



Delaware Health and Social Services  
Pathways to Employment  
Application for Certification to Provide Pathways Services

**INTRODUCTION**

Delaware Medicaid operates a Medicaid Home and Community Based State Plan Option called Pathways to Employment. The Delaware Division of Medicaid and Medical Assistance (DMMA) has delegated the operation of this program to the Divisions of Services to Aging and Adults with Physical Disabilities (DSAAPD), Visual Impairment (DVI) and Developmental Disabilities Services (DDDS) under a Memorandum of Understanding (MOU). One of the roles performed by the delegated operating divisions under the MOU is development of provider qualification standards for each Pathways service. In addition to developing the standards, these agencies also determine whether prospective providers meet those standards. The Pathways program uses a committee structure to evaluate provider applications against the standards determine whether a provider can be certified to provide one or more Pathways HCBS services. The Pathways Provider Certification Committee (PPCC) is comprised of individuals from each operating division that represents areas of expertise that are essential to determining whether a provider meets the qualification standards.

PROCESS

Entities that are interested in becoming qualified and enrolled with Delaware Medicaid to provide one or more Pathways HCB service must complete the specific steps as detailed in the grid below. Not all Pathways HCB Services requires the same steps. The steps include a combination of the following:

- 1) Completion of the Pathways Provider Certification Application
  - a. Demographic Section – Provides basic demographic information about applying entity
  - b. Qualitative Documentation – Provides detailed programmatic information about applying entity including: Programs and Services, Health and Safety, Policy and Procedures, Quality Measures, and Business Practices
  - c. Submission of additional licensure or certification (if applicable) with the Pathways Provider Certification Application
  
- 2) Completion of the Delaware Medical Assistance Program (DMAP) Application administered by HP Enterprise Services
  - a. Pathways Enrollment (required for all providers)
  - b. Home Health Agency or DME Provider Enrollment (if applicable)

All steps must be completed as identified in the grid on the next page and submitted to the address or email provided. Incomplete applications will not be processed. It may be necessary for a member of the Pathways Provider Certification Committee to contact the applicant as follow up to the submission of the application. Providers of certain Pathways services will be required to appear before the Pathways Provider Certification Committee to conduct a presentation regarding their qualifications to provide the Pathways HCB services for which they wish to be considered for certification. The Chairperson of the Pathways Provider Certification Committee will contact required applicants to schedule this meeting.

<b>Pathways Service Type</b>	<b>Pathways Provider Certification: Demographic Section (see page 4)</b>	<b>Pathways Provider Certification Qualitative Documentation (see page 5)</b>	<b>Additional Licensure or Certification Required</b>	<b>DMAP Pathways Application (HP)</b>	<b>DMAP Regular Application (HP)</b>
<b>Individual/Group Supported Employment</b>	Required	Required for DE SE Agencies Not Already Enrolled with DDDS	<ul style="list-style-type: none"> <li>State Business License or 501(c)(3) status</li> <li>DVR Contract</li> </ul>	Required	
<b>Career Exploration and Assessment</b>	Required	Required	<ul style="list-style-type: none"> <li>State Business License or 501(c)(3) status</li> </ul>	Required	
<b>Financial Coaching</b>	Required	Required	<ul style="list-style-type: none"> <li>State Business License or 501(c)(3) status</li> <li>Stand By Me Certification</li> </ul>	Required	
<b>Benefits Counseling</b>	Required	Required	<ul style="list-style-type: none"> <li>State Business License or 501(c)(3) status</li> <li>CPWIC Certification</li> </ul>	Required	
<b>Orientation and Mobility Services</b>	Required		<ul style="list-style-type: none"> <li>COMS, CVRT, ATP RESNA or LVT Certification or OTR/L License with AOTA SCEM Certification</li> </ul>	Required	
<b>Personal Care Services - Personal Attendant Services Agencies</b>	Required		<ul style="list-style-type: none"> <li>PASA license Office of Health Facilities Licensure and Certification, DPH</li> </ul>	Required	
<b>Personal Care Services - Home Health Agencies</b>			<ul style="list-style-type: none"> <li>State Business License or 501(c)(3) status</li> <li>HHA license Office of Health Facilities Licensure and Certification, DPH</li> </ul>	Required	
<b>Assistive Technology and Durable Medical Equipment</b>			<ul style="list-style-type: none"> <li>State Business License or 501(c)(3) status</li> </ul>	Required	Required

