

# Employment assistance and supportive employment

A horizontal line composed of several colored segments: red, green, yellow, and blue.

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.

# Employment assistance and supported employment

- Employment assistance (EA)
- (Finding a job)
- Provide assistance to a member to help the member locate competitive employment or self-employment.
- Supported employment (SE)
- (Succeeding in a job)
- Assistance provided in order to sustain paid employment because of a disability, requires intensive, ongoing support to be self-employed, work from home, or perform in a work setting at which members without disabilities are employed.



# Benefit coverage

SE and EA are covered services only for STAR+PLUS Waiver (SPW) members, effective September 1, 2014

\*For individuals with developmental disabilities (IDD) for members this benefit will be covered by their waiver program. The service coordinator (SC) should direct the members to their case manager.



# Provider qualifications

- Providers of EA and SE services must be contracted, participating Amerigroup providers.
- Single case agreements for out-of-network providers require prior approval from the Vice President of Long-Term Services and Supports Operations.
- The provider may not be a spouse, legally responsible person, or employment supervisor of the member who receives the service.



# Provider qualifications

## Option 1:

- Bachelor's degree in rehabilitation, business, marketing, or a related human services field; and six months of paid or unpaid experience providing services to people with disabilities.

## Option 2:

- Associate's degree in rehabilitation, business, marketing, or a related human services field; and one year of paid or unpaid experience providing services to people with disabilities.

## Option 3:

- High school diploma or GED, and two years of paid or unpaid experience providing services to people with disabilities.



# Employment assistance (EA)

- Is provided to an individual to help locate competitive employment in the community.
- Is provided by the waiver service provider, who performs the following activities:
  - Identifies individual's employment preferences, job skills, and requirements for a work setting and work conditions;
  - Conducts training on identified needs related to the above;
  - Locates prospective employment compatible with an individual's identified preferences, skills, and requirements;
  - Contacts prospective employer on behalf of individual and negotiates individual's employment;
  - Provides transportation to help individual locate paid employment in the community; and
  - Participates in service planning team meetings. 🌱

# Employment assistance (cont.)

- Is provided in accordance with the individual's Individual Plan of Care, and the approved waiver application approved by CMS and found at <https://hhs.texas.gov/laws-regulations/policies-rules/waivers/classwaiver-applications>;
- Cannot be provided to an individual who is receiving supported employment; and
- Does not include using Medicaid funds paid by HHSC to the program provider for incentive payments, subsidies, or unrelated vocational training expenses such as;
- Paying an employer:
  - To encourage employer to hire an individual;
  - For supervision, training, support and adaptations for an individual that the employer typically makes available to other workers without disabilities filling similar positions in the business;
- Paying the individual:
  - as an incentive to participate in EA activities;
  - for expenses associated with start-up costs or operating expenses of an individual's personally-owned business.

# Examples of EA job assessment

Here's some examples of what you might bill for in EA:

1. The individual and parents want to be certain that earned income will not disqualify the individual from their Medicaid state plan benefits; you provide information regarding Social Security work incentives.
2. The individual wants to work with animals, but the individual's health risk factors may present a challenge to this employment goal: you start to inquire at PetSmart, PetCo, and other places about jobs where the individual could be around animals but not work directly with them.





# Examples of EA job assessment (cont.)

3. Individual wants to work at popular local food establishment, but employment profile discovery process identified individual becomes agitated in high-stimulus environment: You work on coping strategies specific to this work environment.
4. Individual has never been employed and requires training to fill out an application, presenting themselves as a potential candidate, responding to questions in an interview, etc.: You do role playing activities using a variety of types of jobs; work with the individual to be able to fill out as much of the application independently as possible.



# Examples of EA job discovery

- Touring current or potential work environments with the individual.
- Assisting the individual with job applications, pre-employment forms, practice interviews, and pre-employment testing or physicals.
- Accompanying the individual to interviews.
- Performing a job analysis to determine if a potential job meets the individual's interests, capabilities, preferences, and ongoing support needs.



# Examples of EA job development

- Contacting a prospective employer on behalf of an individual and negotiating the individual's employment.
- Contacting employers and developing customized employment. Often referred to as job carving, or restructuring. This model takes a job and picks out one or more tasks the individual with the disability can accomplish; these separated tasks become the customized job for that individual.
- Exploring the extended services and supports required at and away from the job site that will be necessary for employment success.



# Examples of EA job development (cont.)

- Exploring options related to wages and employment outcomes (including self-employment outcomes).
- Negotiating aspects of the individual's employment with prospective employers.
- Assisting the individual to utilize work incentives to maintain needed benefits.
- Assisting the individual to understand the impact of work activity on his/her services and financial supports.
- Educating the employer about the work opportunity tax credit and other potential employer benefits.



# Supported employment (SE)

HCBS STAR+PLUS Waiver supported employment is assistance provided to an individual:

- Who requires intensive, ongoing support to be self-employed, work from home, or perform in a competitive, integrated work setting;
- In order for the individual to sustain competitive integrated employment; and
- In accordance with the individual's service plan and the appropriate waiver application approved by the Center for Medicare and Medicaid Services (CMS).



