

**FY 2016-2017
SCOPE OF SERVICE**

MEDICAL EQUIPMENT / SUPPLIES

I. PURPOSE

- A. To provide medical equipment and supplies necessary to support in-home, community-based care for individuals eligible for OPTIONS Care Management services. These services are normally provided in the home to assist the Participant to remain in the community and to prevent or slow deterioration of the Participant's functioning.
- B. To provide services in such a way as to encourage Participants to maintain or improve their level of functioning and independence and to live with as much dignity as possible.

II. DEFINITIONS

- A. Master Provider Enterprise Repository (MPER): a repository of key CONTRACTOR demographic data for all CONTRACTORS who provide services for DHS. DHS applications use MPER to validate contract, services, facilities and rate information to facilitate documentation of services rendered information by CONTRACTORS. CONTRACTORS are required to keep all agency information including but not limited to contacts, facilities and service offering information up to date.
- B. Social Assistance Management System (SAMS): Software used to track all services provided to Participants with ACDHS/AAA funding.

Also, see Aging Program Directive (APD) referenced below.

III. AGING PROGRAM DIRECTIVE (APD)/FEDERAL/STATE REGULATORY REFERENCES

Organizations providing services outlined in this Scope of Service shall comply with all federal and state directives listed below:

- A. [Aging Policy and Procedures Manual](#)
 - Directive – Issuance of Aging Policy and Procedure Manual Chapter VIII: OPTIONS
 - Chapter VIII. OPTIONS, and
 - Appendix E, OPTIONS Program Service Standards.

- B. [Pennsylvania Code, Title 6, Chapter 15: Protective Services for Older Adults](#)
- C. [Critical Incident Management Policy for Office of Long-Term Living Home and Community-Based Services Programs](#)

This Scope of Service is subject to change based on changes to the above directives.

IV. PERFORMANCE EVALUATION

Each AGREEMENT year the ACDHS/AAA will inform clear expectations of acceptable performance standards to the CONTRACTOR and hold the CONTRACTOR accountable to them. These standards relate to compliance with applicable policies, regulatory guidelines, contract scopes, and Performance Based Contracting (PBC), where applicable, to support ongoing service quality and to best meet or exceed the participants' needs and to optimize service impact on its participants. The CONTRACTOR is responsible for adhering to the timelines in reporting its compliance to the scopes and using findings to build on its strengths and develop strategies on opportunities, through a continuous quality improvement process.

Monitoring tools outlining acceptable evidence are used in evaluating compliance with regulatory requirements, service standards, documentation, and reporting requirements. The monitoring tool applicable to this Scope of Service is:

Allegheny County Department of Human Services
Area Agency on Aging
Medical Equipment/Supplies Monitoring Tool

V. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

In addition to the requirements in the above referenced regulations, the following standards apply:

- A. Individuals receiving this service must reside in a private home or apartment.
- B. CONTRACTOR will:
 - 1. At the start of the contract have an administrative and/or supervisory office within a reasonable distance from the

ACDHS/AAA office in Allegheny County to allow for cost effective and time efficient communications between the offices. Questions and problems should be able to be resolved at this office.

2. Assign a liaison worker to serve as a contact person for Care Management agencies and to provide assistance with complaint resolution. The assigned liaison will attend all scheduled meetings arranged by ACDHS/AAA and/or Care Management.
3. Send written notification to ACDHS/AAA within three (3) days in the event of a personnel change in the liaison position.

C. Participant Confidentiality

1. Security of Participant files will be maintained.
2. Every precaution will be pursued to maintain confidentiality of Participant information, particularly when sharing with other CONTRACTORS.
 - a. Only those portions of the care plan, which pertain to a specific service or CONTRACTOR, will be communicated to the appropriate parties involved in providing service to the Participant.
 - b. Participant permission must be obtained in writing, in order to share this information.

D. Participant Service Orders

CONTRACTOR shall maintain documentation of a current SAMS service order for each Participant. The documentation shall include the prescription specifying the type, quantity and frequency for all medical equipment and supplies to be delivered.