Provider qualifications, service standards, reimbursement methodologies and billing instructions are established by the Pathways operating divisions under an MOU with DMMA. They are available in the Pathways to Employment Provider Specific Manual on the website of the Delaware Medical Assistance Program at the following link:

<http://www.dmap.state.de.us/downloads/manuals/pathways.provider.specific.pdf>

Pathways Medicaid rates are published on the Pathways website at the following link:

<http://www.dhss.delaware.gov/dhss/dsaapd/pathways.html>

Entities that are determined to meet the qualification standards will be added to the Pathways Directory of Qualified Providers on the DSAAPD Pathways website. Once the Pathways Provider Certification Committee has determined that a provider is qualified to provide one or more of the Pathways HCB services, the Committee will issue a letter to the provider indicating the Pathways HCB service(s) they have been determined qualified to provide. The following providers will not receive a letter from the Committee: Home Health Agencies, PASAs, Assistive Technology vendors and DME suppliers. These providers may enroll directly with HP Enterprise Services to provide Personal Care or Assistive Technology to Pathways enrollees. For those provider types for which a letter will be issued from the Committee, a new letter will be issued each time a provider is qualified to provide a new service. Each letter will indicate ALL Pathways services that the provider has been determined to be qualified to provide at that time and the date they became qualified. Once a provider is posted to the DSAAPD website, Pathways cannot guarantee that a provider will be selected by Pathways consumers. This is because, as one of the basic tenets of the Medicaid program, Medicaid recipients must have free choice of provider.

# 1) Pathways Provider Certification Application

## a. Demographic Information

APPLICATION FOR CERTIFICATION TO PROVIDE PATHWAYS HCB SERVICES		
Provider Name:		
National Provider ID (if applicable), DMAP Delaware ID:		
Contact Name:		
Current Street Address:		
City:	State:	ZIP Code:
Phone:	Fax No.:	
Contact Email Address:		
<b>SERVICE(S) PROVIDER IS REQUESTING TO PROVIDE IN THIS APPLICATION (CHECK ALL THAT APPLY)</b>		
<input type="checkbox"/> Career Exploration and Assessment Services <input type="checkbox"/> Supported Employment- Individual and Small Group <input type="checkbox"/> Benefits Counseling Services <input type="checkbox"/> Financial Coaching Plus Services <input type="checkbox"/> Personal Care Services <input type="checkbox"/> Orientation, Mobility, and Assistive Technology Services <input type="checkbox"/> Employment Navigator (reserved for State employees only)		
<b>SIGNATURES</b>		
I certify that the information provided in this application package is accurate. I have retained a copy of this application for my records.		
Signature of applicant:		Date:
Title:		

## **b. Qualitative Documentation**

**For each of the Pathways services listed in this section below for which you are applying for certification, please provide the supporting documentation requested below:**

- Career Exploration and Assessment Services
- Supported Employment - Individual and Small Group Services
- Benefits Counseling Services
- Financial Coaching Plus Services

### Note: Supported Employment

- Evidence that provider is contracted with DVR to provide Job Development Placement and Retention Services

Note: Providers that have already been determined to be qualified to provide Supported Employment by DDDS shall be deemed to meet the Pathways standard for Supported Employment IF they also have a contract with the Delaware Division of Vocational Rehabilitation to provide Job Development, Placement and Retention (see DVR contact information on last page). The provider is allowed to submit their certification letter from the DDDS Provider Certification Committee as documentation that they meet the basic Pathways criteria.

