



## Service Addendum: SPC 615 Supported Employment

The provision of contracted, authorized, and provided services shall be in compliance with the provisions of this agreement, the service description and requirements of this section and, if applicable, state certification and licensing criteria.

Specifics
<p>Providers are subject to the same qualifications as providers under the Medicaid State Plan as defined in Wisconsin State Statute 1915 (c) Home and Community-Based Waiver services waivers #0367.90 and #0368.90 required under § 46.281 (1) (c).</p> <p>The services for which Lakeland Care, Inc. (LCI) is contracting with your organization are noted in the Rates and Service Codes chart attached to the LCI Service Provider Contract.</p>
Service Definition and Description
<p><b>Supported Employment – Individual Employment Support Services</b> are the ongoing supports provided to members who, because of their disabilities, need intensive ongoing support to obtain and maintain an individual job in competitive, customized, or self-employment in a community integrated work setting in the general workforce. A member receiving this service shall be compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities. The outcome of this service is sustained paid employment at or above minimum wage in an integrated setting in the general workforce, in a job that meets personal and career goals.</p> <p>Individual Employment Support Services are individualized and may include any combination of the following activities: vocational/job-related discovery or assessment, person-centered employment planning, job placement, job development, meeting with prospective employers, job analysis, training and systematic instruction, job coaching, job supports, work incentive benefits analysis and counseling, training and work planning, transportation, and career advancement services. Additional services include those that are not specifically related to job skill training that enable the member to successfully integrate into the job setting.</p> <p>Individual supports may include support to maintain self-employment, including home-based self-employment. Individual employment supports may also include services and supports that assist the member in achieving self-employment; however, Medicaid funds may not be used to defray the expenses associated with starting or operating a business. Assistance for self-employment may include: (a) aid to the member in identifying potential business opportunities; (b) assistance in the development of a business plan, including identifying potential sources of business financing and other assistance in developing and launching a business; (c) identification of the supports that are necessary in order for the member to</p>



operate the business; and (d) ongoing assistance, counseling, and guidance once the business has been launched.

Individual employment support does not include payment for supervision, training, support, and adaptations typically available to other non-disabled workers in similar positions in the business. Individual Employment Support Services may be provided by a co-worker or other job site personnel provided that the services that are furnished are not part of the normal duties of the co-worker, supervisor, or other personnel and these individuals meet the qualifications established below for individual providers of service. Employers may be reimbursed for supported employment services provided by co-workers.

Supported employment services do not include vocational services that are provided in facility-based work settings and not in general community workplaces. Supported employment services may not include volunteer work.

Members receiving individual employment supports may also receive educational, pre-vocational and/or day services. However, different types of nonresidential services may not be billed for the same period of time.

Before authorizing supportive employment services, documentation shall be maintained that the service has already been utilized or is not available under a program funded under the §110 of the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act (IDEA) (20 U.S.C. §1401 et seq).

Coverage does not include incentive payments, subsidies, or unrelated vocational training expenses, such as:

- a. Incentive payments made to an employer to encourage or subsidize the employer's participation in supported employment or
- b. Wages or other payments that are passed through to users of supported employment services.

Payment for individual employment support services may be based on different methods, including, but not limited to, co-worker support models, payments for work milestones, such as length of time on the job, or number of hours the member works.

The cost of transportation for a member to get to and from a supported employment site may be included in the reimbursement paid to the supported employment provider or may be reimbursed under specialized (community) transportation, but not both. All providers of transportation shall ensure that the provider qualifications for specialized (community) transportation are met.

Personal care may be a component part of supported employment, but it may not comprise the entire service. Personal care/assistance provided to a member during the receipt of supported employment services may be included in the reimbursement paid to the supported employment provider or may be reimbursed under the supportive home care or self-directed



personal care. All providers of personal care/assistance shall meet the supportive home care provider qualifications.

When personal care/assistance or transportation or both are a component of this service, payment may not be made for such assistance or transport under another waiver service for the same period of time.

