



NEBRASKA STATE UNIT ON AGING
APPLICATION
FOR RECERTIFICATION OF A CARE MANAGEMENT UNIT

Applicant Name: Blue Rivers Area Agency on Aging

Street Address: 103 Eastside Blvd.

City/State/Zip: Beatrice, NE 68310

Contact Person (Include Address and Telephone if different from above): Carla Frase, Executive Director

DIRECTIONS FOR APPLICATION FOR RECERTIFICATION

- 1) Complete this form, attach necessary information, and submit no later than April 1, 2019 to:
Nebraska State Unit on Aging
PO Box 95026
Lincoln, NE 68509

- 2) A. If the Provider is a corporation, attach a resolution that has been adopted by the Governing Unit of the Care Management Unit's Provider Organization approving Application for Recertification; and Provide for the signature of the chairperson of the Governing Unit to the statement below:

I, **Mark Schoenrock**, chairperson of the **Blue Rivers Area Agency on Aging Governing Board**, certify that the Governing Board has authorized application for recertification of the Care Management Unit with Planning and Service Area **H**.

Date: *22 March 2021* Signature: *Mark Schoenrock*
Title: *Board Chairman*

B. If the Provider of a Care Management Unit is a sole proprietorship or partnership. Provide for the signature of the duly authorized person to the statement below:

I, (**Name and Title**), of (**Name of Agency**), certify that I am the authorized agent of the above organization and am authorized to apply for recertification of the Care Management Unit within Planning and Service Area (**PSA Letter**).

Date: _____ Signature: _____
Title: _____

- 3) Attach to this application form your current Care Management Unit Plan of Operations as well an attachment indicating any change proposed to the Care Management Unit's current certified Plan of Operation which is to be effective with Recertification, along with explanation supporting the reasons for any proposed change.

CARE MANAGEMENT RECERTIFICATION APPLICATION RESOLUTION

BLUE RIVERS AREA AGENCY ON AGING GOVERNING BOARD

WHEREAS: There are state funds available from the Nebraska Department of Health and Human Services State Unit on Aging, and

WHEREAS: Blue Rivers Area Agency on Aging, an entity of County Government by signed inter-local agreements, Nebraska Statutes, 1943, Sections 23-2201 through 2-2207, desires to apply for said funds to be used to provide care management services in Gage, Jefferson, Johnson, Nemaha, Otoe, Pawnee, Richardson, and Thayer Counties with special emphasis on meeting the needs of elderly and disables persons,

NOW THEREFORE,
BE IT RESOLVED:

That the Blue Rivers Area Agency on Aging Governing Board has reviewed the application of Blue Rivers Area Agency on Aging for said funds and does hereby certify that Blue Rivers area Agency on Aging is considered to be capable of providing care management services for Gage, Jefferson, Johnson, Nemaha, Otoe, Pawnee, Richardson, and Thayer Counties.

Moved by: Douglass

Seconded by: Alaskell

Affirmative Vote: 10

Approved this 22nd day of March, 2021.

Attest: Carla Frase
Carla Frase, Blue Rivers Area Agency on Aging Executive Director

Mark Schoenrock
Mark Schoenrock, Governing Board Chair, Blue Rivers Area Agency on Aging

BLUE RIVERS AREA AGENCY
ON AGING

CARE MANAGEMENT UNIT

RECERTIFICATION PERIOD

July 1, 2021-June 30, 2023

Title 15
(3.004.01)

STATEMENT OF PHILOSOPHY

The underlying philosophy for developing a community based long term care system is to enable individuals to live their lives with the most independence and best choice possible when faced with problems related to deteriorating health, financial and social status. Anything we hope to accomplish with and for individuals actually works best with a person-centered focus, when they retain control. To that end, we have adopted the following view of an older person.

1. A person who is in full possession of civil rights.
2. A unique individual, rich with life experience.
3. An equal.
4. A whole person who cannot be divided into a number of individual parts or needs.
5. A person who has primary responsibility, if not sole responsibility, for their life and decisions regarding their life.
6. The ultimate authority on their own needs.
7. Regardless of overwhelming impairments, a person who can participate in and contribute to problem solving.
8. A person who has had, as all of us, problems in their life, and is not to be spared from the adventure of living now.
9. A person who bears social responsibilities, whose good is balanced against others.
10. A person fully capable of change and recovery.
11. A person who is entitled to the best services and care within the community.

Long Term Care will mean the caring for people who have unmet psychosocial, environmental, or functional needs and who need assistance in meeting these needs.

STATEMENT OF PHILOSOPHY (cont.)

The objective of the Blue Rivers Area Agency on Aging Care Management Unit is to assist each client to identify and utilize services needed to assure that the client is receiving, when reasonably possible, the level of care that best matches their level of need and is person-centered. These services will include support systems of a client, including family members, neighbors or friends. Blue Rivers Area Agency on Aging Care Management unit will coordinate the delivery of a continuum of services, using available care resources, including community based services, institutional resources, and other areas of the CHOICES unit such as Caregiver Support, Medicaid Waiver, Resource Development, or SCO screening for NF placement, as appropriate. The Care Management Unit, through its Care Managers and Supervisor, assists clients with services as specified in Neb. Rev. Stat. Sec. 81-2229 through 81-2236, including ongoing consultations, assessments, Long Term Care Plan development, and referral for clients in need of Long Term Care; coordination of the Long Term Care Plan; monitoring of the delivery of services for clients, and review of the client's Long Term Plan of Care.

