

**Provision of Long Term Care Options Counseling and
Long Term Care Consultation
Protocols with Step-by-Step Instructions for Registered Housing
with Services Providers
Effective October 1, 2011**

Overview

Beginning October 1, 2011 all prospective residents entering Minnesota registered housing with services settings must have the opportunity to receive Long Term Care Options Counseling prior to signing a lease or service contract with a Housing with Services establishment, with the exception of people signing lease-only arrangements in subsidized housing settings. All prospective residents must receive a verification of counseling. Registered housing with services settings are required to obtain a copy of this verification prior to signing the lease or service contract during all planned moves, and retain a copy of this verification in the resident's file.

Verification codes will be provided to prospective residents that receive Long Term Care Options Counseling. Codes will also be provided in the event the prospective resident declines to receive Options Counseling.

The phone based Long Term Care Options Counseling is provided by the statewide Senior LinkAge Line® by calling 1-800-333-2433. Long Term Care Consultations (LTCC) are provided by the Lead Agencies which include counties, health plans and tribes. Verification codes will be provided by the Senior LinkAge Line® effective October 1, 2011. The Lead Agencies will eventually also generate and provide the verification code to consumers through MMIS.

These protocols are intended to provide information to registered housing with services providers about implementation of this service with a step-by-step approach, and reflect typical questions posed by registered housing with services providers and other staff about requirements and implementation. For more information, see DHS Bulletin #11-25-06 at www.dhs.state.mn.us and click on bulletins. Additional information may also be found in the "Frequently Asked Questions" document at <http://www.mnaging.org/advisor/lccee.htm> for scenarios that have been presented to the staff for response.

Exempt Individuals:

- Consumers who are entering into or have a lease-only arrangement with a subsidized housing setting do not need to receive Long-term Care Options Counseling or a verification code (see the definition of subsidized housing below).
- Consumers renewing a lease in an existing setting on and after October 1, 2011, will not need to receive Long-term Care Options Counseling or a verification code.
- Consumers who signed a lease or contract prior to October 1st, 2011 do not need to receive Long-term Care Options Counseling or a verification code.

***Special Note for subsidized housing settings. The definition of subsidized housing that the Senior LinkAge Line® has been directed to use is the following:*

The Quality Housing and Work Responsibility Act of 1998 at § 579(a)(2) (42 U.S.C. § 13664(a)(2)) defines the term federally “assisted” housing as public housing, tenant and project-based section 8, section 202 (elderly congregate housing) of the Housing Act of 1959 (before and after the enactment of the Cranston-Gonzalez National Affordable Housing Act, section 811 of the Cranston-Gonzalez National Affordable Housing Act (disabled congregate housing), sections 221(d)(3) and 236 of the National Housing Act and section 514 or 515 (rural housing) of the Housing Act of 1949. At the state level there are also projects supported by 42 USC 1437 - Sec. 1437f. These are low-income housing assistance projects that have been funded with either the Low-Income Housing Tax Credits (Internal Revenue Code Section 42) and/or the Tax-Exempt Private Activity Bonds issued and falling under the jurisdiction of Minnesota Housing and are commonly referred to as subsidized or public housing.

The exemption for lease only arrangements will apply to:

- Any registered housing with service setting that falls under the definition of one of the federal or state assisted housing programs listed above and is required to register as a housing with services provider (mandatory) or,
- A registered housing with services provider that is not required to register but chooses to do so under Minn. Stat. 144D.025 (which is optional to the provider.)
- People who have Tenant Based Section 8 Vouchers. Please make note that this exemption will apply to people who are using Section 8 vouchers (this is a federal program that provides a subsidy to an individual and not a setting) and therefore prospective residents with Tenant-based Section 8 Vouchers that are entering into lease only arrangements do not need to call for Long Term Care Options Counseling and seek verification of counseling. However, unless the setting qualifies under one of the exemptions above, the setting itself is not exempt.

Special Conditions:

Waiting Lists - Consumers on registered housing with services’ waiting lists should be encouraged to call and receive Long Term Care Options Counseling now so they can obtain their Options Counseling and verification as soon as possible.

Married couples – Married individuals should both receive counseling and verification if both people are considering a move to a registered housing with services setting.

