

AETNA BETTER HEALTH® OF ILLINOIS

Long Term Services and Supports (LTSS) Program Overview

Eligibility

Aetna Better Health does not determine your eligibility into the Waiver or Nursing Home programs. Eligibility determination is under either the Department on Aging or the Department of Rehabilitative Services. If your eligibility Department has decided you are eligible, you will be asked to select a plan. A plan will be assigned for you if you did not make a choice.

The following are some of the eligibility requirements of the Departments:

- Be a resident of the State of Illinois
- Be a citizen of the United States or a legally admitted alien
- Have a DON score of 29 points or more
- Have less than \$17,500 in assets or \$35,000 family assets for a child under the age of 18
- Needs will be met at a cost less than or equal to the cost of nursing services in an institutional setting
- Fully cooperate with the Medicaid application process and maintain Medicaid eligibility.

If you do not meet or maintain your eligibility requirements according to the Department standards, you may be disenrolled. Your eligibility Department will send you a notice if they have found you no longer eligible, and will give you a disenrollment date. Aetna Better Health will also be informed of this action and your disenrollment date.

Case Management Service

Aetna Better Health Long Term Services and Supports program is for members who have been determined eligible for a Home and Community Based Service (HCBS) waiver program or the Nursing Facility program. You will be assigned a Case Manager at the time you are enrolled. Your case manager will work with you, your family, or your guardian to help you determine your needs and services to meet those needs.

If you live in your own home, your Case Manager will complete an assessment visit and service plan with you every 3 months. If you live in a Nursing Facility or in a Supportive Living setting, your Case Manager will complete an assessment visit and service plan with you every 6 months. Your Case Manager can visit you more if your needs change.

At each assessment visit, your Case Manager will ask you questions to learn more about you. They will ask about your strengths. They will ask what you can do and what you need help with. Your Case Manager will work with you and your family, as you decide on services to meet your needs.

If you live in a Nursing Facility your Case Manager will approve your Long Term Care stay. Your Case Manager will work with you and your family to see if you can return to a community setting with services and supports. If you live in the community, your Case Manager will help get the services you need based on your waiver program.

You will have case management services as long as you are an Aetna Better Health member and in a nursing facility or in an HCBS Waiver program.

Nursing Facility Service

A Nursing Facility (NF) sometimes goes by different names such as Nursing Home, Long Term Care Facility, or Skilled Nursing Facility. A Nursing Facility is a licensed facility that provides skilled nursing or long-term care services after you have been in the hospital.

These facilities have services which help both the medical and non-medical needs of residents who need assistance and support to care for themselves due to a chronic illness or disability.

They provide care for tasks like dressing, bathing, using the bathroom, meals, laundry, and other needs. In a nursing facility the staff will take care of your medications and order refills for you.

If you live in a Nursing Facility you will need to pay a “Share of Cost” or “Patient Credit”. The State decides what your Patient Credit total will be based on your income and your expenses. If you have questions, your case manager will work with you to understand your Patient Credit. You will need to pay the Patient Credit to the Nursing Facility each month.

Home and Community Based Services and Waivers

Home and Community Based Services (HCBS) help you live in your own home or in a community setting. Your

Case Manager will work with you, your family, or guardian to find the right types of service. The Case Manager will also work to find the right amount and how long you will get of those services. Not all services will be right for you. Once you agree to these services your Case Manager will work to arrange them for you.

The HCBS Waiver programs are below. The services available are next to each program. The definitions of services are listed at the end of this list. Note - These services cannot be provided to you while you are admitted to a hospital or nursing home.