### **Supporting Documentation**

#### **Programs and Services:**

1. Describe the service delivery process for each Pathways service for which the provider is applying to provide. As part of the answer to this question, please describe your experience in providing services to persons with intellectual developmental disabilities. In addition to your response to this question, you may also provide letters of reference from organizations or qualified entities that can attest to the current quality of your delivery of services.
2. Describe your service delivery model for each of the Pathways services for which provider qualification is being sought.
3. Submit a sample of a consumer service plan with person-centered goals related to the service.

#### **Health and Safety:**

1. List any national or other accreditations that are related to the Pathways services you are applying to provide.
2. List and explain any programs or services that you offer that are under a probationary or suspension status from any regulatory body.
3. List and explain any current or pending litigation initiated against your organization.
4. Please indicate your staff turnover rate for direct support professionals you employ.

**Policies, Procedures, and Quality Assurance:**

1. Describe your quality assurance system.
2. Submit as enclosures:
  - One copy of your Quality Improvement Plan
  - One copy of Rights Policy
  - One copy of Abuse/Neglect Policy
  - One copy of Risk/Incident Management Policy
  - One copy of Appeals Process
  - One copy of Training Policy

**Business Practices:**

1. Describe your governing body.
2. Submit a copy of your Table of Organization.
3. Submit a copy of your Operational Plan.
4. Describe your internal compliance and auditing system, including applicable schedules.
5. Describe your pre-employment screening criteria and process for new hires.
6. Submit as enclosures:
  - Notarized letter from a CPA firm attesting that you have a 90-day cash reserve or letter from a bank indicating you have a line of credit that represents at least 90 days of projected operating expenses.

**Completed application, with all required documentation and additional certification or licensure as noted in the grid should be mailed or emailed to:**

Pathways Provider Certification Committee  
C/O Division of Developmental Disabilities  
Woodbrook Professional Center  
1056 South Governors Avenue, Suite 101  
Dover, DE 19904  
ATTN: PPCC COMMITTEE

Chairperson of the Pathways Provider Certification Committee, Patricia Weygandt:

[Pat.weygandt@state.de.us](mailto:Pat.weygandt@state.de.us)

### **c. Submission of Additional Applicable Certification or Licensure (see grid)**

## **2. Enrollment with The Delaware Medical Assistance Program (DMAP)**

### **a. Pathways Application**

All Pathways providers must enroll with the Delaware Medical Assistance Program (DMAP) as a Pathways provider. For providers that must be certified by the Pathways Provider Certification Committee, they must receive their certification letter from the Committee BEFORE they can enroll with the DMAP. The DMAP contracts with a fiscal agent to enroll providers and to process claims. HP Enterprise Services is the current vendor that performs these functions for the DMAP. As part of the DMAP enrollment process, providers will be required to sign a Medicaid contract with the DMAP and will be asked to provide the letter from the Pathways Provider Certification Committee (or DDDS Committee for Supported Employment) as part of the HP enrollment application. The enrollment application for Pathways HCB services is found at the following link:

<http://www.dmap.state.de.us/downloads/forms/Pathways.to.Employment.pdf>

**NOTE:** When HP Enterprise Services Provider Relations receives a completed enrollment package from a provider and enrolls them to provide services under Pathways, it will notify the Chairperson of the Pathways Provider Certification Committee that the provider has been enrolled so that their name can be added to the list of providers qualified to provide Pathways services on the Pathways website.

### **b. Regular HP application**

Home Health Agency providers enrolling to provide Personal Care under Pathways and Durable Medical Equipment Suppliers enrolling to provide Assistive Technology must also submit a "regular" provider enrollment application in addition to the Pathways enrollment application. This is because of the new provider screening requirements that Medicaid must follow under the Affordable Care Act. These provider types are considered to be "high risk" for potential provider fraud, waste or abuse so must undergo heightened screening protocols.