People moving from out-of-state – Individuals moving from out-of-state to a Minnesota registered housing with services setting must call and receive counseling and verification before signing a lease or service contract.

Individuals Who Have Received a Long Term Care Consultation Assessment:

- Consumers on EW, CAC, CADI, BI or AC with a Case Manager or Care Coordinator: Each person on a waiver program listed will need to obtain a verification code prior to signing or executing a lease or service contract with a registered housing with services setting, unless they are exempt as described in the exempt individuals section above. Verification codes will be provided to the consumer by the Senior LinkAge Line® effective October 1, 2011. Lead Agency staff will need to provide first and last name of consumer, date of birth and full address so the verification code can be mailed by Senior LinkAge Line® staff to the consumer. When the feature to issue a code is built into MMIS, a case manager or care coordinator will be able to generate a code from MMIS for consumers on a waiver. If a person contacts the Senior LinkAge Line® directly, and the staff discover the person has a case manager or care coordinator, Senior LinkAge Line® staff will issue the verification code to the person, and contact the case manager or care coordinator listed in MMIS.
- Consumers who have received an assessment from a Long Term Care Consultant but who do not enter a waiver or AC program: Each consumer assessed by a Lead Agency staff, who is not yet eligible for or does not intend to apply for a waiver will need to have a verification code prior to signing or executing a lease or service contract with a registered housing with services setting. Verification codes will be provided to the Lead Agency staff by the Senior LinkAge Line® effective October 1, 2011. When the feature to issue a code is built into MMIS, the Lead Agency staff will be able to generate a code for assessed consumers. Lead Agency staff will need to provide first and last name of consumer, date of birth and full address so the code can be mailed by Senior LinkAge Line® staff to the consumer.
- Consumers under the age of 65 admitted into a nursing facility for longer than 40 days who received a face-to-face Long Term Care Consultation assessment do not need to receive Long Term Care Options Counseling provided by the Senior LinkAge Line®. Each person however, will need to obtain a verification code prior to signing or executing a lease or service contract with a registered housing with services setting and the assessor can contact the Senior LinkAge Line® for a verification code until these features are built into MMIS.
- Consumers who have received a face-to-face Long Term Care Consultation either through a county or other agency referral will not need to seek Long Term Care Options Counseling provided by the Senior LinkAge Line®. Each person however, will need to obtain a verification code prior to signing or executing a lease or service contract with a registered housing with services setting and the assessor can contact the Senior LinkAge Line® for a verification code until these features are built into MMIS. Codes will be mailed to the

consumer by Senior LinkAge Line®.

This step by step process applies to all prospective residents entering Minnesota registered housing with services settings.

Step-by-Step Process for Registered Housing with Services

All Prospective Residents:

Step 1: Registered housing with services settings were mailed a supply of the brochures, “*Before A Move: Consider Your Options*” describing the expansion of the Long Term Care Consultation. (Replenish brochures at no cost by calling the Senior LinkAge Line® at 1-800-333-2433 and pressing option 1.)

Step 2: Prospective resident visits a registered housing with services to take a tour or consider a move.

Step 3: The registered housing with service setting provides the prospective resident the Long Term Care Consultation expansion brochure titled, “*Before A Move: Consider Your Options*” produced by the Minnesota Board on Aging.

Step 4: Registered housing with services setting informs prospective resident that before signing or executing a lease, they need to call the Senior LinkAge Line® to receive a verification code and to receive Long Term Care Options Counseling. If the person wants to call at the setting, a quiet room should be provided.

Step 5: Prospective resident calls the Senior LinkAge Line® (1-800-333-2433) to receive Long Term Care Options Counseling. *Please note: Prospective residents calling after hours will be able to leave a voice mail which will be returned the next business day.*

Providers are encouraged to be helpful in facilitating the call in whatever manner possible including explaining the types of questions that may be asked and to describe the experience as an opportunity to learn about their long term care options and their needs.

Step 6: Prospective resident must select **Option 1** after hearing initial Senior LinkAge Line® greeting and federally mandated data privacy message to be connected to a Senior LinkAge Line® specialist for Long Term Care Options Counseling.