(3.004.03)

CITIZEN INPUT

The Care Management Unit Supervisor/CHOICES Unit Supervisor and agency Director will use the following methods in receiving and assessing citizen input on the Care Management Program:

1. At least quarterly meetings with the Blue Rivers Area Agency on Aging Governing Board.
2. Review of comments from scheduled hearings and/or Advisory Board meetings which are held as a part of the annual plan of operation of the Blue Rivers Area Agency on Aging.
3. Review of the results of any survey the agency may take. This may be distributed through the various service programs of Blue Rivers, reflects the views of many of the agency's clients, and is used in setting priorities and assessing program satisfaction.

(3.004.03)

PROCEDURE TO INFORM ELIGIBLE INDIVIDUALS

Eligible individuals will be informed of Care Management Unit Services available from Blue Rivers Area Agency on Aging by the following methods:

1. Regular contact with social workers/discharge planners at nursing homes, skilled nursing facilities, and hospitals both in person and through the appropriate distribution of printed materials.
2. Regular contact with senior center managers and congregate meal participants both in person and through the use of printed materials.
3. Regular contact with staff working in various other human service agencies, including the local ADRC Options Counselor(s).
4. Ongoing public relations by speaking engagements to civic and professional groups, clergy, and support groups, etc., when requested. Press releases will be sent out when appropriate.
5. Attendance at networking opportunities throughout the service area with other human service agencies.
6. Participation in various public events such as health fairs, etc. by hosting an information table, visiting with participants, distributing printed materials, etc.
7. Maintenance of the agency website and Facebook page to include information about Care Management, as well as other services available.

(3.004.04)

PERFORMANCE EVALUATION

An informal review of goals and strategies of the Blue Rivers Area Agency on Aging Care Management Unit will be conducted at least quarterly by the Executive Director and the Care Management Unit Supervisor/CHOICES Unit Supervisor. This can be enhanced by using various reports available on the Peer Place data management/reporting system. All data input will be available for review by the State Unit on Aging also. At any time should a review by the State Unit on Aging indicate a need for clarifications or corrections, steps will be taken to address these concerns as soon as possible. Corrections or changes in the program will be documented, and a copy of such documentation forwarded to the State Unit on Aging.

(3.004.05)

SEPARATION FROM DIRECT CARE PROGRAMS

Clerical, accounting and administrative services will be shared by use of personnel of the Blue Rivers Area Agency on Aging. None of these shared personnel will be involved in the provision of direct care to clients. Care Managers will not deliver any direct hands-on care to clients.

(3.004.06)

INTERDISCIPLINARY APPROACH

A medical-social model of Care Management is used at Blue Rivers Area Agency on Aging. The assessments conducted by the Care Management staff are done with the holistic approach. The Care Managers have a thorough understanding of the interdisciplinary concept. Health and Human Services is contacted when a Title XX client is in need of services. Referrals to Medicaid Waiver are made as appropriate.

Clients are aided in application for other service programs, such as Medicaid, Nebraska Telephone Assistance Program, etc. The following is an example of some agencies that may be utilized by Blue Rivers Area Agency on Aging in its Care Management Program:

Home Health agencies, Community Action programs, ACCESSNebraska, Life Span Respite, Meal on Wheels, Inc., Lutheran Meals on Wheels, Critical Signal Technologies, Home Instead, CareTech, Services for the Blind & Visually Impaired, and Legal Aid of Nebraska, just to name a few.

(3.004.07)

SERVICE PRIORITY

In the event of insufficient funds, the priority of service to eligible clients will be as follows:

First: Clients referred to the Care Management Unit by Health and Human Services, hospital discharge planners, Home Health agency nurses, or physicians.

Second: Clients referred by a family member or caregiver who indicates the need for help.

Third: Clients with one or more identified functional problem requiring assistance to remain at home safely.

Fourth: Clients who recently experienced the death of a spouse or primary caregiver.

Fifth: Clients over the age of 85

The Care Management Unit Supervisor/CHOICES Unit Supervisor of Blue Rivers Area Agency on Aging, in consultation with the Executive Director, will make the final determination of clients to be served, if priorities must be established, and may deviate from the above criteria if it is deemed desirable and appropriate.

(3.004.08)

GRIEVANCES

Clients of Blue Rivers Area Agency on Aging Care Management Unit or individuals directly involved in the overall plan of care who feel that the care plan does not effectively address the specific needs of the client may initiate a grievance. Also, if the client of the Care Management Unit, or an individual acting on their behalf, feels the client's rights have been violated, a grievance may be initiated at the local level.

