

Tribal ADRS Scenarios for Time and Task Reporting

1. Application for long-term care

Last week, you received a call from a 62-year-old Tribal member who wanted to talk about programs that could pay for services in their home. You set up a home visit, and today you are meeting with the customer. They report that they had a leg injury recently and are having difficulty moving around their home. Because of complications with diabetes and other health issues, their leg injury may be long term and they need help showering, cooking, and completing household chores. You recognize that home modifications could make their home more accessible, and there may be equipment available that could help with showering and mobility around their home. You offer resources but are also aware that the customer has limited income and may qualify for a long-term care program. You discuss Family Care and IRIS programs, as well as the long-term care functional screen and Medicaid application process. You have spent a few hours with this customer, and they would like to hear more at a later date, so you set up another home visit for the following week.

Q: In which category do you report your time?

A: Category 1

Explanation: All of this time relates to Medicaid-related programs (MRP): publicly funded long-term care programs, services those programs provide, and the eligibility requirements for enrollment. In addition to your appointment time with the customer, you will also include time preparing for the appointment (gathering information and resources to share at the appointment), your travel to and from the appointment, and time spent on data entry into the client tracking system.

2. Making an appointment for a customer to access in-home services

A customer would like to discuss and arrange for in-home services. The customer has substantial income and can pay for some help in their home. The customer is not eligible for Medicaid at this time. During the home visit, you learn about the customer's needs, and during your options counseling, they request help reaching out to supportive home care agencies. You review the resources available in the area, and the customer would like you to make a few calls to supportive home care agencies to find out cost and availability. The customer is interested in the first agency you contact and requests that you set up an appointment for them to meet with the agency.

Q: In which category do you report your time?

A: Category **2B**

Explanation: Your time was spent discussing individual services that can be covered by Medicaid or an MRP. Your time will be documented as Medicaid services coordination, and because the customer is not a current Medicaid recipient, you'll document your time in category 2B. If this scenario involved setting up an appointment for services that are not funded by Medicaid or an MRP, such as car or home repairs, it would be reported in category 5.

3. Reading and responding to emails:

Scenario 1: You receive an email from a local health clinic indicating that customer JD is scheduled for an appointment next week Tuesday at 10 a.m., and the appointment should take about an hour. The clinic is asking for your assistance in coordinating JD's transportation to and from the appointment. You call customer JD to confirm the appointment and that they want your assistance to schedule a ride. They indicate that they do. You know that they have Medicaid, so you call the Medicaid non-emergency medical transportation (NEMT) provider and schedule the rides for them. You email the clinic back to confirm that they will attend and that the rides have been set up. Total time spent reading the email, calling and talking to JD, scheduling the rides, responding to the email, and documenting these contacts and activities in the client tracking system takes a total of 30 minutes.

Q: In which category do you report your time?

A: Category **2A**

Explanation: Because this is a specific service (medical transportation) that can be funded by Medicaid, it is considered a Medicaid-related service. Customer JD is a current Medicaid recipient, so your time is reported in category 2A. All of the time was utilized to support the customer, so you document all of the 30 minutes in this category, even though all of it wasn't a direct contact with the customer. You would also put the customer's initials, "JD," in category 6.

Scenario 2: You receive an email from the supervisor of elder services for the Tribe, providing you with your weekly schedule for delivering meals for the nutrition program and requesting you to work on updating customer files for the nutrition program on Thursday afternoon. You add the entries into your weekly work calendar and then respond to the supervisor via email that you've received the schedule and that it will work with your schedule for the week. You spend 15 minutes reviewing the email, updating your work calendar, and responding to the supervisor.

Q: In which category do you report your time?

A: This would be documented in an **Other Program Column** that has been labeled by the Tribe for elder services.

Explanation: Because the content of the email and work you did is related to tasks for elder services and is not specific to your role as a Tribal ADRS, it must be reported in an Other Program Column. When you actually go out and deliver the meals for the nutrition program during the week and work Thursday afternoon updating the elder services customer files, all of that time would also be documented in the Other Program Column because the time spent doing this task is not specific to your role of Tribal ADRS. Likewise, if you are assigned other work duties that are not specific to the Tribal ADRS program but are for other Tribal services or other Tribal programs, the time you spend working on those activities, communicating or discussing them with a supervisor, traveling, or doing data entry for them would need to be documented in an Other Program Column that is labeled by the Tribe for the “other Tribal services or programs.” It cannot be documented in categories 1 through 5 or category 8A because it is not Tribal ADRS work.

4. Customer satisfaction surveys

Over the past three months, the Tribe sent out customer satisfaction surveys, and the responses are being returned. This survey was specific to Tribal ADRS services that customers received. Your supervisor has requested that you review the survey responses and enter the information into a spreadsheet so that the survey results can be easily reviewed and discussed. You spend an entire afternoon reviewing the surveys and entering the data into the spreadsheet.

Q: In which category do you report your four hours of time?

A: Category **8A**

Explanation: The surveys were specific to Tribal ADRS services and are being utilized to assist with quality improvement for Tribal ADRS service and delivery. Quality improvement is a topic listed in category 8A.

Additional information: If the Tribe sent out customer satisfaction surveys specific to elder services, and you were assigned the duty of reviewing the surveys and entering the information into a spreadsheet, then you would record your time in the **Other Program Column** that is labeled for elder services by the Tribe because this is not specific to Tribal ADRS services or your role as a Tribal ADRS. If the surveys were about another Tribal program or service, and you were assigned the duties discussed, then it would also go in an Other Program Column that is labeled by the Tribe for whatever program you are helping to support and doing work for.

5. Attending a functional screen appointment

You are not a certified long-term care functional screener, but you’ve assisted a Tribal member to connect with the ADRC for a screen. You offered to attend the appointment with the Tribal member to provide support, offer relevant information, and answer any questions. The Tribal

Applies to:
Tribal ADRS

P-02009-21-07
(02/2024)

member agreed to your participation. During the appointment, the first 15 minutes were spent providing information about the eligibility process and long-term care programs, and the next hour was used by the ADRC specialist to gather information during the functional screen interview with the Tribal member and their supports.

Q: In which category(ies) do you record your time?

A: Category 1

Explanation: All of your time for this appointment will be recorded in category 1 because your role was supporting the functional eligibility process for the Tribal member. Category 3— Functional Screen can only be utilized by certified functional screeners; you were not administering the screen interview, but rather there to support the tribal member in providing important information to the functional screener from the ADRC.