**Competitive Integrated Employment (CIE)**

The term "competitive integrated employment" means work that is performed on a full-time or part-time basis (including self-employment)-

A. for which an individual-

i. is compensated at a rate that-

(I)(aa) shall be not less than the higher of the rate specified in section 206(a)(1) of this title or the rate specified in the applicable State or local minimum wage law; and

(bb) is not less than the customary rate paid by the employer for the same or similar work performed by other employees who are not individuals with disabilities, and who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills; or

(II) in the case of an individual who is self-employed, yields an income that is comparable to the income received by other individuals who are not individuals with disabilities, and who are self-employed in similar occupations or on similar tasks and who have similar training, experience, and skills; and

ii. is eligible for the level of benefits provided to other employees;

B. that is at a location where the employee interacts with other persons who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that individuals who are not individuals with disabilities and who are in comparable positions interact with other persons;

i. Where the employee with a disability interacts, for the purpose of performing the duties of the position, with other employees within the particular work unit and the entire worksite, and, as appropriate to the work performed, other persons (e.g., customers and vendors) who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that employees who are not individuals



with disabilities and who are in comparable positions interact with these persons.

- C. that, as appropriate, presents opportunities for advancement that are similar to those for other employees who are not individuals with disabilities and who have similar positions;
- D. that is typically found in the community. To be “typically found in the community”, an employment setting location should be

[eCFR;34 Part 361—State Vocational Rehabilitation Services Program](#)

- i. found in the competitive labor market and
  - ii. not formed for the purposes of employment for individuals with disabilities (62 CFR at 6310-6311 and 81 CFT at 55642-55643. Exceptions for certified peer mentors are allowed because having lived experience is a requirement for the position and certification in the occupation.
- E. is not sharing a job with another person(s) with disabilities that the business would consider to be one job, unless those sharing a position are working at different times/days. The person is not working in a team (side by side; same work schedule; identical or virtually identical tasks and duties). The working person must be employed or self-employed in a distinct position.
- F. generally, the CIE employer of record must be the business or organization that:
  - i. Operates the location(s), typically found in the community (as defined above), where the individual engages in paid work; and benefits directly from the work done by the person with a disability.
  - ii. The only exceptions to this expectation are when the business or organization does not typically act as employer of record for other employees without disabilities.

Example: the employer uses a staffing agency for all employees, and all are paid by that staffing agency.



**Supported Employment - Small Group Employment Support Services** consists of services and training activities that are provided in a regular business, industry, or community setting for groups of two (2) to eight (8) workers with disabilities. Examples include mobile crews and other business-based workgroups who employ small groups of workers with disabilities in employment in a community setting. Small group employment support must be provided in a manner that promotes integration into the workplace and integration between members and people without disabilities in those workplaces. The outcome of this service is sustained paid employment, work experience leading to further career development, and individual integrated community-based employment for which a member is compensated at or above the minimum wage, but not less than the customary wage level of benefits paid by the employer for the same or similar work performed by individuals without disabilities. Small Group Employment Support Services may include any combination of the following activities: vocational/job-related discovery or assessment, person-centered employment planning, job placement, job development, meeting with prospective employers, job analysis, training and systematic instruction/job coaching, work incentive benefits analysis and counseling, training and work planning, transportation, and career advancement services. This service also includes are other workplace support services that are specifically related to job skill training that enable the member to be successful in integrating into the job setting.

Members receiving Supported Employment – Small Group Employment Support Service (Enclave/Work Crew) must be paid wages that commensurate with their productivity and all local, state, and federal laws governing any aspect of employment must be followed. All new Small Group Employment Support Service sites must be approved by DHS to assure the site meets the HCBS setting rules.

Small group employment support does not include payment for supervision, training, support, or adaptations that are typically available to workers without disabilities who fill similar positions in the business. Employers may be reimbursed for supported employment services provided by co-workers or other job site personnel, when the services that are furnished are not part of the normal duties of the co-worker or other personnel, and when these individuals meet the qualifications established below for individual providers of service.

Supported employment services do not include vocational services provided in facility-based work settings or other types of vocational services furnished in specialized facilities that are not part of general community workplaces. Supported employment services may not include volunteer work.

Members receiving small group employment support may also receive educational, prevocational, career planning, and day services. However, different types of non-residential services may not be billed for the same period of time.

Before authorizing supportive employment services, documentation shall be maintained that the service has already been utilized or is not available under a program funded under Section 110 of the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act (IDEA) (20 U.S.C.1401 et seq).



Coverage does not include incentive payments, subsidies, or unrelated vocational training expenses, like the following:

- a. Incentive payments made to an employer to encourage or subsidize the employer's participation in supported employment; or
- b. Wages or other payments that are passed through to users of supported employment services.

Personal care may be a component part of supported employment, but it may not comprise the entire service. Personal care/assistance provided to a member during the receipt of supported employment services may be included in the reimbursement paid to the supported employment provider or may be reimbursed under supportive home care or self-directed personal care. All providers of personal care/assistance shall meet the supportive home care provider qualifications.