(3.004.08) continued

GRIEVANCE PROCEDURES

The grievance procedure available to clients is as follows:

Informal complaints against the Care Management Unit of Blue Rivers Area Agency on Aging will be handled personally by the Care Management Unit Supervisor/CHOICES Unit Supervisor promptly. The method of correction will depend on the individual complaint. An agency designee may help a client in preparing a written grievance when this becomes necessary, or is requested by the client.

In reducing the complaint to writing, the following information must be stated with reasonable clarity: The name and address of the filing party; an explanation of the issue; and the remedy which is sought.

Once the complaint is received in writing, a member of the AAA Affirmative Action Committee may be appointed by the Executive Director. The designee will act independently as an advocate for the filing party, lending moral support and channeling the grievance in an appropriate and effective manner.

Prior to a written reply by the Care Management Unit Supervisor/CHOICES Unit Supervisor, the grieving party, the Affirmative Action Committee designee if appointed, and the Executive Director will meet to discuss the issue fully. The Care Management Unit Supervisor/CHOICES Unit Supervisor will have ten (10) working days after receipt of the formal written complaint to respond in writing to the grieving party.

Such appeals must be presented in writing to the Executive Director and will include the written response of the Care Management Unit Supervisor/CHOICES Unit Supervisor. The grieving party or their designee may meet and discuss the issue fully with the Executive Director prior to the Executive Director's reply. The Executive Director will have ten (10) working days to formally reply to the grieving party.

(3.004.08) continued
Grievance Procedures

Clients not satisfied with the results as outlined in the preceding paragraphs will be granted a full hearing with the AAA Governing Board, as follows:

File the grievance with the Board Chairman, the Affirmative Action Committee and the Executive Director within ten (10) working days after the formal reply from the Executive Director.

The Governing Board will arrange a special fact-finding meeting or act on the grievance at their regular meeting at their discretion.

All parties involved will be entitled to the right of counsel, presentation of evidence, cross-examination and confrontation of adverse witnesses.

The decision of the Governing Board will be final and will be presented in writing to the grieving party no more than ten (10) working days after the Board's decision.

(3.004.11(D))

Blue Rivers Area Agency on Aging Organizational Chart – See Appendix

(3.004.11(A))

PERSONNEL POLICIES AND PROCEDURES

Blue Rivers Area Agency on Aging Care Management Unit Supervisor/CHOICES Unit Supervisor will be responsible for the training of the care managers, along with monitoring and assessment of the Care Management Unit activities.

Please refer to CHOICES Unit Supervisor job description, which is included.

The Care Managers will be responsible for assessment of the clients referred to them, care plan development, and implementation of the overall plan of care.

All claims by Care Managers will be on the claim form supplied by the Blue Rivers Area Agency on Aging or entered directly into Peer Place.

Supervisor follows Peer Place process to determine total units each month and forwards to Fiscal to report to SUA. (See attached form).

Blue Rivers Area Agency on Aging Care Management Unit will follow routine agency protocol with respect to hiring, selection, compensation, evaluation, discipline, grievance, supervision and training of personnel and contractors. All above can be found in agency Personnel Manual, which all new hires receive.

(3.004.11(A)(i))

Blue Rivers Area Agency on Aging Care Management Unit will follow routine agency protocol with respect to Equal Opportunity and Affirmative Action policy.

(3.004.11(A)(iii))

The responsibility for Care Management Services will be exclusively vested in the Care Management Unit Supervisor/CHOICES Unit Supervisor or Care Managers, except that specific responsibilities (such as data entry, client billing and receipts of payment, etc.) may be delegated to staff supervised by the Care Management Unit Supervisor/CHOICES Unit Supervisor or Care Managers, when it is appropriate.

(3.004.11(B))

The Care Management Unit Supervisor/CHOICES Unit Supervisor will be ultimately responsible for the implementation of the Plan of Operation and will be responsible for the supervision of the Care Managers.

(3.004.11(C))

The Care Management Unit Supervisor/CHOICES Unit Supervisor and Care Managers will have the following minimum qualifications:

1. A current Nebraska license as a Registered Nurse, or baccalaureate or graduate degree in the human services field, or certification under the Nebraska Social Work Law; *and*
2. At least two years of experience in long term care, gerontology, or community health.
3. In addition, a Care Management Unit Supervisor/CHOICES Unit Supervisor will have at least two years of supervisory or management experience.

(3.004.11(D)(iii))

The following procedure will be used to monitor sub grantees (if sub grantees are used) of the Blue Rivers Area Agency on Aging Care Management Unit:

1. The Care Management Unit Supervisor/CHOICES Unit Supervisor will receive the completed client assessment and the plan of care within 30 days of the completion of the same.
2. The Care Management Unit Supervisor/CHOICES Unit Supervisor will maintain regular contact with sub grantees of the Care Management Unit, either with visits in person, by phone calls, fax, e-mail, or through regular mailings.
3. Follow-up assessments on clients will be completed regularly and available for review by the Care Management Unit Supervisor/CHOICES Unit Supervisor at any time. These follow-ups will be maintained as a part of each sub grantee's files and copies sent to the Care Management Unit Supervisor/CHOICES Unit Supervisor.
4. Any problems encountered by sub grantee Care Managers will be reported to the Care Management Unit Supervisor/CHOICES Unit Supervisor promptly.
5. Payment to sub grantees will be made at such time that the determination is made that Care Management Unit policies have been followed through to their entirety.

