

SERVICE SPECIFICATIONS
10-15-11

PRIORITY DIVERSION SERVICES

1.0 SERVICE DEFINITION

1.1 The Diversion Program, operated by the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD), is a program that falls under the umbrella of the Delaware Aging and Disability Resource Center (ADRC). The program extends community living for individuals who are in the community or in the hospital and are seeking admission to one of the state long term care facilities.

Priority Diversion Services allow for quick access to traditional community- based long term care services and other types of support for individuals at imminent risk for nursing home placement.

Examples of traditional community- based long term care services are personal care, respite and home-delivered meals. Other supports may include assistance paying an electric bill or making a home repair.

2.0 SERVICE GOAL

2.1 The goal of Priority Diversion Services is to 1) extend community living for individuals who are at high risk for nursing home placement by mitigating immediate risks and stressors that are prompting a move to a nursing home; 2) create a flexible spending pool to facilitate access to services and products.

3.0 SERVICE UNIT

3.1 The unit of service for Diversion Program Services is one hour of service or one unit of a given product.

3.2 The minimum billing unit is 15 minutes of service or 1 unit of product.

4.0 SERVICE AREA

4.1 Diversion Services are available to individuals in Delaware who are seeking admission to one of the State Long Term Care facilities.

4.2 Providers of Diversion Services are permitted to apply for sub-areas of service within the state.

5.0 SERVICE LOCATION

5.1 Priority Diversion Services are conducted in the service provider's business location, in hospitals or other healthcare facilities, in the homes of individual consumers, and/or in other locations based on the needs of consumers.

6.0 Eligibility

6.1 An individual meets the criteria for Priority Diversion Services when they are in the community or an acute care hospital, have a nursing home level of care, and are seeking admission to a state long term care facility.

6.2 DSAAPD staff will determine consumer eligibility.

6.3 The DSAAPD Diversion program supervisor or his/her designee will determine and authorize the amount of service hours/product units a consumer will receive.

7.0 SERVICE DESCRIPTION

7.1 Actual services performed will vary. Services may included but are not limited to:

Adult Day Services	Legal Services
Assisted Living	Medical Transportation
Assistive Devices	Options Counseling
Attendant Services	Personal Care
Money Management	Emergency Response System
Home Delivered Meals	Respite Care
Home Modification	Medical Equipment and Supplies
Housekeeping	Other Emergency Services

For a description of each service please refer to the DSAPPD website.
<http://www.dhss.delaware.gov/dhss/dsaapd/services.html>

8.0 SERVICE STANDARDS FOR COMMUNITY-BASED LONG TERM CARE SERVICES

8.1 The provider must make Priority Diversion Services available only to those consumers deemed eligible and referred by the DSAAPD.

8.2 The provider must furnish services to consumers in accordance with service referrals received from the DSAAPD.

8.3 The provider must communicate with the Diversion Program supervisor or his/her designee to request an authorization for additional service hours if, in the professional judgment of the provider, more time is required to meet the needs of an individual consumer.

8.4 The provider must comply with all applicable Federal, State, and local rules, regulations and laws per the agency or Delaware business licensing requirements.

8.5 The provider must establish contact with the consumer within one (1) day of referral from the DSAAPD.

8.6 The provider must render services within (1) day of referral if it is deemed necessary by DSAAPD, otherwise services must be rendered within (3) days.

- 8.7 The provider must be able to render services 24/7.
- 8.8 The provider must ensure access to the consumer's case files by authorized representatives of Delaware Health and Social Services and/or the federal funding agency.
- 8.9 The provider must operate the program and maintain records in a manner which is consistent with a consumer's right to privacy and confidentiality.
- 8.10 The provider must comply with DSAAPD quality assurance initiatives related to this program.

9.0 SERVICE STANDARDS FOR VENDORS SUPPLYING PRODUCTS OR OTHER EMERGENCY SERVICES

- 9.1 The provider must make Priority Diversion Services available only to those consumers deemed eligible and referred by the DSAAPD.
- 9.2 The provider must furnish services to consumers in accordance with service referrals received from the DSAAPD
- 9.3 The provider must communicate with the Diversion Program supervisor or his/her designee to request an increase in the number of units or scope of work if, in the professional judgment of the provider, it is required to meet the needs of an individual consumer.
- 9.4 The provider must comply with all applicable Federal, State, and local rules, regulations and laws per Delaware business licensing requirements.

10.0 PROVIDER QUALIFICATIONS

- 10.1 The provider must employ staff member(s) with knowledge, experience and abilities sufficient to carry out ADRC Support Services, including knowledge of Delaware long term care resources.
- 10.2 Preference will be given to providers of community-based long term care services who have an existing contract in place with DSAAPD.
- 10.3 Providers of products and other emergency services must have a valid Delaware business license.

11.0 INVOICING REQUIREMENTS

- 11.1 The provider must invoice DSAAPD pursuant to the DSAAPD Policy Manual for Contracts, Policy X-Q, and Invoicing.