Frequently Asked Questions from the November 18, 2019

OLTL Webinar on New Employment Services

1. With Benefits Counseling, what is the appropriate and acceptable proof of unavailable community resources?
    - *The Benefits Counseling service definition states that "Initial Benefits Counseling may only be provided if it is documented in the service plan that Benefits Counseling services provided by a Certified Work Incentives Counselor through a Pennsylvania-based federal Work Incentives Planning and Assistance (WIPA) program were sought and it was determined that such services were not available either because of ineligibility or because of wait lists that would result in services not being available within 30 calendar days." In order to access Benefits Counseling in the waivers, there must be written documentation that one of these two conditions exists.*

2. There are no upcoming trainings available for the WIPA Benefits Counseling. The classes only allow for 30 individuals at a time. Are there any other training options at this time and/or will OLTL be willing to reach out to the WIPA Training to request additional training options?
    - *OLTL has placed an inquiry with the WIPA program to determine if additional trainings might be held. An e-mail will be sent to providers when additional information is available.*

3. Is there a possibility to waive the ASPE or ACRE credential if someone is already a Certified Rehabilitation Counselor? This is a Masters level certification that proves an individual is well versed in vocational rehabilitation and supported employment services and is the required credential for Office of Vocational Rehabilitation Counselors.
    - *No. Providers will not be given waivers of the qualifications for these services.*

4. Can service coordination agencies provide these employment services?
    - *No. State regulation (55 Pa. Code Chapter 52,§52.28) requires conflict-free service coordination, meaning that service coordination entities may not provide these waiver services.*

5. Does the plan to close out claims prior to October 1 mean that the providers that are not going to enroll in the new services will not be paid for the services that they were asked to continue to provide past October 1?
   - *No. OLTL is putting together a payment strategy to ensure that those providers will be paid for the services they provided past October 1, 2016.*

6. Where can the rates for these services be found?
   - *The final rates for these new services can be found at: http://www.dhs.pa.gov/provider/longtermcareprov/*

7. How would a provider obtain referrals for services? Would the referrals filter through the same supports coordination entities as consolidated waiver, PFDS waiver, etc.?

   - *Waivers available through the Office of Developmental Programs are not affected by OLTL waiver amendments. There is no new process involved in obtaining referrals for the new services. If an OLTL service coordinator has a participant who has been assessed to need an employment service, the participant will be provided with a list of qualified providers to choose from. The participant will make a selection and the chosen provider will be contacted by the service coordinator.*

8. If a consumer currently has supported employment and the current provider is not willing to sign up for the new service and there are no available providers for the new services, what are SCs to do?
   - *OLTL will be working with existing employment services providers to assist those that are interested in complying with the new requirements. OLTL will also be conducting outreach to new providers for these services. Should the above scenario arise, an SC should contact the BPS Provider Call Center at 1-800-932-0939 for assistance.*

9. Do supervisors have a grace period for obtaining the CESP or ACRE certification if they are supervising someone who does not have the certification – it's 18 months for a direct care worker – is there a grace period for the supervision?
   - *OLTL will work with providers to assist them in coming into compliance with the credentialing requirements of the service definitions.*