(3.004.11(D)(iv))

Blue Rivers Area Agency on Aging Care Management Unit will maintain accounting records necessary to support financial statements in accordance with generally accepted accounting principles. Audits, done annually as part of the overall agency audit, of Blue Rivers Area Agency on Aging Care Management Unit will be submitted to the State Unit on Aging as required.

(3.004.11(E))

CLIENT RIGHTS POLICIES AND PROCEDURES

Eligible individuals will have the right to receive Care Management Unit services without regard to race, color, gender, national origin, religion or disability.

In addition, Blue Rivers Area Agency on Aging Care Management Unit will insure that clients have the following rights:

1. Informed and voluntary consent of assessment, participation in the program, and release of client information to appropriate third parties.
2. The right to choose available services and providers of the services.
3. The right to be informed of the name of the Care Manager responsible for their case.
4. The right to receive a description of available Care Management services, fees charged, and billing mechanisms.
5. The right to have access to their Care Management service file and record unless such access is restricted by law.
6. The right to register complaints and file grievances without being subject to discrimination or reprisal.
7. Each client has the right to decide to reject services at any time.
8. Each client has the right to be consulted in the development and can Choose to approve or disapprove his/her long-term plan of care.

Each client will be provided with a written copy of these rights. The Care Manager may explain and review each right with the client to assure understanding if requested.

(3.004.11(F))

CLIENT INFORMATION AND CONFIDENTIALITY

Blue Rivers Area Agency on Aging Care Management Unit will maintain client confidentiality in release of information to, and obtaining information from, third parties. Client consent forms will be signed by clients, and third party receivers of such information will show receipt of same, when such information is necessary for the particular client's case. All release forms and/or documents legally approving release of information will be maintained in the client's file. (See attached copy.)

Client records (both the "hard" and "soft" copies) will be maintained at Blue Rivers Area Agency on Aging. Client files and records will contain documents relating to the client, including (but not limited to) the assessment document, the long term plan of care, and proper release forms. Access of these records will be limited to the care managers, the Care Management Unit Supervisor/CHOICES Unit Supervisor, assigned clerical staff, and when indicated, appropriate third parties, with previous authorization. Storage of such case records, including computerized care data, will have the same restricted access. Unauthorized access to this information is restricted by virtue of the fact that records are stored in the Blue Rivers Area Agency on Aging CHOICES Unit, 103 Eastside Blvd., Beatrice, NE.

Client confidentiality will be maintained when Care Management staff participate in long term care plan conferences of clients or consultations involving outside persons.

(3.004.12(A))

Funding and certifying entities of the Care Management Unit may inspect, audit, and review clients' files and records as is appropriate or required by law or regulation.

TRAINING FOR CARE MANAGEMENT STAFF

(3.004.13)

All new Care Management Unit employees will be trained appropriately to their duties by the Care Management Unit Supervisor/CHOICES Unit Supervisor or designee. Care Managers will be trained in use of the assessment tool, care plan, Peer Place (Nebraska's date management system) and other forms and aspects of carrying out Care Management.

The Care Management Unit Supervisor/CHOICES Unit Supervisor and staff will attend training required by the State Unit on Aging.

Training needs of Care Managers will be evaluated quarterly and trainings scheduled according to those identified needs. Copies of information sent from the State Unit on Aging regarding new methods, techniques and research on Care Management will also be shared with Care Managers. Care Managers will be encouraged to attend continuing educational opportunities as available to maintain appropriate license.

(3.004.14)

STANDARDIZED LONG-TERM CARE ASSESSMENT DOCUMENT

Blue Rivers Area Agency on Aging Care Management Unit will use the Long Term Care Assessment Document issued by the State Unit on Aging. The assessment will be completed in its entirety upon initial assessment and annual reassessments. It is appropriate to use during review of the Long Term Care Plan.

Blue Rivers Area Agency on Aging Care Management Unit Supervisor/CHOICES Unit Supervisor will provide for the training of care managers in the use of the document, as well as entry into Peer Place, Nebraska's designated data management system.

(3.004.15)

LONG-TERM CAREPLAN

Development of a long term plan of care for clients participating in Blue Rivers Area Agency on Aging Care Management Unit will include consultation and participation, including client consent for family participation in plan development when possible and appropriate. However, situations exist where the family may be unavailable for consultation, i.e., out of state and unaware of the actual home situation, the family members may be even more unable to make decisions than the client themselves, or the family may have unrealistic or inappropriate expectations for the client. Because of the nature of this client-driven program, the wishes of the client, or legal representative, will be given priority to uninformed and/or undesirable expectations of family members who are not aware of current situations that exist. This insures the quality of the Person Centered Plan.

Blue Rivers Area Agency on Aging Care Management Unit will use an interdisciplinary approach to care management, using formal and informal support systems available to the client.

