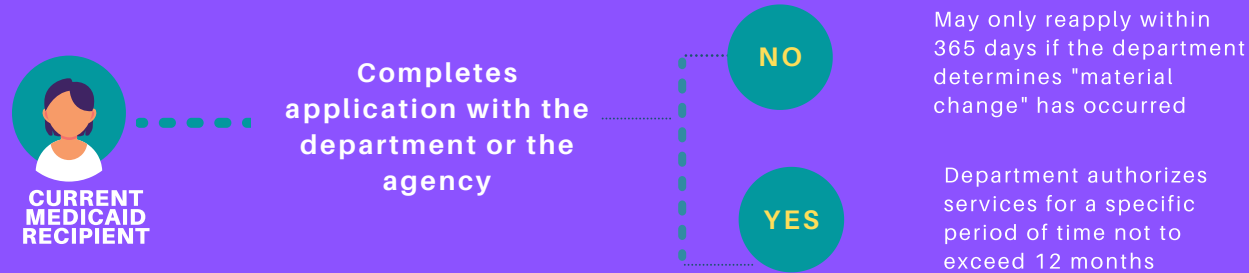


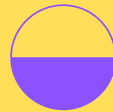
Personal care services



REDUCTION AND TERMINATION OF SERVICES



Assessments



Amendments to services levels



Termination or reduction

- Authorization (initial) and reauthorizations of services (annual and otherwise)
- Amendments to service levels
- Quality assurance (selected randomly, or when agency is under audit)
- Department suspects service level needs might have been misrepresented
- The department determines that an assessment is needed to maintain integrity and fiscal viability of the program

- Amendments occur as a result of assessments
- The department determines that a recipient has experienced a change that alters their need for assistance
- Change in recipient's living arrangements or family supports



FACTORS IMPACTING ASSESSMENTS

- Level of needs
- Utilization & cost controls
- Quality assurance
- Budgetary considerations

- As a result of assessments and amendments to service levels
- Recipient fails to use authorized service levels for 90 consecutive days after approval or after.
- Recipient has a documented history of failing to cooperate with department
- The department determines misrepresentation on level of care needed

The Department does not track reduction of services.