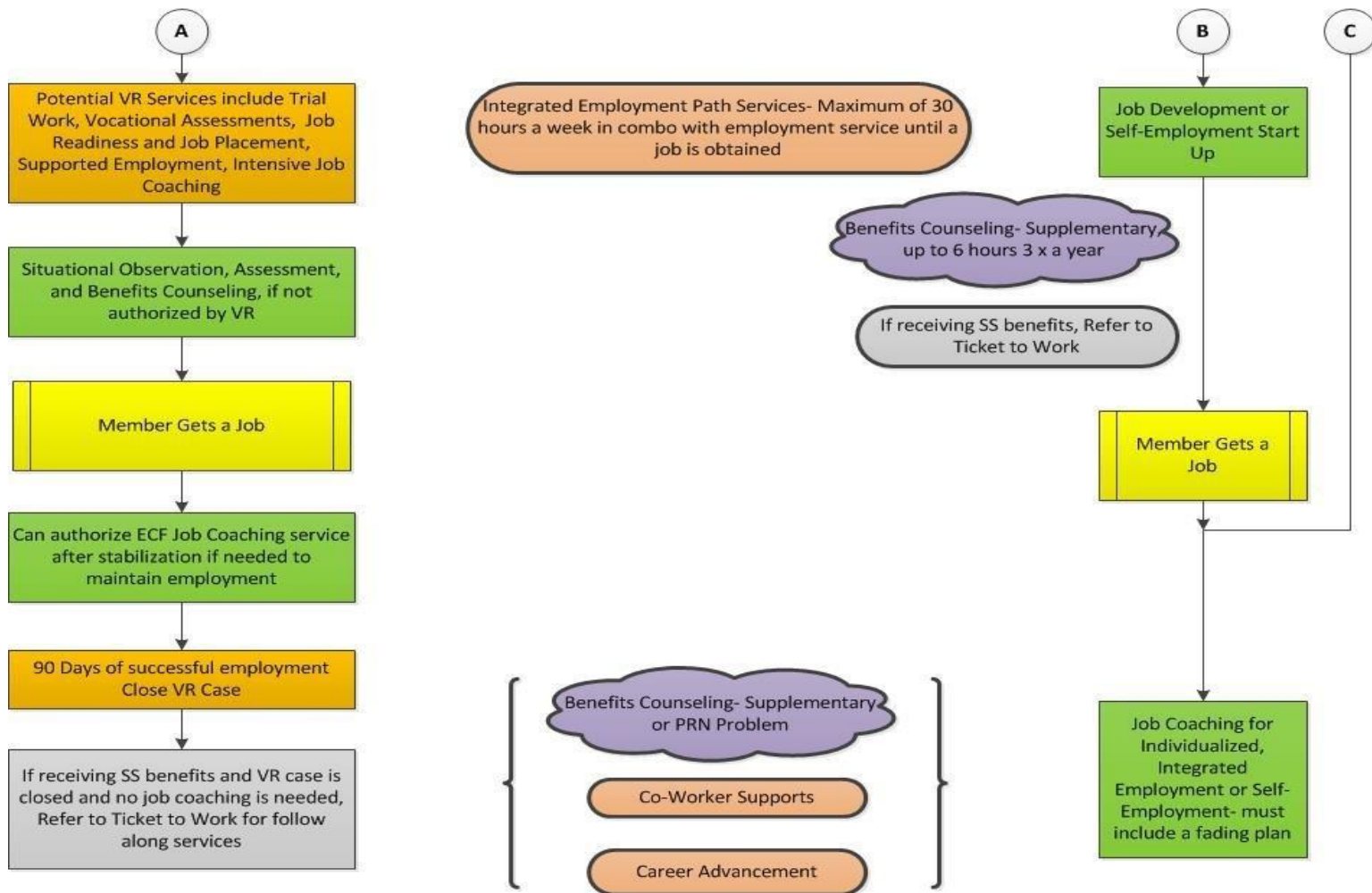
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Employment process flowchart

Employment process flowchart (cont.)

TN ECF CHOICES Employment Process (Page 2 of 2)

Outcome-based reports and templates for other services

- **Why are we asking providers to submit reports?**
  - To ensure outcomes are being met
  - For ongoing quality monitoring
  - For consistency
  - For data collection (implementation phase)
  - To provide guidance for service delivery
  - To provide guidance to support coordinators for future service needs

Outcome-based reports and templates for other services (cont.)

ECF Employment Service	Documentation Required	Is Documentation Required to Authorize Payment? If yes, then a pre-authorization is required
Exploration	Exploration Services Report	Yes
Discovery	Discovery Profile	Yes
Situational Observation and Assessment	Situational Observation and Assessment Summary Report	Yes
Job Development Plan	Job Development Plan	Yes
Self-Employment Plan	Self-Employment Business Plan	Yes
Job Development Start Up	Basic Service Log for all 3 Milestones	Yes
Self-Employment Start Up	Basic Service Log for all 3 Milestones	Yes
Career Advancement	Career Advancement Plan for Milestone 1, Basic Service Log for Milestone 2	Yes
Job Coaching- Individual Wage Employment	Basic Service Log and Fading Plan	No
Job Coaching- Individual Self-Employment	Basic Service Log and Fading Plan	No
Co-Worker Supports	Basic Service Log, Fading Plan and copy of agreement between provider and employer	No
Supported Employment Small Group	Supported Employment Small Group Service Log	No
Benefits Counseling	Benefits Counseling Service Log	Yes
Integrated Employment Path Services	Basic Service Log	No

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Monitoring employment reports for quality

- All required reports for authorizations will be submitted to a central email box: agp_ecf_progressreports@amerigroup.com
- A sample of these will be reviewed/monitored by the employment specialist on a monthly basis
- Characteristics we are looking for in reports will include:
  - Clear and complete
  - Accurate and specific
  - Factual and objective
  - Shows progress and next steps
  - Ensures activities conducted meet the service definition
  - Ensures service provided was based on goals defined in the person-centered support plan
  - Ensures all service locations meet home- and community-based services guidelines

Exploration report template

Completing the report

1. Member information
2. Provider information
3. Background information
4. Service log
5. Views about the value of employment
6. Addressing the need for information
7. First-hand experience
8. Summary
9. Outcomes
10. Next steps

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Discovery report template

Completing the report

1. Member information

2. Provider information

3. Background information

4. Service log

5. Discovery profile

6. Conclusions

Preauthorizations and time frames for ECF employment services

Review *ECF Employment Services* grid

ECF employment provider staff qualifications

- Job coach
- Job developer
- Supported employment supervisor/ manager
- Certified benefits counselor

✓ Core and specific requirements
✓ No grandfathering in for existing staff
✓ Grace periods for existing staff
✓ Additional training for self-employment

Questions and answers

What questions do you have?

We will be developing a Frequently Asked Questions document based on your questions, so please type them in the chat box.

Contact us

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