Blue Rivers Area Agency on Aging Care Management Unit will coordinate appropriate resources that are available in the client's specific area of residence, so that clients receive, when reasonably possible, the level of care that best matches their level of need. Services needed but unavailable or rejected by clients are also included.

At the time of development of the Long-Term Care Plan, goals and objectives will be formulated with the client, service costs will be given, providers will be identified, time frames given, etc. This should include services, supplies, and equipment, as well as who provides each.

LONG-TERM CARE PLAN (cont.)

Clients will be followed up on at least an every 3-month basis, with more frequent follow-up as deemed appropriate by Care Manager and client condition. At this time the care plan will be reviewed with the client. Changes may be made as necessary to provide adequate services to client. This is the very definition of Person Centered Planning, which provides more ownership and satisfaction by the client.

Blue Rivers Area Agency on Aging Care Management Unit will monitor the delivery of services to the client to reasonably insure the continued appropriateness and effectiveness of the services being delivered under the Long-Term Care Plan. These long term care plans will be reviewed thoroughly on at least an annual basis by the Care Managers and the Care Management Unit Supervisor/CHOICES Unit Supervisor. The Plan is a living document, and changes as client needs/wishes change, most especially after significant change in health or functional status.

Blue Rivers Area Agency on Aging Care Management Unit will record those services that are needed by any particular client but are not available, as well as those services that are rejected by the client.

(3.004.16)

ACCESSIBILITY OF SERVICES

Blue Rivers Area Agency on Aging Care Management Unit will strive to maintain a reasonably comprehensive directory, on-line or otherwise, of ever-changing available public and private resources that includes both formal and informal community-based services and institutions, for use in referral activities of the Care Management Unit. Staff may also use the Aging and Disability Resource Center and the 2-1-1 website for resources.

(3.004.17)

UNIFORM DATA COLLECTION

Blue Rivers Area Agency on Aging Care Management Unit will utilize Peer Place, the Nebraska data management system issued by the State Unit on Aging for data collection, information processing, and reporting requirements of the State Unit. Blue Rivers Area Agency on Aging Care Management Unit will have access to the current data management system, and will be responsible for data entry and verification for quarterly and annual reports to the State Unit on Aging. Blue Rivers will maintain compatible computer capabilities for Nebraska's data management system.

(3.004.18)

PERIODIC REVIEW

Blue Rivers Area Agency on Aging Care Management Unit will fully cooperate with periodic reviews, on-site or otherwise, by the State Unit on Aging for such purposes as to ascertain the compliance with regulations to maintain certification. Any and all files/records pertaining to the program will be available to State Unit on Aging reviewers.

(3.004.19)

AMENDMENT OF THE PLAN OF OPERATION

Amendments of the Plan of Operation will be made only after approval by the State Unit on Aging.

(3.004.20)

DURATION OF CERTIFICATION

Care Management Unit Certification and Plan of Operation are valid for four years from the date granted unless revoked by the State Unit on Aging at an earlier date.

(3.010)

FEE SCALE

Blue Rivers Area Agency on Aging Care Management Unit will use the fee scale as adopted and promulgated by the State Unit on Aging and set out in 3.010.

The scale may be adjusted annually in accordance with the Federal Poverty Scale found in the Federal Register and adopted by the State Unit on Aging.

During initial conversation with prospective Care Management client, Care Managers will discuss the Sliding Fee Scale required by 3.010.02. This serves to make the client aware of the amount of their personal financial responsibility for this service. Clients that fall at the 0 percent fee level on the scale will not be required to reimburse the agency for the service in any portion.

Each month the Care Management Unit supervisor will produce the report from Peer Place, the State Unit on Aging data management program, that lists client services received the preceding month and the cost of those services. Only the list of those clients that fall above the 0 percent level on the sliding fee scale will then be provided to the Fiscal Assistant/Accounts Payable. Fiscal Assistant/Accounts Payable will generate and mail an invoice to each client with fees for service listed. This includes statements of the services rendered and prior balance receivable,

charges at full fee, sliding fee scale adjustments, payments received, and ending balance receivable as per 3.010.02. See Appendix.

Fiscal Assistant/Accounts Receivable will receive a copy of the invoices for tracking of payments received from clients. Fiscal Assistant/Accounts Receivable will provide Fiscal Assistant/Accounts Payable a list of outstanding client balances each month to be included with the current billing cycle.

If a client fails to pay their account current for 3 consecutive months, Care Management services will be suspended until the account is paid current. When the account balance returns to current, Care Management services will again be offered to the client.