When personal care/assistance or transportation or both are a component of supported employment services, payment may not be made for such assistance or transport under another waiver service for the same period of time.

### ***Job Development***

Job Development refers to services to develop competitive, integrated job offers through direct employer contacts on behalf of members who need assistance in their job search. Job Development services are expected to be provided in a ratio of one service provider staff to one member, which means all Job Development efforts billed for a specific member must be for the specific benefit of that member and not a group of individuals seeking competitive integrated employment. However, all job development activities do not have to be done face to face with the individual member. Activities of development include but are not limited to:

- Assistance completing applications and informational interviews
- Developing a resume
- Practicing interview skills
- Conducting a job search with employer contacts being specific to each member
- Presentation of the member's individualized resume and negotiation with employers
- Identifying sustainable transportation options

### ***Job Coaching/Systematic Instruction***

Job Coaching or Systematic Instruction is the provision of support to a member who, because of their disability, needs support to learn and carry out job duties and also includes assistance with transportation to and from the job site.

Job Coaching is not to be used 100% of the time with a member and should not be expected to continue long-term. There is an expectation that proper use of job coaching includes fading as a member learns the skills of a job.

Job Coaching includes:

- Identify and facilitate natural supports



- Assist natural supports to teach the member job duties, workplace policies and procedures in ways that meet the employer's expectations
- Assist member to learn and complete job duties through systematic instruction or other evidence-based strategies that meet the employer's expectations
- Assist member to learn and follow workplace policies and procedures and other expectations of employees as established by the employer
- Coordination of workplace services such as personal care and transportation
- Assistance to member in the use of smart technology/advanced technology and/or other disability-related accommodations/resources
- Assistance with benefits issues and reported related to earned income

Federal and state wage certifications must cover the Member and the employer whenever the Member is paid at a rate less than state minimum wage. All local, State and Federal laws governing any aspect of employment must be followed.

#### **Staff to Member Ratio**

The Staff to Member ratio for individual supported employment services provided under this agreement will be for 1:1 support unless specifically indicated otherwise in the Rates and Service Codes Chart of this agreement. The Staff to Member ratio for supported employment small group support services (enclave/work crew) will be for groups of two (2) to eight (8) workers with disabilities and at least one job coach.

#### **Transportation**

The cost of transportation for a member to get to and from a supported employment site may be included in the reimbursement paid to the supported employment provider or reimbursed under specialized (community) transportation, but not both. All providers of transportation shall ensure that the provider qualifications for specialized (community) transportation are met.

Physically transporting a member in a vehicle to/from their place of employment should be authorized separately by IDT staff.

#### **Timeliness and Access to Service**

Providers shall make all reasonable efforts to initiate service provision at the date and time requested by the LCI Interdisciplinary Team (IDT) on behalf of the member. If initiation of the service at the member's preferred time is not feasible, the provider will express such to the LCI IDT staff, who will arrange an alternative start date of services, or, if necessary, arrange to meet the member's needs by other means.

#### **Standards of Service**

Providers of services shall meet the standards of this agreement; and if applicable, agrees to retain licensing in good standing during contract period.

Lakeland Care Inc. contracted providers of long-term care services are prohibited from influencing members' choice of long-term care program, provider, or Managed Care





Organization (MCO) through communications that are misleading, threatening, or coercive. Lakeland Care Inc and/or the WI Department of Health Services may impose sanctions against a provider that does so. Per Wisconsin Department of Health Services (DHS), any incidents of providers influencing member choice in a Family Care program must be reported to DHS immediately.

Service must be provided in a manner which honors member's rights such as consideration for member preferences (scheduling, choice of provider, direction of work), and consideration for common courtesies such as timeliness and reliability.

Provider must incorporate practices that honor members' beliefs, being sensitive to cultural diversity and diverse cultural and ethical backgrounds, including supporting members with limited English proficiency or disabilities, and regardless of gender, sexual orientation, or gender identity. This includes fostering attitudes and interpersonal communication styles in staff and providers which respect members' cultural backgrounds.

#### **Staff Qualifications, Training, and Competency**

For the individual on the job support person, the MCO shall assure that the provider has the ability and qualifications to provide this service, demonstrated in at least one of the following ways:

- Holding the Certified Employment Support Professional accreditation.
- Meeting the ASPE Quality Indicators for Supported Employment Personnel.
- Comparable experience for a qualified individual, including a minimum of two years of experience working with the target population providing supported employment. However, a member self-directing this service may employ qualified persons with less experience. In that event, the MCO and member shall ensure that the individual provider has the member – specific competencies to effectively provide the service.