CONTRACTORS are responsible for checking their roster and service order reports on a regular basis to ensure that they are delivering only what is ordered.

E. Initiating Service

1. Service volume and delivery will be adjusted at the discretion of ACDHS/AAA.
2. No service shall be provided without the prior authorization of ACDHS/AAA.

3. In all cases, Care Managers will order supplies and equipment from the available supply list.
4. Delivery of the medical equipment and supplies authorized shall commence within seven (7) working days of receipt of referral.
5. In exceptional circumstances, service delivery shall be initiated more expediently or immediately only upon the verbal request of ACDHS/AAA OPTIONS CM, In-Home & Misc. Services program administrator or designee.

F. Hours of Operation

The expectation is that deliveries will usually occur during normal business hours. Where possible, ACDHS/AAA will accord some flexibility in scheduling by CONTRACTOR. For example, under circumstances where CONTRACTOR is prepared to make an early delivery and it is more efficient to do so, ACDHS/AAA will permit CONTRACTOR that flexibility.

G. Units of Service

1. One (1) unit Belted Undergarments equals one (1) case.
2. One (1) unit Breathable Underpads equals one (1) case.
3. One (1) unit Small, Medium, Large, X-Large or Bariatric size 2X+ Briefs equals one (1) case.
4. One (1) unit Small, Medium, Large, X-Large or Bariatric size 2X+ Diapers equals one (1) case.
5. One (1) unit Discrete Liners equals one (1) case.
6. One (1) unit Disposable Gloves equals one (1) box.
7. One (1) unit Pant Liners equals one (1) case.
8. One (1) unit Therapeutic Cream equals one (1) jar.
9. One (1) unit Underpads equals one (1) case.
10. One (1) unit Nutritional Supplement, Brand A - Ensure equals one (1) case.

11. One (1) unit Nutritional Supplement, Brand B - Ensure Plus equals one (1) case.
12. One (1) unit Nutritional Supplement, Brand C - Ensure Fiber equals one (1) case.
13. One (1) unit Nutritional Supplement, Brand D - Glucerna equals one (1) case.
14. One (1) unit Stair Ride Monthly Lease equals one (1) monthly fee.

H. Scheduling

1. To ensure reliable delivery of supplies to Participants, the CONTRACTOR and Care Manager have specific roles and must be in close communication. The Care Manager develops the Participant's care plan specifying the type, amount and frequency of each item to be delivered. Care Managers shall be notified when there is any deviation from the services as ordered.
2. Medical equipment and supplies covered under this AGREEMENT shall be delivered in accordance with an established schedule. In order to guarantee prompt and continuous service, the CONTRACTOR will closely adhere to the established schedule.
3. Where services such as impassable roads in inclement weather result in a delay in initiating or providing service, delivery will be made as soon as is practical. In all cases of delayed delivery and rescheduling, the CONTRACTOR shall notify the Care Manager and Participant within twenty-four (24) hours or the next working day.
4. Reimbursement will be denied if service is provided in a fashion not specified in the service order; e.g., diapers are authorized for delivery every other month and deliveries were made monthly.

I. Implementing Service

1. The CONTRACTOR shall supply and deliver the medical equipment and supplies covered under this contract at a guaranteed price.
2. All supplies purchased to fill an order shall be purchased new and shall be delivered to Participants in the original manufacturer's packaging.

3. The CONTRACTOR may use CONTRACTOR-owned vehicles for delivery or contract with United Parcel Service (UPS) or another carrier.
4. Medical equipment and supplies shall be delivered as specified and approved by ACDHS/AAA in the service order.
 - a. The medical equipment and supplies to be provided are part of a total care plan developed after a comprehensive needs assessment approved by the appropriate Care Management supervisor and ACDHS/AAA management personnel.
 - b. All equipment and supplies prescribed, and only those supplies and equipment prescribed, shall be provided under this contract.
 - c. Equipment and supplies shall be delivered in the amount, frequency and duration prescribed.
5. The CONTRACTOR shall guarantee prompt and timely delivery of medical equipment and supplies as specified in this contract.
6. All stair rides installed in Participant homes must be in good repair and operating condition. Repair and replacement of equipment due to normal wear and tear is included in the monthly lease.