(3.011)

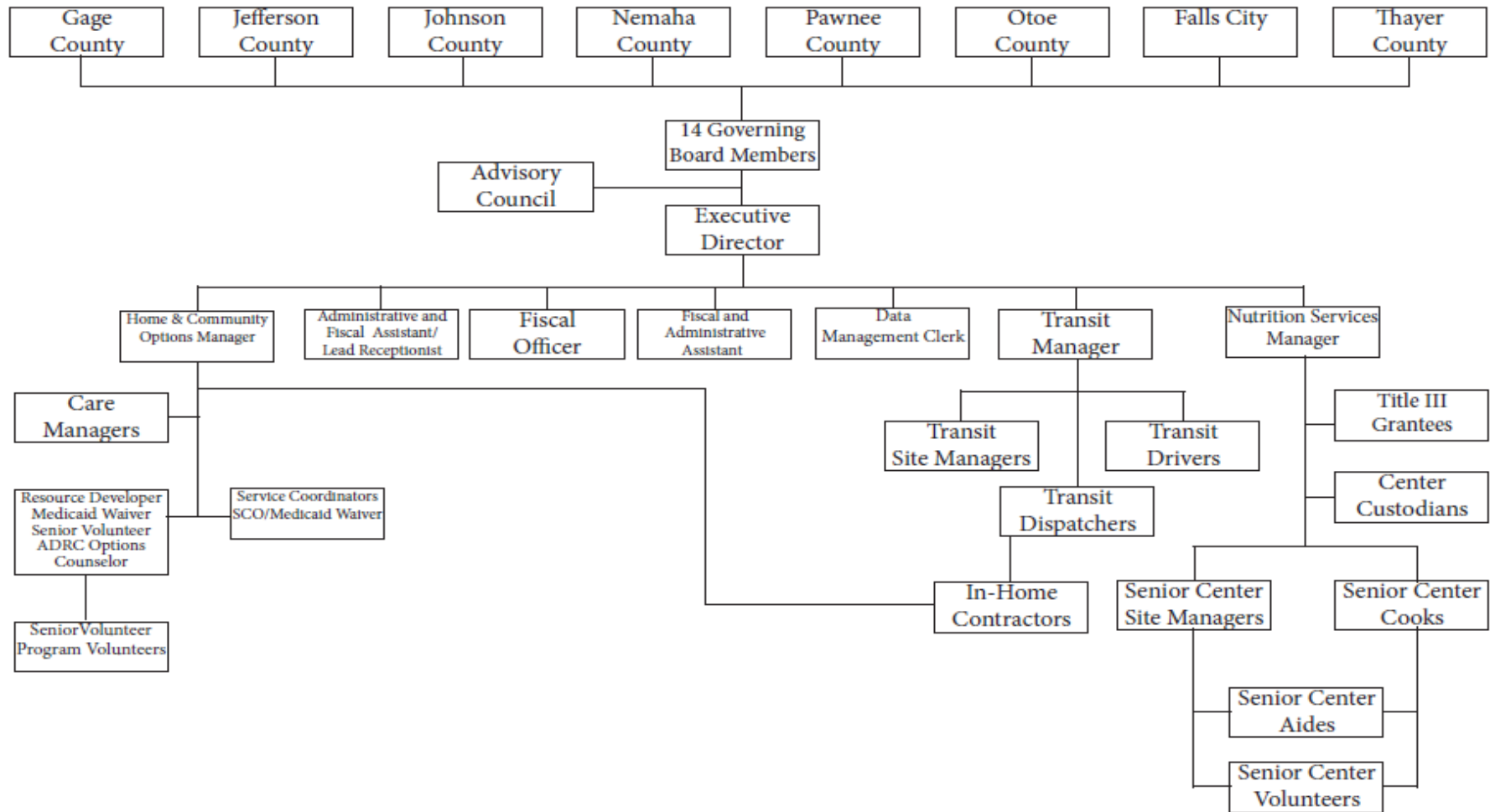
REIMBURSEMENT

Reimbursement to the Blue Rivers Area Agency on Aging will be based upon actual casework time units as outlined in 3.011.01 – 3.011.06A.