Step 7: Senior LinkAge Line® provides Long Term Care Options Counseling to prospective resident, which includes a brief risk identification screening (evidence-based Live Well at Home Rapid Screen©– see below). Results of the Live Well at Home Rapid Screen© identify if the prospective resident is at high risk, moderate risk or low risk of nursing home placement – it

provides the opportunity to identify ways to age well and live well in whatever setting the person chooses. The verification code is generated at the end of the Long Term Care Options Counseling session. Age in Place Packet is offered to the caller.

Step 8: Prospective residents identified as high risk through the Live Well at Home Rapid Screen©, will be informed about the Long Term Care Consultation (LTCC) assessment provided by the lead agencies and Senior LinkAge Line® will offer to connect the prospective resident via a 3 way call to set-up an appointment for the assessment. If the prospective resident does not want the assessment the verification code will be provided over the phone.

Step 9: Senior LinkAge Line® mails a paper copy of the verification code to the prospective resident via U.S. Postal mail.

Step 10: Senior LinkAge Line® records the consumer's first and last name, date of birth, and full address as well as the verification code. This ensures a verification code can be provided to a prospective resident in the event another copy is needed.

Step 11: Prospective resident provides the registered housing with services setting a copy of the verification code in whatever manner they choose (verbally or by showing mailed copy).

Step 12: Registered housing with services setting follows its established business procedures for contract documentation and retains a copy for their record or file prior to signing or executing a lease with the resident.**

** Resident record or file is defined by the setting. (e.g. paper, electronic or other file as determined by the registered housing with services setting)

Step 13: Senior LinkAge Line® provides follow-up with the prospective resident ten days after the Long Term Care Options Counseling is provided. Follow-up may continue for up to 12 months at the discretion of the prospective resident.

Step-by-Step Process for Registered Housing with Services

Prospective Residents that Decline Long Term Care Options Counseling

Step 1: Registered housing with services setting has a sufficient supply of the brochures, “*Before A Move: Consider Your Options*” describing the expansion of the Long Term Care Consultation. (Replenish brochures at no cost by calling the Senior LinkAge Line® at 1-800-333-2433 and pressing option 1).

Step 2: Prospective resident visits a registered housing with services setting.

Step 3: The registered housing with services setting provides the prospective resident the Long Term Care Consultation expansion brochure titled, “*Before A Move: Consider Your Options*” produced by the Minnesota Board on Aging.

Step 4: Registered housing with services setting informs prospective resident that before signing or executing a lease, they need to call the Senior LinkAge Line® to receive a verification code and to receive Long Term Care Options Counseling.

Step 5: Prospective resident calls the Senior LinkAge Line® (1-800-333-2433) to receive Long Term Care Options Counseling. *Please note: Prospective residents calling after hours will be able to leave a voice mail which will be returned the next business day.*

Step 6: Prospective resident must select **Option 1** after hearing initial Senior LinkAge Line® greeting and federally mandated data privacy message to be connected to a Senior LinkAge Line® specialist for Long Term Care Options Counseling.

Step 7: Prospective resident declines Long Term Care Options Counseling from the Senior LinkAge Line®.

Step 8: Senior LinkAge Line® staff record the reason for declining options counseling in the secure database used to collect information from the consumers assisted.

Step 9: Senior LinkAge Line® generates verification code and provides the verification code to the prospective resident over the phone.

Step 10: Senior LinkAge Line® records the consumer's first and last name, date of birth, full address as well as the verification code. This ensures a verification code can be provided to a prospective resident in the event another copy is needed.

Step 11: Prospective resident provides the registered housing with services setting a copy of the verification code in whatever manner they choose (verbally or by showing mailed copy).

Step 12: Registered housing with services setting retains a copy for their record or file prior to signing or executing a lease with the prospective resident.**

** Resident record or file may be defined by the setting. (e.g. paper, electronic or other file as determined by the registered housing with services)

Please note: The Senior LinkAge Line® will not follow-up with prospective residents who decline Long Term Care Options Counseling

Step-by-Step Process for Registered Housing with Services Setting

Prospective Residents Moving in After Hours

Step 1: Prospective resident moves-in to registered housing with services setting after the business hours of the Senior LinkAge Line®. (Business hours are 8:00a.m.-4:30p.m. Monday – Friday; closed on state recognized holidays).

