

Employment and Community First CHOICES employment provider FAQ

Authorization and reporting

- **Will all preauthorizations and authorizations be sent electronically?**
Authorizations will be sent by either email or fax depending on the provider's preference.
- **If a report is completed but missing a component after the service deadline, will there be an opportunity to make corrections?**
Yes, once the report has been submitted to the Amerigroup Community Care email (AGP_ECF_ProgressReports@amerigroup.com), we will review the report and reply within two business days either by sending an authorization to bill the service or with a request to correct and resubmit the report within a specific time frame.
- **Are electronic signatures acceptable on the Employment and Community First (ECF) CHOICES employment outcome-based report forms?**
Yes.
- **For supported employment (SE) small groups, will the provider be authorized for both the 1:2 and 1:3 staff ratios rates/codes?**
Yes, the provider will receive both codes on the authorization unless the member has a specific preference, but both codes cannot be billed for the same time frame.
- **If a provider receives a preauthorization for an outcome-based ECF CHOICES employment service, when can they begin services?**
Immediately; the preauthorization allows the physician to provide the service. Once the outcome is met and the report has been submitted and approved by Amerigroup, the authorization will be sent to the provider allowing them to bill for the service. A service cannot be billed off of a preauthorization.

Staff qualification

- **Have negotiations for reduced rates for the Association of Community Rehabilitation Educators (ACRE) trainings gone through?**
Yes, the University of Georgia has agreed to provide a scholarship for providers who identify themselves as a Tennessee ECF CHOICES employment provider. They will offer half off the WorkWorks ACRE Professional Employment Certificate. For more information, please reference the memorandum from the Bureau of TennCare. Note, there are multiple options for job developers that are less expensive than WorkWorks, which is only required for supervisors/managers of SE staff.
- **Can a provider utilize a staffing agency if they have staff who meet the requirements?**
Yes, a provider can utilize a staffing agency as long as the staff meet the qualifications (core and specific requirements) for the service they are providing. Note, the provider is ultimately responsible for the quality of the staff's work, so the provider must provide oversight/supervision.
- **Do job coaches and job developers also have to complete the trainings for direct support professionals (DSPs) that is required by the Bureau of TennCare?**
Completing the training for DSPs that is required for the ECF CHOICES program is a core requirement for all ECF CHOICES employment staff. For more information, reference the Bureau of TennCare documents titled *ECF CHOICES Employment Service Staff Qualifications* and *Required Training for Direct Support Professionals Providing ECF CHOICES Services*.

- **There was discussion about negotiating lower Training Resource Network, Inc. (TRN) rates. Has this been addressed?**
Tennessee staff will receive a 10 percent discount on the TRN online job coach training. The cost is \$146 per person, \$145 per person when registering a group of 3-5 people, or \$135 per person for a group of six or more. An agency can register a group of staff to receive the group discount even if all of the individual staff do not work for that agency.
- **Other than TRN, are there more approved courses for job coach training?**
The TRN job coach training is the only approved training for ECF CHOICES job coaches. It is 16 hours of training and must be completed within a two-week time frame. The training is On Demand, so you may purchase it as needed to train your staff. The website for more information is trn-store.com/catalog/web-courses-0.
- **Does every employment provider have to have an SE program manager?**
Yes, every employment provider must have a person on staff identified as an SE program manager/supervisor. Note, this person may also fill other roles within the agency. The SE program manager/supervisor must meet the qualifications stated in the ECF CHOICES employment services staff qualifications for an SE program manager/supervisor. If the person is in place at the start of ECF CHOICES, they will have one year to meet the qualifications, and new hires will have six months to complete the course or gain the certification.
- **At what point is a staff member considered a new staff?**
Any staff hired by your agency on or after July 1, 2016, is considered a new staff and is required to complete the training requirements prior to working with an ECF CHOICES member.
- **What if a new staff member comes from a different state where they worked as a job coach? Do they still have to complete the mentoring requirement?**
Yes, the only staff exempt from the mentoring requirement are existing staff in your agency who were qualified as a job coach through vocational rehabilitation (VR) or the Department of Intellectual and Developmental Disabilities (DIDDs) prior to July 1, 2016.
- **Do providers need to submit proof of training and/or mentoring requirements to Amerigroup?**
No, these records should be kept in personnel files and will be reviewed at audit, recredentialing or both.
- **Are there any continuing education requirements for ECF CHOICES employment staff?**
No, at this time SE program managers, job coaches and job developers do not have any requirements. VR requires 12 hours of continuing education credits per year for all staff working with VR clients. If you have a certified work incentives counselor (CWIC) on staff, they are required to maintain 18 hours of continuing certification courses per year. Also, staff members that acquire the certified employment support specialist (CESP) certification must obtain 12 hours of continuing education credit per year to maintain the certification.
- **Do existing job coaches have to complete the mentoring component of the training requirements?**
No, as long as they were job coaches working for your agency and approved by VR or DIDDs prior to July 1, 2016.