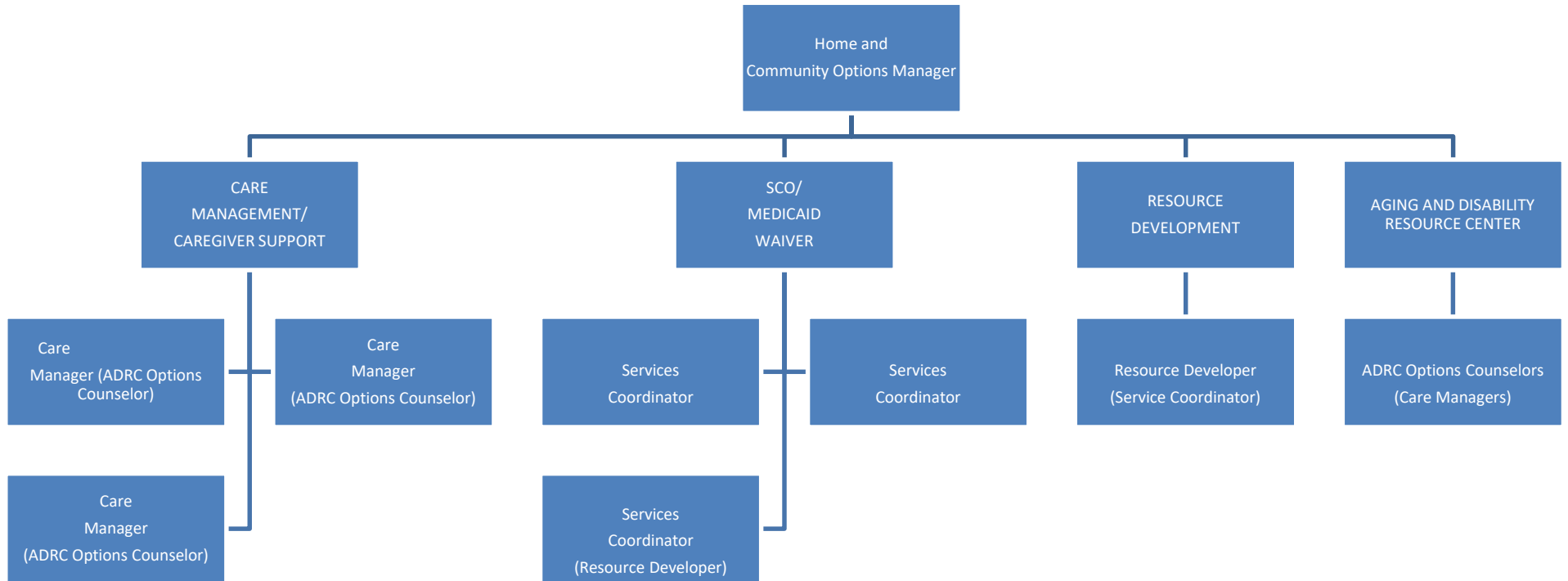
Each Care Manager will use the attached Claim for Care Management Services monthly to document actual time and casework provided to each client or enter same directly into the current Nebraska data management system, Peer Place.

Refer to 3.010 for billing to clients and fiscal involvement.

Blue Rivers Area Agency on Aging Organizational Chart



BLUE RIVERS AREA AGENCY ON AGING CHOICES UNIT ORGANIZATIONAL STRUCTURE





Blue Rivers Area Agency on Aging
 103 Eastside Blvd
 Beatrice, NE 68310

Phone: 402-223-1376
 Toll Free: 888-989-9417
 Fax: 402-223-2143
 www.BlueRiversAAA.org

INVOICE

Serving Gage, Jefferson, Nemaha, Otoe, Pawnee, Richardson and Thayer Counties

3/25/2021

Name
 Street Address
 City, ST ZIP Code

Payment Terms
 Due on receipt

Care Management Services

Description	Hours	Rate	Actual Value of Services	Your Personal Financial Responsibility As Per State Statute §81-2234
Care Management Visit 1/5/19	1	45.78	45.78	4.58
Payment received 1/17/19 check #1045				-4.58
Care Management Visit 1/23/19	.5	45.78	22.89	2.29
Total Amount Due:				\$ 2.29

Make all checks payable to Company Name

Please return bottom portion with your payment

Payment Slip

Amount Due: \$2.29

Name of Client
 Care Management Services for the month of

Amount enclosed _____



Blue Rivers Area Agency on Aging
103 Eastside Blvd
Beatrice, NE 68310

Phone: 402-223-1376
Toll Free: 888-989-9417
Fax: 402-223-2143
www.BlueRiversAAA.org

INVOICE

Serving Gage, Jefferson, Nemaha, Otoe, Pawnee, Richardson and Thayer Counties

3/25/2021

Name
Street Address
City, ST ZIP Code

Payment Terms
Due on receipt

Emergency Response System

Description	Rate per Month
December Emergency Response System	22.25
Payment Received 12/31/19 Check #3897	-22.25
January Emergency Response System	22.25
Total Amount Due:	\$22.25

Make all checks payable to Company Name

Please return bottom portion with your payment

Payment Slip

Amount Due: \$22.25

Name of Client
Emergency Response System for the month of

Amount enclosed _____

BLUE RIVERS AREA AGENCY ON AGING

CARE MANAGEMENT REFERRAL

Name _____

Address _____

County _____ **Phone** _____

Date of Birth _____

Reported Need _____

Current Supports _____

Referred by: _____

Date of Referral _____

>>Referral forwarded to: _____

[^]by _____

Other pertinent info _____

Date contacted _____

Type of contact _____

Result _____

BLUE RIVERS AREA AGENCY ON AGING

Claim for

Care Management Services

Client Name _____

Provider _____

Service	Hours	Date	Provider Initial	
1. Assessment (Initial/Annual)				
2. Care Plan Dev./Coordination				
3. Review/Follow-up				
4. Referral				
5. Consultation				
6. Total Hours/Units (Sum 1-5)				

I certify that to the best of my knowledge, the information contained above is correct.

Signed _____ Date _____

Job Description

Title: **Care Manager**

Reports to: CHOICES Unit Supervisor

Job Summary

Responsible for client assessment, care plan development, coordination and monitoring of services for frail older adults, using State Unit on Aging Care Management Program protocol. Resource development may be necessary in areas where there is currently little or no service provision. May also work with caregivers/older adults to implement Caregiver Support services.

Travel will be necessary. Use of a personal vehicle may be necessary. Mileage will be reimbursed at the current Agency rate.