In addition, the individual provider must comply with all applicable occupational health and safety standards of the federal Occupational Safety and Health Administration (OSHA) and if personal care services are provided, shall also meet the Supportive Home Care and In-Home Respite Training and Documentation Standards.

For the supported employment agency, the MCO shall assure that the provider has the ability and qualifications to provide this service, demonstrated in at least one of the following ways:

- Accreditation by a nationally recognized accreditation agency.
- Existence of a current contract with the Division of Vocational Rehabilitation (DVR) for provision of supported employment services.
- Submission of written documentation that evidences that the agency meets all DVR Technical Specifications related to supported employment.
- Comparable experience for a qualified entity, including a minimum two years of experience working with the target population providing integrated employment services in the community.

**Lakeland Care Supported Employment Providers are required to have a current contract with the Division of Vocational Rehabilitation (DVR) for the provision of**





**Supported Employment Services and/or Customized Employment services meeting all DVR Technical Specifications.**

In addition, the provider must comply with all applicable occupational health and safety standards of the federal Occupational Safety and Health Administration (OSHA) and if personal care services are provided, shall also meet the Supportive Home Care and In-Home Respite Training and Documentation Standards.

Relatives and legal guardians meeting the requirements under Article VIII.N.2 may be paid to provide individual employment support.

**Training and Competency**

SE Services shall be provided by personnel that have the skills, abilities, and training in the areas of assessment, job development, job placement, job retention and evaluation including, but not limited to:

- Knowledge of the target group(s) being served.
- Training in specific member needs and abilities, which may include personal care services.
- Training in person-centered assessment and planning strategies.
- Knowledge and skills in work site analysis.
- Knowledge and skills in assessing needs for assistive technology, disability accommodations, and individual ergonomics and utilization of technology.
- Training in the area of job development.
- Training in the area of sales and marketing.
- Training in the area of job coaching.
- Training in the area of outcome development and program evaluation.

**SE Training**

Provider shall ensure that staff providing care to members are adequately trained and proficient in both the skills they are providing and in the needs of the member(s) receiving the services.

Provider shall ensure employees providing Supported Employment services have training in the following areas:

1. Provider agency's recording and reporting requirements for documentation of the services.
2. Training on the provision of services being provided.
3. Information and Provider procedure for adherence to the following LCI policies:
  - a. Critical Incident Reporting
  - b. Training on Abuse and Neglect and Reporting Requirements
  - c. Restraint and Seclusion Policy and Procedure
  - d. Communication Expectations
  - e. Unplanned Use of Restrictive Measures
  - f. Rights and Confidentiality



Providers will comply with all applicable standards and/or regulations related to caregiver background checks.

Provider shall ensure competency of individual employees performing services to LCI members. Competency shall include maintaining any required certifications or licenses as well as assurance of the general skills and abilities necessary to perform assigned tasks.

#### **Staffing Assignment and Turnover**

The provision of successful services is attributable in large part to the strength of the relationship between a member and the staff directly providing the service. Given this contributory factor, provider agrees to make every effort to match and retain direct care staff under this agreement in a manner that optimizes consistency.

In order to establish and preserve this relationship, providers must take specific precautions to establish and monitor these services. Providers must have a process in place for:

1. Members to provide feedback on their experience with the employees performing these tasks and respond when appropriate.
2. Written information indicating who within the organization to contact with concerns, or questions related to the provision of services or direct care staff.
3. Provider will forward documentation and/or feedback to the Interdisciplinary Team (IDT) staff to allow members to express concerns to individuals other than the individual who performs the task.

Changes in staff assignments to specific members and within the organization are at the discretion of the provider. Provider agrees to take member requests for specific staff into consideration when assigning or reassigning staff to specific members and will notify LCI IDT staff in their reporting of any changes to staff providing services.

The Provider shall maintain and provide adequate staffing to meet the needs of members referred by Lakeland Care Inc and accepted by the Service Provider.

#### **Communication, Collaboration, and Coordination of Care**

LCI communicates with providers regularly in the following formats:

- Provider Network Advisory Committee
- Provider Newsletter
- LCI Website
- E-mail Notifications

LCI contracted Provider is required to ensure LCI Provider Relations staff, LCI IDT staff, guardians, and other identified members of the interdisciplinary team for a member have accurate and current provider contact information to include address, phone numbers, fax numbers, and email addresses.