# Supported employment (cont.)

HCBS STAR+PLUS Waiver supported employment consists of a service provider performing the following activities:

- Employment adaptations, supervision, and training related to an individual's disability;
- Providing transportation to support the individual's efforts to be self-employed, work from home, or perform in a work setting; and
- Participating in service planning meetings.



# Supported employment (cont.)

- In the state of Texas, this service is not available to individuals receiving these services under a program funded under section 110 of the *Rehabilitation Act of 1973*.
- Documentation is maintained in the individual's record that the service is not available to the individual under a program funded under the *Individuals with Disabilities Education Act (20 U.S.C. §1401 et seq.)*.
- This service may not be provided to the individual with the individual present at the same time that day habilitation, supported home living, employment assistance, or respite is provided.



# Examples of HCBS SE

- Monitoring job performance.
- Participating in Service Planning Team meeting.
- Communicating with managers and supervisors to gather input and plan training.
- Communicating with company personnel or support systems to ensure job retention.
- Assisting the individual with career advancement.
- Setting up compensatory strategies on the job.
- Assisting the individual with transportation needs.





# Examples of HCBS SE (Cont.)

- Training in work related tasks or behaviors to ensure job retention (for example, grooming or behavior management).
- Training or consulting with employers, coworkers, or advocates to maximize natural supports.
- Assisting the individual to utilize work incentives to maintain needed benefits and continue to access needed supports and services.
- Assisting the individual to develop a method for ongoing income reporting and for staying informed about the impact of the individual's earnings on cash, Medicaid and other benefits, and assisting the individual to report earned income to the Social Security Administration and the Texas Health and Human Services Commission.
- Assisting the individual to develop assets and obtain self-sufficiency.

