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DIVISION OF LONG TERM CARE

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MEMORANDUM

DATE: April 29, 2008

TO: Family Care and Family Care Partnership Managed Care Organization Directors

FROM: Charles Jones
Family Care Program Manager

SUBJECT: Contract Interpretation Bulletin Attached

The purpose of the attached contract interpretation bulletin is to clarify the policy of the Department of Health and Family Services in relation to appropriate and adequate pre-transfer planning to identify and minimize potential effects on a Family Care participant transferring from one residential setting to another. Participants have the right to file a grievance if they contest the residential move.

Attached you will find a contract interpretation bulletin intended to clarify these issues.

Please read and maintain this contract interpretation bulletin with your 2008 Family Care contract.

If you have questions, you may contact Patricia McCollum at mccolpa@dhfs.state.wi.us.

HEALTH AND COMMUNITY SUPPORTS CONTRACT CONTRACT INTERPRETATION BULLETIN

For CY 2008 Contract

CIB #2008-2 – Appropriate and Adequate Pre-Transfer Planning
Final Issue: April 22, 2008

Statutory basis

§ 46.284 (4) (b) - (d) Wisconsin Statutes
HFS 10.44 (2) (e) - (h) Wisconsin Administrative Code

Related contract sections

Article IV. C.

Statement of policy regarding pre-transfer planning

The policy of the Department of Health and Family Services is that pre-transfer planning services provided by a Family Care managed care organization as part of a plan of care will identify and minimize potential harmful effects on a Family Care participant transferring from one residential setting to another.

Purpose of bulletin

Pursuant to Wis. Stat. §46.284 (4) (b) - (d), a managed care organization is responsible for identifying the participant's preferred outcomes and services needed to achieve those outcomes and monitors the participant's health and welfare, the delivery of services and progress in achieving identified outcomes. Some individuals may experience physical and/or psychosocial stress when moving from one living situation to another and adjusting to changes in routine. People with cognitive impairments may be more susceptible to reacting negatively to changes without adequate preparation. Therefore, whenever a participant's care plan includes transferring from one residential setting to another one, the managed care organization should take steps to alleviate any potential stresses that might result from that move. DHFS will provide a technical assistance document with information about appropriate pre-transfer planning to mitigate any relocation stress ("transfer trauma").