Waiver Program	Services
<p>Elderly Waiver Also known as: Aging Waiver Community Care Program</p>	<p>Also known as CCP (Community Care Program)</p> <ul style="list-style-type: none"> • Adult Day Health • Adult Day Health Transport • Homemaker • Emergency Home Response
<p>Persons with Disabilities Waiver Also known as: Physical Disabilities Waiver</p>	<ul style="list-style-type: none"> • Adaptive Equipment • Adult Day Health • Adult Day Health Transport • Environmental Accessibility Adaptations • Home Delivered Meals • Home Health Aide • Homemaker • Nursing • Nursing-Intermittent • Personal Care (Personal Assistant) • Personal Emergency Response System • Physical, Occupational, and Speech Therapy • Respite
<p>Persons with Brain Injury Waiver Also known as: Brain Injury Waiver TBI Waiver</p>	<ul style="list-style-type: none"> • Adaptive Equipment • Adult Day Health • Adult Day Health Transport • Behavioral Services • Day Habilitation • Environmental Accessibility Adaptations • Home Delivered Meals • Home Health Aide • Homemaker • Nursing • Nursing- Intermittent • Personal Care (Personal Assistant) • Personal Emergency Response System • Physical, Occupational, and Speech Therapy • Prevocational Services • Respite • Supported Employment

Waiver Program	Services
<p>People with HIV or AIDS Waiver Also known as: AIDS Waiver</p>	<ul style="list-style-type: none"> • Adaptive Equipment • Adult Day Health • Adult Day Health Transport • Environmental Accessibility Adaptations • Home Delivered Meals • Home Health Aide • Homemaker • Nursing • Nursing- Intermittent • Personal Care (Personal Assistant) • Personal Emergency Response System • Physical, Occupational, and Speech Therapy • Respite
<p>Supportive Living Program Waiver (SLP) Also known as: Supportive Living Facility Waiver (SLF)</p>	<ul style="list-style-type: none"> • Assisted Living Service

Adaptive Equipment

This service includes devices, controls, or appliances, specified in the plan of care, which enable the member to increase his or her abilities to perform activities of daily living, or to perceive, control, or communicate with the environment in which they live.

Adult Day Health - Also known as Adult Day Service

A daytime community-based program for adults not living in Supported Living Facilities. Adult Day Service provides a variety of social, recreational, health, nutrition, and related support services in a protective setting. Transportation to and from the center and lunch are included as part of this service.

Behavioral Services

These services are behavioral therapies designed to assist members with brain injuries in managing their behavior and thinking functions, and to enhance their capacity for independent living.

Day Habilitation - Also known as Habilitation

This service provides members with brain injuries training with independent living skills, such as help with gaining, maintaining, or improving self-help, socialization, and adaptive skills. This service also helps the member to gain or maintain his or her maximum functional level.

Emergency Home Response - Also known as Personal Emergency Response System

This electronic equipment allows members 24-hour access to help in an emergency. The equipment is connected to your phone line and calls the response center and/ or other forms of help once the help button is pressed.

Environmental Accessibility Adaptations

These are physical modifications to a member's home. The modifications must be necessary to support the health, welfare, and safety of the member and to enable the member to function with greater independence in their home. Without the modification a member would require some type of institutionalized living arrangement, such as nursing facility or assisted living.

Adaptations that do not help the member's safety or independence are not included as part of this service, such as new carpeting, roof repair, central air, or home additions.

Home Delivered Meals

Prepared food brought to the member's home that may consist of a heated lunch meal and a dinner meal (or both), which can be refrigerated and eaten later. This service is designed for the member who cannot prepare his or her own meals but is able to feed him/herself.

Home Health Aide

A person who works under the supervision of a medical professional, nurse, physical therapist, to assist the member with basic health services such as assistance with medication, nursing care, physical, occupational and speech therapy.

Homemaker

In-home caregiver hired through an agency. The caregiver helps with housekeeping items such as meal preparation, shopping, light housekeeping, and laundry. The caregiver can also help with hands-on personal care items such as personal hygiene, bathing, grooming, and feeding.

Nursing

This service provides skilled nursing services to a member in their home for short-term acute healing needs, with the goal of restoring and maintaining a member's maximal level of function and health. These services are provided instead of a hospitalization or a nursing facility stay. A doctor's order is required for this service.