Provider will notify MCO of formal complaints or grievances received from LCI members within 48 hours of receipt. Written notification of completed complaint investigations will be forwarded to the member's LCI IDT staff.

The provider agency shall report to the member's IDT staff whenever:

1. There is a change in service provider
2. There is a change in the member's needs or abilities
3. The member or provider is not available for scheduled services (within 24 hours unless an alternate date is scheduled between provider and member)

The provider agency shall give at least 30 days' advance notice to the member's LCI IDT staff when it is unable to provide authorized services to an individual member. The provider agency shall be responsible to provide authorized services during this time period. The LCI IDT staff or designated staff person will notify the provider agency when services are to be discontinued. The LCI IDT staff will make every effort to notify the provider at least 30 days in advance.

#### **Member Incidents**

Provider agencies shall report all member incidents to the member's IDT staff. Providers must promptly communicate with IDT staff regarding any incidents, situations or conditions that have endangered or, if not addressed, may endanger the health and safety of the member. Providers will inform IDT staff of any of the following member circumstance:

- a. Changes in:
  - Condition (medical, behavioral, mental)
  - Medications, treatments, or MD order
- b. Incidents of:
  - Falls (with or without injury)
  - Urgent Care, Emergency Room, or Hospitalization
  - Death: anticipated or unexpected
  - Any other circumstances warranting the completion of an agency incident or event report
  - Unplanned use of restrictive measure
- b. Communication/Coordination regarding:
  - Medical Equipment or Supplies
  - Plan of Care development and reevaluation
  - Transition difficulty, discharge planning
  - Ongoing Care Management

Acceptable means of communicating member incidents to LCI IDT staff would be via phone, fax, or email **within 24 hours**.

All reported incidents will be entered into the LCI Incident Management System (IMS) and reported to DHS in accordance with MCO contract requirements. Providers may be asked to



provide any additional information or details necessary to complete the investigation of reported incidents. The provider will inform LCI when notifying their regulatory authority of incidents. A copy of the report may be submitted as a form of notification.

#### **Documentation and Reporting Requirements**

Providers shall comply with documentation as required by this agreement and state licensure and certification requirements as expressed by ordinance, state and federal rules and regulations applicable to the services covered by this contract.

Each LCI member shall have a developed plan of care specific to their needs which address each area of service need being provided. A copy of this care plan shall be supplied to LCI IDT staff.

Provider shall have a written employment plan which clearly states the SE goals and mechanisms for assessing progress. The Provider's documentation file for each member shall include documentation that DVR services were exhausted before authorization of services under this agreement. The documentation file shall also include a copy of the member's DVR Career Profile, DVR/Provider assessment, DVR/Provider job development plan, ongoing services being provided, and monthly progress reports.

Provider shall submit to member's IDT staff by the 15<sup>th</sup> of each month, the "LCI Job Development Monthly Report" detailing job development services rendered and progress made. The following report categories are to be completed in their entirety:

- Member and Employer Information
- Job Development Information

Upon the hire of member by a competitive integrated employer, the report must be submitted to the member's IDT staff within five (5) workdays of hire. Details of what information is to be documented on the report can be found within the LCI Job Development Monthly Report. When Job Coaching services are authorized, Provider shall submit to member's Care Manager by the 15<sup>th</sup> of each month the "LCI Job Coaching Monthly Report". The following report categories are to be completed in their entirety:

- Member and Employer Information
- Job Coaching Information, include plan to fade job coach supports

LCI has the right to withhold Provider payment if Provider does not submit these reports.

Provider shall complete and follow DVR Technical Specifications as outlined by DVR.

The provider agency must maintain the following documentation and make available for review by LCI upon request:

- Provider meets the required standards for applicable staff qualification, training, and programming.
- Verification of criminal, caregiver and licensing background checks as required.



- Policy and procedure related to supervision methods by the provider agency including frequency, intensity, and any changes in supervision.
- Policy and procedure for responding to complaints, inappropriate practices or matters qualifying as member-related incidents.
- Employee time sheets/visit records which support billing to LCI.

#### **Billable Units**

Providers should reference the Rates and Service Codes chart of the contract for contract units and rates. Units of SE are billable for a member when the member is authorized and receiving SE services. Increments of 15 minutes will be used to bill LCI.