Other areas of responsibilities (to include, but not limited to):

Coordinate with various community agencies/organizations to inform them of Care Management and broaden the service delivery base.

Will work with federal, state, and local professionals on program development and service development.

Public speaking, if needed, to promote and give information regarding Care Management.

Responsible for preparing and submitting required reports. May be responsible for data entry, using the NAMIS database (developed by the State Unit on Aging).

Responsible for maintaining professional knowledge in this specialty area through training courses, workshops, and professional publications.

Required to provide CHOICES Unit Supervisor at least two (2) weeks notice when leaving position. (Thirty [30] days notice preferred).

A Care Manager shall have the following qualifications:

1. A current Nebraska license as a Registered Nurse, baccalaureate or graduate degree in human services field, or certification under the Nebraska Social Work law; and
2. At least two (2) years of experience in long term care, gerontology, or community health. Prefer past experience in case management or social work.
3. Ability to work independently and communicate effectively.
4. Computer experience and/or willingness to learn.

Job Description

Title: **Home and Community Based Options Manager**

Reports to: Executive Director

Job Summary

Responsible for the day-to-day and overall management of the Blue Rivers Area Agency on Aging CHOICES Unit as outlined in the "Plan of Operation" as approved or amended by Nebraska Health & Human Services State Unit on Aging. The CHOICES Unit is comprised of the Care Management program, Family Caregiver Support Program, Senior Care Options program, and the Aged and Disabled Medicaid Waiver program and staff appropriate to each program. Also responsible for the overall management of the Blue Rivers Aging and Disability Resource Center (ADRC).

Travel will be necessary. Use of a personal vehicle may be necessary. Mileage will be reimbursed at the current Agency rate.

Essential Responsibilities

Make recommendations to the Executive Director concerning staff/or contractors regarding appropriateness for hire, discipline, or termination.

Provide training coordination and supervision of staff/or contractors for all programs.

Review assessments and care plans developed by Care Management staff/or contractors, using criteria developed by the State Unit on Aging (SUA). Similarly, evaluate and review files developed and maintained by Medicaid Waiver staff/contractors, according to criteria developed by the Department of Health & Human Services, using the CONNECT database program. Reviews focus on standards as developed by the Department of Health & Human Services and the State Unit on Aging. There must also be emphasis on quality control. Monitor development/progress of Senior Companion program. Work closely with ADRC Options counselor to build and enhance the ADRC, using guidelines developed through the statewide ADRC coordinators, SUA, and contracted evaluators. Supervise Title III-B In-Home Services programs and staff, specifically Chore and Homemaker.

Participate in regular staff meetings for the purpose of distributing information, problem solving, peer reviews, etc. Meetings may be for the entire unit and/or for each separate program and staff.

Assist in preparation of the Area Plan for above listed programs and services.

Maintain client-caseload work only as needed.

Gather data, maintain specific records, and complete required reports in a timely manner (as required by DHHS and the State Unit on Aging).

Evaluate staff in all aspects of job performance at end of probationary period, annually, and as needed. Provide counseling to staff/contractors in areas of job performance and quality of care provided. Evaluation forms will be forwarded to Executive Director for review and will then become part of employee personnel file.

Other areas of responsibilities (to include, but not limited to):

Coordinate with the medical and other community leaders to inform them of Care Management, Caregiver Support, Personal Care, Senior Care Options, Medicaid Waiver, Senior Companion, ADRC, and Title III-B In-Home services, and generate support for the programs.

Coordinate with various local and state Social Service agencies.

Public speaking and working with various media sources in order to promote and disseminate information concerning the programs.

Prepare and deliver required reports to the Executive Director on the progress and concerns related to the programs and the Unit as a whole.

Initiate contact with clients/families/physicians as needed.

Assist, when indicated, in the communications with other service providers.

Work with federal, state, and local professionals on program development.

Maintain responsibility for expansion of programs as directed by the Executive Director and Governing Board.

Maintain professional knowledge in each specialty area through training courses, workshops, conferences, and professional publications.

Maintain CHOICES Unit's compliance with all state and federal guidelines and Blue Rivers Area Agency on Aging's Plan of Operation.

Required to provide Executive Director thirty (30) days notice when leaving position and will provide orientation for new unit supervisor.

The CHOICES Unit Supervisor shall have the following minimum qualifications:

1. A current Nebraska license as a Registered Nurse, or baccalaureate or Graduate degree in human services field, or certification under the Nebraska Social Work law; and
2. At least two (2) years of experience in long term care, gerontology, or Community health; and
3. At least two (2) years of supervisory or management experience.
4. Ability to effectively communicate orally and in written form.
5. Ability to work with professionals in the health and human services fields.
6. Ability to organize time, prioritize tasks, and work independently.
7. Ability to mediate, if needed, and facilitate constructive communication between staff members.
8. Ability to relate to and work with older persons, co-workers, and the general public.
9. Basic computer knowledge, Windows applications, and willingness and ability to learn specific software as required by the various programs and assist staff to learn basics of those programs.
10. Must have a positive attitude and promote that attitude with staff.