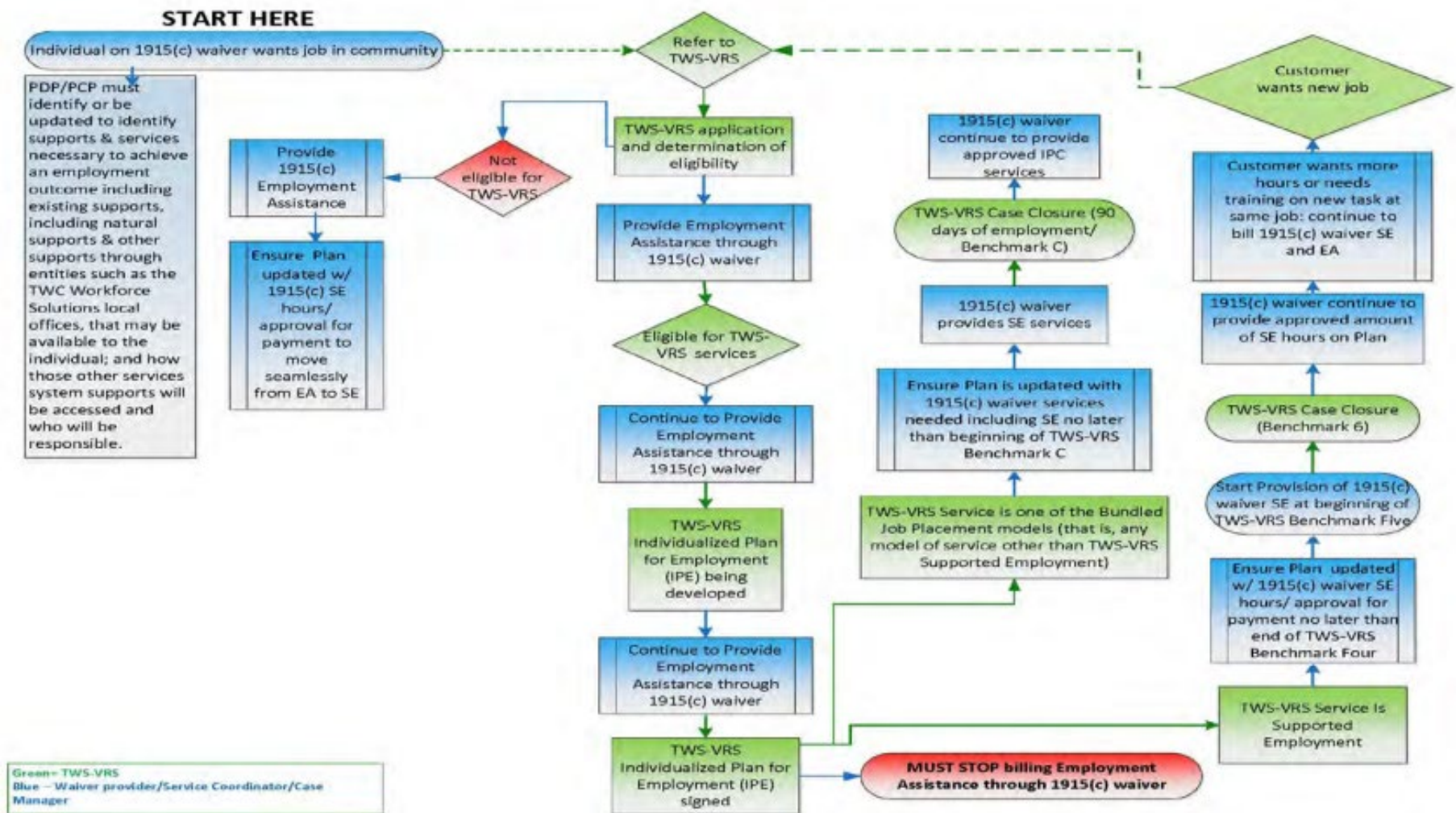


# A word about self-employment

- Self-employment is an area in which you may need specialized training and technical assistance in order to provide quality SE services.
- The self-employment model can be an excellent alternative to working in the community in competitive, integrated employment. This is a complex model that has a lot of moving parts that have to align to make it work.
- There are important considerations if this is the career path the individual has chosen, including:
  - How much on the job support is needed?
  - How much support to run the business is needed?
  - How much support is needed to understand the accounting process, reporting mechanisms and other areas of specialty in self-employment?



# TWC/waiver services flow chart



# Initial authorization for EA

- The service coordinator refers the member to Texas Workforce Solutions-Vocational Rehabilitation Services (TWS-VRS) for services and remains involved as needed.
- An initial authorization for three months will be issued to the provider to complete an assessment to develop a plan for supporting the member in meeting their employment goals and to begin providing EA services.



# Ongoing authorizations for EA

- Once TWS-VRS Individualized Plan for Employment (IPE) is finalized and signed, EA should not be billed by provider.
- Quarterly reports are required to support the re-authorization of EA for an additional three months.



# Authorizations for SE

- As the TWS-VRS case is close to being closed ( 90 days of employment/Benchmark C), the service coordinator ensures the individual support plan has been updated to reflect a need for supported employment and the needed service amount.
- An authorization for the needed units for three months will be provided.
- Quarterly reports are required to support the re-authorization of SE for an additional three months.



# Transportation

- Transportation provided to the member as part of the plan for EA/SE is the responsibility of the EA/SE provider and is billed under the EA or SE benefit.
- Transportation for EA/SE services is not authorized or billed separately.
- Examples: transportation to job training and interviews, training to use public transit options, and initial supervision of transportation to and from work.



# Provider documentation

- Documentation must be maintained in the individual's record that the service is not available to the individual under a program funded under section 110 of the *Rehabilitation Act of 1973* or under a program funded under the *Individuals with Disabilities Education Act (20 U.S.C. §1401 et seq.)*





# Provider documentation continued – service log for EA

Must include information below that pertains to individual's progress toward employment goals:

- Name of individual.
- Type of service.
- Date of service.
- Place of service.
- Start and end time of each billable event.
- Description of service event.
- Name of service provider.
- Signature of service provider.



# Provider documentation continued – service log for SE

Program providers must have written documentation to support a service claim for SE and that documentation must:

- Meet requirements for SE service claims in their STAR+PLUS HCBS Waiver handbook;
- Include start and end time of SE services provided;
- Include evidence that SE services are not available under a program funded under *Individuals Disabilities Education Act* for individuals under 22 years. old;
- Include justification in the Person Directed Plan reason(s) why activities are simultaneously being performed by more than one service provider.



# Provider documentation continued – quarterly report

- The provider must submit a quarterly report to the service coordinator in a format provided by Amerigroup.
- The quarterly report will be required to reauthorize EA or SE for an additional three months of service.



# Claims requirements

- Only providers contracted to provide EA and SE services may submit claims for these services
- Providers of EA and SE must have A-typical provider Identification (API) and/or national provider identifier assigned by Texas Health and Human Services Commission
- Claims are submitted using *Form 1500*. Field #17 (Referring Provider or Other Source) not required.
- One unit = one hour.
- Amerigroup allows a maximum of 12 units per day.



# Employment assistance HCPC codes

Service	HCPC	Modifier	Units	Rate
Employment assistance - (CDS) (SPW)	H2023	U3 99 99 UC	1 hour = 1 unit	\$32.10
Employment assistance - (SPW)	H2023	U3 U3	1 hour = 1 unit	\$33.10
Employment assistance - (SRO) (SPW)	H2023	U3 99 99 US	1 hour = 1 unit	\$33.10



# Supported employment HCPC codes

Service	HCPC	Modifier	Units	Rate
Supportive employment - (SPW)	H2025	U3 U3	1 hour = 1 unit	\$33.10
Supportive employment - (SPW) (CDS)	H2025	U3 99 99 UC	1 hour = 1 unit	\$32.10
Supportive employment - (SPW) (SRO)	H2025	U3 99 99 US	1 hour = 1 unit	\$33.10





<https://provider.amerigroup.com>