Provider service rate for provision of SE services should incorporate all administrative and business functions related to the provision of this service. Contracted rates expect the provision of administrative functions necessary to provide the service and are not billable beyond units provided to each authorized member.

- 1.) Only units of service directly related to the authorized member may be billed under this service. The following services constitute directly related services:
  - a. Face-to-face contact with member by Provider personnel for the purpose of addressing supported employment services.
  - b. Transportation of the Provider personnel to the member's employment for the purpose of observing the member at the work site. In the event that provider personnel transport the member to employment, this service is defined as face to face contact with member.
    - i. Travel of the Provider personnel from the member's employment site is not billable under this member's authorization unless the member is being transported by the Provider personnel from the work site location to another location.
    - ii. The following list of allowable functions are appropriate and billable, when authorized as an indirect cost:
      1. Phone and face-to-face contact with the employer on behalf of a specific member, IDT staff, guardian, ancillary service providers of the member, and related formal and informal supports of the member.
      2. Necessary time to gather and write LCI reports.
    - iii. The following list of Provider functions are not appropriate nor billable under individual member authorizations:
      1. Provider agency staff meetings, training, in-services
      2. Administrative tasks necessary to provide services
      3. Only one provider agency staff is billable for service at the same time. If more than one Provider personnel is present to perform SE services, Provider may only bill units for one personnel.



Job Assessment services provided under this agreement will be provided and billed in accordance with DVR Technical Specifications at the Provider's hourly contracted rate per this agreement.

Job Development services provided under this agreement will be provided and billed in accordance with the DVR Technical Specifications for Job Development.

*Technical Specifications for Job Development:*

- Job development services provided under this agreement will be provided and billed in accordance with the specifics of DVR and this addendum, at the Provider's quarter hour contracted rate per this agreement.
- Under this agreement, only job development specific to the authorized member is billable to each member. The Provider's general marketing and employer contacts are incorporated in the Provider's administrative functions and are not billable to specific members under this agreement.
- Job Development is not to exceed 90 calendar days. If a placement has not been secured for a member within 90 days, Provider billing should cease pending a staffing with member, IDT staff, and other related parties. Job development past the 90 days will necessitate written approval from the LCI IDT staff, up to and not to exceed an additional 60 days. To be approved for an extension of the 60 days the plan to secure employment must indicate specific modifications to the job development plan or the strategies to secure a job.

Job Coaching services provided under this agreement will be provided and billed in accordance with the DVR Technical Specifications for Job Coaching.

*Technical Specifications for Job Coaching:*

- Job coaching is the provision of services provided by a paid staff to assist the member on the job. The purpose of job coaching is to teach the member the functions of the job duties necessary to perform the task independently. Job Coaching is not performing those duties in place of the member or in addition to the member.
- Job assessment and development must occur within the context of maximizing natural supports to the extent that when the job coaching is implemented the job coach is a consultant to the employer and not a substitute to the supported employee. Natural supports are the human and/or technical resources that are available or can be developed in a setting to facilitate a person's integration, acceptance, independence, and satisfaction, and to promote the goals and interests of all individuals in the setting.

Providers of SE Services are required to provide for all identified care needs during the authorized time of the SE services and are specifically prohibited from billing for additional services during the SE services.





Providers should use increments as listed in the rates and service codes chart to bill LCI up to the authorized number of units for the member. Providers can only bill for services rendered to the member. Provider will refund LCI the total amount of any/all units billed without services rendered to LCI member.

Family Care services administered by LCI are funded by state and federal tax dollars through the Medical Assistance program. As a publicly funded system, LCI strives to maintain the integrity of the program by ensuring that all services are billed as authorized by LCI, and as rendered to members. LCI ensures this protection, by regularly conducting random reviews of claims submitted by its contracted providers. LCI reserves the right to request verification documentation from providers. This could include but is not limited to providers' case notes, files, documentation, and records.

#### **Additional Considerations**

- Services will be provided as identified and authorized by LCI IDT staff.
- Provider is required to comply with all applicable Wisconsin state law regarding Caregiver Background Checks and Wisconsin Administrative Rule DHS 12 as they pertain to services provided to LCI members.
- Providers may not limit or deny any LCI member services due to dissatisfaction with their LCI contracted rate.
- LCI preauthorizes all its services. If provider bills for more units than authorized without prior authorization, these services may be denied.
- In the case that a LCI member cancels service, the provider must contact the LCI IDT staff. Services cancelled will not necessarily be rescheduled and should not be assumed by the provider.