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SUBJECT:
Clarification of type, scope, amount, duration and frequency of services


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Deputy Secretary, Office of Long-Term Living

SCOPE: This Bulletin applies to Office of Long-Term Living (OLTL) Medical Assistance (MA) Home and Community-Based Services (HCBS) Service Coordinators and Direct Service Providers for the Aging, Attendant Care, COMMCARE, Independence and OBRA Waivers and the Act 150 Program.

PURPOSE: The purpose of this Bulletin is to clarify the meaning of type, scope, amount, duration and frequency of services provided in 55 Pa. Code Chapter 52 in order to ensure consistency in the accuracy and quantity of services provided by service coordinators and direct service providers.

DISCUSSION:

OLTL monitors providers to ensure that the correct type, scope, amount, duration and frequency of services are rendered to participants. This bulletin addresses provider questions regarding the meaning of each of these terms.

The terms type, scope, amount, duration, and frequency are used in 55 Pa. Code Chapter 52 in reference to appropriate documentation needed to verify that a service has been ordered, has been rendered and has been billed for appropriately. Each claim is reviewed by OLTL to ensure the appropriate type, scope, amount, duration and frequency of services is rendered by a provider. 55 Pa. Code, Chapter 52 can be found at:
<http://www.pacode.com/secure/data/055/chapter52/chap52toc.html>

POLICY

The terms type, scope, amount, duration, and frequency mean the following unless the context of the regulation clearly indicates otherwise.

1. Type

Type means that the provider is qualified and enrolled with the Department to provide the particular waiver service. OLTL reviews a provider to ensure that the service ordered is a service that the provider is authorized to provide. For example, only provider types 51, 55, and 59 are authorized to render and bill for service coordination services.

The following link leads to a list of all Provider Types and Specialty Codes, as listed in PROMISE, and their meaning or description of provider specialty:
http://www.dpw.state.pa.us/ucmprd/groups/public/documents/communication/s_002145.pdf

2. Scope

Scope means that the specific services to be delivered match the service definition.

3. Amount

Amount means that the number of units ordered and documented on the service plan are delivered to the participant. If the number of units ordered are 50 units per week, and the amount of units delivered is 46, then the total amount of services ordered has not been rendered. OLTL will accept reasonable documentation as to why units were not delivered such as:

- Participant refused service.
- Participant ill and service could not be delivered.
- Family member delivered service in lieu of provider.

Unacceptable reasons include provider being unavailable to deliver services.

Documentation may be maintained in service notes, in a participant's file, or wherever the agency chooses as long as it is maintained and accessible for monitoring.

A provider cannot bill for 50 units if only 46 were delivered. See 55 Pa. Code §§ 52.14(n) in addition to §§ 52.14(q) and 52.42(d). Documentation must be kept to show that services were provided for the correct amount or, if they were not, why not.

4. Duration

Duration means that services are provided in the amount of time scheduled. If the participant is scheduled to receive 2 hours of Personal Assistance Services (PAS), then the PAS provider should deliver 2 hours of service. Again, reasonable explanations as listed in paragraph 3 will be accepted as to why a service was not delivered in the appropriate duration. See 55 Pa. Code § 52.14(n). Documentation must be kept to show that services were provided for the correct duration or, if they were not, why not. Providers also need to assure that only those hours actually delivered and documented are billed

5. Frequency

Frequency means that services are provided the scheduled number of times, such as once a month, once a week, etc. Again, reasonable explanations as listed in paragraph 3 will be accepted as to why a service was not delivered in

the appropriate frequency. See 55 Pa. Code § 52.14(n). Documentation must be kept to show that services were provided for the correct frequency or, if they were not, why not.

OLTL monitors providers to ensure that the correct type, scope, amount, duration and frequency of services are being rendered to participants. Violation of the provision of this bulletin will result in corrective action steps being taken by OLTL. See 55 Pa. Code §52.23.

COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:

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