J. Delivery Documentation

1. The CONTRACTOR shall maintain written documentation of Participants' receipt of equipment and supplies.
2. Acceptable documentation of a delivery must include a signature by the Participant or authorized caregiver, including date, verifying receipt of equipment and supplies for each delivery on a delivery document. The document must be individualized and protect Participant confidentiality.
3. When the Participant or caregiver is not home to receive a scheduled delivery, the CONTRACTOR may deliver the supplies to a neighbor of the Participant after securing the Participant's written permission. In all cases, the delivery documentation is to include a signature and date to verify each delivery.
4. The documentation will be reviewed as part of the ACDHS/AAA program monitoring and made available upon request.

K. Undelivered Supplies

1. In cases where the CONTRACTOR fails to make a scheduled delivery, the CONTRACTOR is expected to arrange an alternative delivery time with the Participant within two (2) working days.
2. When a scheduled delivery was not made, the CONTRACTOR will document the reason the delivery was not made.
3. If delivery is subcontracted to UPS or another carrier, CONTRACTOR retains the responsibility that all provisions of this contract are fulfilled.

L. Change in Participant Status

1. When service is to be interrupted, such as during a Participant's hospitalization, or discontinued, the Care Manager will notify the CONTRACTOR by phone. The CONTRACTOR is responsible for reviewing service orders monthly for changes and making necessary adjustments to the delivery schedule.
2. CONTRACTOR is responsible for educating Participant and caregiver on return of any rental equipment when no longer needed. The Participant's file must have a policy statement signed by the Participant and caregiver agreeing to admit the CONTRACTOR into the Participant's home to retrieve equipment when Participant's case is closed.

M. Exclusions

1. It is prohibited for workers and/or drivers to accept gifts, bequests, loans, gratuities and emoluments from Participants. This prohibition will appear in CONTRACTOR'S signed agreements with staff, work rules, handbooks, training, job descriptions, and personnel policies.
2. Collection of voluntary contributions is specifically prohibited under this contract.

Violation of these rules is cause for dismissal by CONTRACTOR. Failure of CONTRACTOR to enforce this prohibition is cause for termination of the contract.

N. Electronic Information Management

1. CONTRACTOR will have the capacity to retrieve and submit data, information, reports and other communication through electronic internet capabilities within a timeframe specified by ACDHS/AAA. Failure to receive or read ACDHS/AAA communications sent to the CONTRACTOR MPER e-mail address in a timely manner does not absolve CONTRACTOR from knowing, responding to or complying with the content of that communication.
2. CONTRACTOR is responsible for accurately recording all Participant service and program data into the appropriate information management system (SAMS) by the seventh (7th) working day of the month for the prior month's transactions.
3. CONTRACTOR is responsible for coordinating appropriate information management system training (SAMS) and the transfer of knowledge and information to existing and new staff.

VI. RESPONSIBILITIES/EXPECTATIONS OF THE PROGRAM OFFICE (ACDHS/AAA)

ACDHS/AAA will support CONTRACTOR in meeting service standards and requirements by providing the following:

- A. Timely communication and written correspondence regarding mandated applicable Pennsylvania Department of Aging and Allegheny County requirements, and any changes to these requirements that occur during the contract period;
- B. Program monitoring and evaluation to assure compliance with Pennsylvania Department of Aging and Allegheny County requirements specified in the terms of this contract;
- C. Timely communication and written correspondence regarding the outcome of program monitoring and evaluation activities;
- D. Technical assistance as needed regarding program requirements;
- E. Technical assistance, direction and cooperation to assist CONTRACTOR in satisfactorily recording program and service data into the appropriate information management system (SAMS).