Nursing - Intermittent

This service focuses on long term needs rather than short-term acute healing needs, such as weekly insulin syringes or medi-set set up for members unable to do this for themselves. These services are provided instead of a hospitalization or a nursing facility stay. A doctor's order is required for this service.

Personal Assistant

In-home caregiver hired and managed by the member. The member must be able to manage different parts of being an employer such as hiring the caregiver, managing their time and timesheets, completing other employee paperwork.

The caregiver helps with housekeeping items such as meal preparation, shopping, light housekeeping, and laundry. The caregiver can also help with hands-on personal care items such as personal hygiene, bathing, grooming, and feeding. Personal Assistants can include other independent direct care givers such as RNs, LPNs, and Home Health Aides.

Physical, Occupational and Speech Therapy - Also known as Rehabilitation Services

Services designed to improve and or restore a person's functioning; includes physical therapy, occupational therapy, and or speech therapy.

Prevocational Services

This service is for members with brain injuries and provides work experiences and training designed to assist individuals in developing skills needed for employment in the general workforce. Services include teaching concepts such as compliance, attendance, task completion, problem-solving and safety.

Respite

This service provides relief for unpaid family or primary caregivers who are meeting all the needs of the member. The respite caregiver assists the member with all daily needs when the family or primary caregiver is absent. Respite can be provided by a homemaker, personal assistant, nurse or in adult day health center.

Supported Employment

Supported employment includes activities needed to maintain paid work by individuals receiving waiver services, including supervision and training.

Supportive Living Program

Also known as **Supportive Living Service**
An assisted living facility is a housing option that provides members with many support services to meet the member's needs to help keep the member as independent as possible. Examples of support services to meet those needs include: housekeeping, personal care, medication oversight, shopping, and social programs. Supportive Living does not offer complex medical services or supports.

Freedom of Choice

You have the choice of nursing facility placement, supportive facility placement, or home and community based services. You also have the right to choose not to receive services.

You may choose which provider/agency you want to provide your Long Term Services and Supports. A list of agencies approved to provide services in your service area

will be reviewed with you by your Aetna Case Manager. Your Aetna Case Manager will work with you to participate in your service plan development and in choosing types of services and providers to meet your needs. You will receive a copy of each service plan and any subsequent changes to the plan.

The services that you receive are for needs addressed on your service plan and not for the needs of other individuals in your home.

Personal Assistant Service

Depending on your Waiver you may be able to select the Personal Assistant (PA) service.

If you choose to use Personal Assistant service you are encouraged to request a criminal background check on potential employees. HSP will cover the cost of the background check and it will not affect your services.

You will receive a Member (customer) packet and a PA (employee) packet. You should keep copies of paperwork in your Member packet folder.

If you employ a PA, it is your responsibility to ensure the following:

- You need to complete and turn-in all necessary documentation to the local HSP office prior to the start of employment of the PA. This includes information in both the Member and PA packets.

- You need to select a PA that has the physical capability to perform the tasks under your direction, and the PA will not have a medical condition which will be made worse by the job requirements.
- You need to provide a copy of and review your Aetna Service Plan with your PA so they understand your needs and hours approved.
- You will review the Time Sheet with your PA for accuracy of all information before you turn it in, and only approve hours actually worked by the PA for payment.
- Time Sheets will not be pre-signed or submitted prior to the last day worked in a billing period.
- Complete the PA's Last Day of Employment form (in your packet) and send to the HSP office when any PA's employment ends.
- Notify the HSP office within 24 hours of any incident resulting in injury to the PA at work.
- Complete the Report of Injury to a Provider form (in your packet) and mail or fax it to the HSP office within 24 hours after you reported it.

If you need a Personal Assistant at your place of employment or to go on vacation, you must first contact your Aetna Case Manager to request and obtain approval for paid service.