Step 2: The registered housing with services setting provides the resident with the Long Term Care Consultation expansion brochure titled, “*Before A Move: Consider Your Options*” produced by the Minnesota Board on Aging.

Step 3: Registered housing with services setting informs the resident that the Senior LinkAge Line® will contact the resident the next business day about the availability of Long Term Care Options Counseling and to provide the resident with the required verification code.

Step 4: Registered housing with services setting obtains written permission from the resident to submit their personal information by asking them to sign a HIPAA compliant release of information form. Registered housing with services may use their own release of information forms which are HIPAA compliant, but they need to indicate on the form that the receiver of the private information will be the Senior LinkAge Line®.

Step 5: Registered housing with services setting proceeds to www.mnaging.org to complete the after-hours admission form for the resident moving in after hours. The form is located in the upper right corner on the www.mnaging.org home page. The form is also available on the site with the operational detail as well if providers want to bookmark that site.
www.mnaging.org/advisor/ltcce.htm

Step 6: Registered housing with services setting completes the secure web-based after-hours form about the resident and the reason for move and submits the completed form. Registered housing with services setting will receive a confirmation page after hitting the “send” button. The confirmation page along with the data submitted can be printed.

Step 7: The after-hours form is electronically sent to the secure email box for the Senior LinkAge Line® for follow-up the next business day.

**Please note, if you are sending in an after-hours form and also supporting documentation on behalf of the Power Of Attorney (POA) or designated representative please go to the following link to find the local Area Agency on Aging office fax number for which the information will be faxed to <http://www.mnaging.org/admin/aaa.htm>.

Step 8: On the next business day, the Senior LinkAge Line® retrieves the after-hours form from the secure email folder. Senior LinkAge Line® contacts the resident for follow-up from the after-hours move in to registered housing with services setting.

Step 9: Senior LinkAge Line® provides Long Term Care Options Counseling to resident, which includes a brief risk identification screening (evidence-based Live Well at Home Rapid Screen©– see below).

Results of the Live Well at Home Rapid Screen© identify if the resident is at high risk, moderate risk or low risk of nursing home placement. The verification code is generated at the end of the Long Term Care Options Counseling session.

Step 10: Residents identified as high risk through the Live Well at Home Rapid Screen©, will be informed about the Long Term Care Consultation (LTCC) assessment provided by the lead agencies. Senior LinkAge Line® will offer to connect the resident via a 3 way call to set-up an appointment for the assessment. If the resident does not want the assessment the verification code will be provided over the phone.

Step 11: Senior LinkAge Line® mails a paper copy of the verification code to the resident via U.S. Postal mail.

Step 12: Senior LinkAge Line® records the verification code in the secure database used to collect information from the consumers assisted. This ensures a verification code can be provided to the resident in the event another copy is needed.

Step 13: Resident provides the registered housing with services setting a copy of the verification code.

Step 14: Registered housing with services setting retains a copy for their record or file prior to signing or executing a lease with the consumer. **

** Resident record or file may be defined by the setting. (e.g. paper, electronic or other file as determined by the registered housing with services)

Please note: The Senior LinkAge Line® will not follow-up with residents who have moved into the registered housing with services unless the resident indicates they would like follow-up.

END OF STEP BY STEP

RAPID SCREEN (used by SLL during Long Term Care Options Counseling)

The Live Well at Home Rapid Screen© is quick to use and takes just a few minutes to complete. By conducting the screen, callers will learn their risk for nursing home placement. Older Adults as well as their Caregivers can find out more at www.mnlivewellathome.org.

Instructions:

1. Do you need help to do the following?

Walking

Getting out of bed/chair

Going to the bathroom

Bathing

Dressing

Eating

2. During the last 6 months, have you had a fall that caused injuries?

NOTE: “Injuries” means fracture or joint dislocation, head injuries resulting in loss of consciousness and hospitalization, joint injuries that led to decreased activity, internal injuries that led to hospitalization, OR 3 or more of any falls 0.

3. Do you have a family member/friend give you help when you need it?

4. Does your caregiver feel overwhelmed or stressed because of the care they provide you?

5. Have you thought about moving to other housing?

6. Do you live alone?

7. Do you or your family have concerns about your memory, thinking, or ability to make decisions?