The enrollment applications for these services can be found on the DMAP website via the Provider Enrollment Wizard at the following link:

<https://www.dmap.state.de.us/secure/enroll.do>

## Service-Specific Notes

**Individual/Group Supported Employment Providers** that have already been determined to be qualified to provide that service by the DDDS Provider Certification Committee shall be deemed to meet the Pathways standard for Supported Employment IF they also have a contract with the Delaware Division of Vocational Rehabilitation to provide Job Development, Placement and Retention. The provider can submit their certification letters from either the DDDS or Pathways Provider Certification Committees as documentation that they meet the basic Pathways criteria for Supported Employment.

**Financial Coaching** applicants must have a certificate from DHSS and the U of D Alfred Learner College indicating completion of **stand by Me** financial coaching curriculum

**Benefits Counseling** applicants must have a Community Partner Work Incentives Counseling (CPWIC) Certificate issued by an accrediting organization authorized by the Social Security Administration.

**Personal Care Services - Home Health (HH) Agencies** that are already enrolled with the DMAP to provide Personal Care (called Home Health Aide for Home Health Agencies) shall be deemed to meet the Pathways Provider Certification standards and do not need a certification letter from the Pathways Provider Certification Committee. If the provider is not already enrolled with the DMAP, HP must receive a copy of the provider's applicable license.

Home Health Agencies that are already enrolled with the DMAP to provide Personal Care (called Home Health Aide for HH Agencies) shall be deemed to meet the Pathways Provider qualification standards. These agencies can enroll with the DMAP via HP Enterprise Services to provide Personal Care under Pathways. This is in addition to their enrollment with HP to provide services to Medicaid recipients who are not enrolled in Pathways.

Home Health Agencies applying to provide Personal Care do not need to complete a Pathways Certification Application. You can go directly to the HP website and complete the DMAP application to be enrolled under the Pathways Taxonomy. You must do this even if you are already enrolled with the DMAP as a Home Health provider. The application may be obtained at the following link:

<http://www.dmap.state.de.us/downloads/forms/Pathways.to.Employment.pdf>

**Personal Care Services - PASA Agencies** that are already enrolled with the DMAP to provide Personal Care (called Home Health Aide for HH Agencies) shall be deemed to meet the Pathways Provider Certification standards and do not need a certification letter from the Pathways Provider Certification Committee. If the provider is not already enrolled with the DMAP, HP must receive a copy of the provider's applicable license.

PASAs that are already enrolled with the DMAP to provide Personal Care shall be deemed to meet the Pathways Provider qualification standards. These agencies can enroll with the DMAP via HP Enterprise Services to provide Personal Care under Pathways. This is in addition to their enrollment with HP to provide services to Medicaid recipients who are not enrolled in Pathways.

Personal Attendant Services Agencies (PASA) applying to provide Personal Care do not need to complete this Pathways Certification Application. You can go directly to the HP website and complete the DMAP application to be enrolled under the Pathways Taxonomy. You must do this even if you are already enrolled with the DMAP as a PASA provider. The application may be obtained at the following link:



<http://www.dmap.state.de.us/downloads/forms/Pathways.to.Employment.pdf>

**Durable Medical Equipment (DME) & Assistive Technology** providers will only be required to submit a State Business license in addition to all of the other pro-forma enrollment materials. For DME providers, the business license should indicate that they are a “durable medical equipment” business or other similar description. Assistive technology vendors can be entities such as Microsoft, Dell or Goodwill.

Durable Medical Equipment (DME) Suppliers already enrolled with the DMAP as a DME provider shall be deemed to meet the Pathways Provider qualification standards. These agencies can enroll with the DMAP via HP Enterprise Services to provide Assistive Technology under Pathways. This is in addition to their enrollment with HP to provide services to Medicaid recipients who are not enrolled in Pathways. In order to provide Assistive Technology as a DME provider, the business license must indicate that they are a “durable medical equipment” business or other similar description.

DME providers enrolling to provide Assistive Technology do not need to complete this Pathways Certification Application. You can go directly to the HP website and complete the DMAP application to be enrolled under the Pathways Taxonomy. You must do this even if you are already enrolled with the DMAP as a DME provider. The application may be obtained at the following link:

<http://www.dmap.state.de.us/downloads/forms/Pathways.to.Employment.pdf>