

**Statement of Work
High Fidelity Wraparound
Care Management Entity
State of Wyoming**

PROGRAM NAME: Magellan Wyoming Care Management Entity

PROVIDER TYPE: Respite Provider
Wyoming High Fidelity Wraparound

SERVICE DESCRIPTION:

A respite provider is responsible for providing safe care and supervision for children and youth who are enrolled in Wraparound services to provide short term, temporary relief for families and caregivers.

Main responsibilities for a respite provider are:

- Provide short-term, temporary care for youth or participants.
- Complement family caregiving without replacing it as primary care.
- Determine service amount, frequency, and duration with the family based on the POC.
- Be flexible to meet the unique needs of each family.

Respite is not a substitute for caregiving during work or educational hours.

Respite services are specifically designed to provide short-term, temporary relief for families and caregivers by offering care for the youth or participant on an episodic basis. These services are not intended to substitute regular caregiving during work hours or other essential activities such as school or after-school programs. The purpose of respite services is to support families in a way that is consistent with the individual's identified needs as outlined in the Plan of Care (POC), which must be established before authorization.

The location for respite services may vary, with care being provided at the provider's residence, the participant's home, or other community-based environments such as community libraries, parks, malls, or stores. However, it is essential that these settings are not institutional in nature and are conducive to providing a safe and supportive environment. The intent of respite services is to supplement, not replace, the caregiving provided by the family and should never become the primary care setting. If the services are provided in the provider's home, approval from Magellan is required to ensure the setting meets safety and care standards that align with the participant's needs.

The amount, frequency, and duration of respite services will be tailored to each individual family's circumstances and will be specified within the Plan of Care. These services are intended to be flexible, adapting to the unique requirements of each family to ensure optimal support. Respite is not an overnight service.

SUMMARY OF PRINCIPLES

The values of Wraparound match the system of care framework. At its core, Wraparound focuses on listening to families and respecting their choices. This approach, called “voice and choice,” ensures that the family's perspective (including the youth's) is the most important part of planning and decision-making.

Wraparound values emphasize creating plans and services that are personalized, family-led, culturally respectful, and connected to the community. It also aims to build a family's natural and community support system by strengthening relationships and using resources within their network. Wraparound focuses on strengths, helping families and teams recognize and build on their talents and abilities.

In the High-Fidelity Wraparound model, all roles—Family Care Coordinators, Family Support Partners, Youth Support Partners, respite providers, and as applicable their supervisors—must follow the 10 principles supported by the National Wraparound Initiative (<http://www.nwi.pdx.edu>) and the Substance Abuse and Mental Health Services Administration (SAMHSA). These principles are:

1. **Family voice and choice:** The family's input is key.
2. **Team-based:** A supportive team works together.
3. **Natural supports:** Uses resources like friends and community connections.
4. **Collaboration:** Everyone works as a team.
5. **Community-based:** Services are rooted in the family's community.
6. **Culturally competent:** Plans respect the family's culture.
7. **Individualized:** Tailored to each family's unique needs.
8. **Strengths-based:** Focuses on talents and abilities.
9. **Unconditional:** Committed to helping the family, no matter what.
10. **Outcome-based:** Focused on achieving positive results.

REQUIREMENTS AND PERFORMANCE OUTCOMES OF RESPITE

- **Improved Family Support and Caregiver Relief:**
 - Caregivers experience a reduction in stress and are provided with necessary breaks, contributing to overall family well-being.
- **Safety and Well-being of the Youth:**
 - The youth's safety is ensured in the respite care environment, and they are engaged in appropriate, enriching activities during their care.
- **Family Satisfaction:**

- Families express satisfaction with the respite services provided and feel that their specific needs and concerns are addressed.
- **Service Alignment with the Plan of Care (POC):**
 - The respite services are delivered in alignment with the goals and needs outlined in the youth's or participant's individualized Plan of Care (POC).
- **Quality of Care:**
 - The care provided meets state safety standards and quality expectations, with appropriate supervision, safety measures, and suitable care environments.

PROVIDER/YOUTH RATIO:

Respite is to be provided for one participant at a time, unless prior approval is given by the Care Management Entity. Only unique and exceptional circumstances would be considered in providing services for more than one participant.

FREQUENCY/DURATION:

Respite service will be restricted to a set number of hours per calendar year for the enrolled and qualified participants. The Care Management Entity, via prior authorization of the plan of care, will control the distribution of units on a 90 day cycle dependent on the needs of the youth/family and up to the allocated annual amount/limit. It is required that the respite provider be a present and active member of the Child and Family Teams, and that specified intervention is tied to the need, and that frequency and duration are specified in the Plan of Care.

The maximum number of units allowed per youth for respite care is 416 hours per calendar year.

NOTE: Per Medicaid policy, do not submit a claim for payment that is not fully documented in Magellan's electronic health record.

PROVIDER QUALIFICATIONS:

Any provider of respite services is required to attain and maintain a certification for this service from the Care Management Entity, and meet all specified State criteria listed below:

- Successfully complete a criminal history background check, which includes a Central Registry, Federal Bureau of Investigations (FBI)/Division of Criminal Investigation (DCI), and Office of Inspector General background screening.
- Maintain a current CPR and First Aid Certification.
- At least 21 years of age.
- Two years' work/personal experience with children (preference given to individuals who have worked with a child with serious emotional disturbance).
- Maintain current auto insurance if transporting enrollees/youth.
- Complete all provider training required by the Care Management Entity and State.

- Complete High Fidelity Wraparound overview training to understand their role as members of the High Fidelity Wraparound service benefit and Child and Family Team.
- Enrolled as a Wyoming Medicaid Provider through the State's Fiscal Agent.

FREQUENCY OF VERIFICATION:

A respite provider who is determined to be out of compliance with the state requirements at any point in the year may receive notification from the Care Management Entity (CME) regarding the nature of the non-compliance issue and a specified timeframe for resolution. The CME has the authority to monitor individuals at any time during service if there has been any of the following:

- A complaint via the complaint process;
- An incident via the reporting process;
- An internal referral via the referral process; and/or
- There is indication the individual is not complying with the rules and regulations.

REPORTING REQUIREMENTS:

High Fidelity Wraparound providers will adhere to financial, quality, and other reporting requirements at the request of Wyoming Magellan Care Management Entity.

Respite providers must submit contact notes in the electronic health record for each encounter with a youth including documenting specific activities, skills and strategies that the Respite Provider contributes.

For authorization of services, the respite provider must complete the provider exchange document. This document is essential for ensuring that both the provider and the family have all necessary information and agree on the care plan, facilitating a smooth and coordinated respite service experience.

DOCUMENTS BY REFERENCE:

In addition to this contract and scope of work, all providers are required to adhere to the stipulations, regulations, performance guidelines and reporting as fully described in the following documents.

- 1915 (c) HCBS Waiver
- 1915 (b) Waiver: Wyoming Medicaid's Youth Initiative – A High Fidelity Wraparound Community-based Alternative for Youth with Serious Emotional/Behavioral Challenges
- Direct billing and Wyoming Rules