VR

- **Are reports going to be sent to support coordinators (SC) or VR?**
Providers should complete and submit all required documents for the service to the funding source for that specific service. So all VR reports should be sent to the VR counselor, and all ECF CHOICES reports should be submitted to the managed care organization. The SC will obtain releases of information from the member in order to obtain the reports from VR.
- **Will the SC take the member to the VR application meeting?**
Per the person-centered support plan (PCSP), the role of the ECF CHOICES SC is to coordinate

services and ensure they are being delivered to the member, not to deliver services. The SC will ensure the VR referral is made and that the application is submitted to VR in a timely manner, but the level of involvement of the SC at the VR intake meeting will vary depending on the member's situation and support needs. If the member needs assistance with transportation, the SC can authorize the ECF CHOICES community transportation service.

- **When can ECF CHOICES job coaching benefits begin if a member is working with VR?**
ECF CHOICES job coaching services cannot be authorized until VR job coaching is complete or determined unavailable to the ECF CHOICES member, which is typically at the point of stabilization. So ECF CHOICES job coaching can begin as soon as stabilization is reached (same as DIDDs). The ECF CHOICES SCs for Amerigroup have been trained on this process and will be coordinating with VR to ensure authorizations are in place at the time of stabilization.
- **Do all staff members providing ECF CHOICES employment services also have to be approved through VR?**
VR approval is not required for staff working with ECF CHOICES members, but for the consistency of services to our members, it would be best practice for job coaches and job developers to also be listed on your VR *Letter of Agreement (LOA)*.
- **Do ECF CHOICES employment providers also need to have an LOA with VR?**
This is not required, but it is recommended for the consistency of services to our members. In particular, an *LOA* for supported employment is desirable.

Service definition

- **Prior to submitting the final report, are there a required number of hours you must spend with the individual during the exploration and discovery process?**
No, there is not a required amount of hours to complete exploration or discovery services. Exploration is expected to involve 40 hours of service on average, and discovery is expected to involve 50 hours of service on average. We do expect that most of the time spent will be with the person; the hour estimates include time to implement the service and write the report. The service log in the final report should reflect the amount of time spent with the person and time spent doing other tasks related to implementing the service.
- **Can an agency approved for transportation provide transportation services for other agencies and bill for it?**
Yes, as long as the agency providing the transportation is approved to provide the ECF CHOICES community transportation service.
- **Will agencies be able to bill for transportation if they are expected to transport the person from "point A" to "point B"?**
Transportation of the individual to and from ECF CHOICES employment services is not included in the rates paid for employment services. Transportation during the provision of these services is included in the rates paid for these services. If a member needs assistance with transportation to and from the service, they may be able to access ECF CHOICES community transportation services. If an ECF employment provider is also approved to provide community transportation and the member is approved for this service, then ECF CHOICES services can pay the provider to take the member to and from work if the member needs this assistance and this is the best, most cost-effective option.
- **If an employed member does not have 40 hours of employment, are there other services available in the community for them under this waiver?**
Yes, community integration support services and independent living skills training are both available to members who are working. Please see the attached ECF CHOICES service definitions for authorization limits. Technically, SE small group is also available.