

ADRC Activity Reporting Requirements Frequently Asked Questions #2

1. Question:

Where do you want us to mark a PAC in the ADRC activities when we find out that the consumer has passed away when we get to the facility?

Answer:

Since the individual is deceased, no interaction occurred and this would not be tracked as an ADRC Activity.

2. Question:

Recently a family member called the ADRC concerned about a loved one. As an I&A Specialist, I provided information about local services. The family member asked if I would contact the person, when I did the individual refuses to speak with me. Is this tracked in the State's ADRC Activity Report?

Answer:

The first contact is logged as Information and Assistance and since the second interaction with the individual did not occur (person refused), no contact is noted in the State's ADRC Activity Report. However, if the ADRC receives a referral from PAC, contacts the consumer who declines further conversations, the ADRC would code this contact as "client refused (PAC related).

3. Question:

When the ADRC notifies Economic Support of a disenrollment on behalf of a consumer and in accordance with the ADRC policies (e.g. faxing a disenrollment form), is that a "Referral to ES"?

Answer:

Presumably the ADRC has already "provided disenrollment counseling" to the consumer. Notifying ES of a disenrollment is not tracked in the ADRC activity. That being said, it may be appropriate to refer someone to ES to discuss their MA status change (as a result of dis-enrollment). If you are referring a person to ES, the ADRC activity should reflect this; simply notifying ES of a disenrollment is not noted as an ADRC activity in this report.

4. Question:

During a recent conversation with a consumer I shared information about QMB, SLMB. How is this logged in the Activity Reporting?

Answer:

In this scenario you describe conversations around QMB, SLMB, therefore you would select "Provided Information & Assistance." The individual was not referred to an agency to help them with "financial related needs" and they did not complete an application for Medical Assistance.

5. Question:

If the ADRC has interaction with a person who is under age 60 and does not have a disability...do we select "unknown" for a disability type?

Answer:

It would be appropriate for the I&A Specialist to select "unknown" which we will interpret to also mean not applicable.

6. Question:

A caller called about a child under the age of 18, had a broken leg and wanted to know if we could give them information about using a wheelchair. The child/consumer was not permanently disabled. What disability would we select?

Answer:

The I&A Specialist would select "physical disability" as the disability type and "provided Information & Assistance" as the ADRC Activity.

7. Question:

If someone is an individual's guardian and also their caregiver, how should they be listed on the caller type?

Answer: The guiding principle in these situations is to consider in what capacity is the individual seeking the information. Is the person contacting the ADRC because of their role as a guardian or a caregiver? Generally if the person is contacting the ADRC in carrying out their unique status a guardian, select that caller type. If the person is contacting the ADRC because of their broader role as a caregiver, select that caller type. Only one caller type can be selected at a time.

8. Question:

I understand that enrollment counseling is helping people learn about and choose a publicly funded long-term care program like IRIS, Family Care or Partnership. After people decide on a program, we routinely will fax an enrollment form (managed care options selected) or a referral (IRIS selected) to the MCO or ICA. Faxing of the form is noted in the consumer notes section of our I&A client database. Is appropriate to select "Enrollment Counseling" for that activity (since it is related to enrollment)?

Answer: The action of faxing a form would not be logged as an ADRC activity. It doesn't include an interaction with a consumer and is really the result of enrollment counseling that has already occurred. It is however important that you note that this step has taken place.

9. Question:

Sometimes our receptionist will provide information to callers. Generally this information is limited to a phone number. Is this counted as an ADRC activity?

Answer:

The State's ADRC Activity Report is focused on ADRC activities. Most receptionists direct callers to the appropriate person. A receptionist may respond to inquiries by providing a phone number. This is directory assistance and is not considered Information & Assistance, therefore would not be tracked in the ADRC Activity Report.

10. Question:

What is a collateral contact? I know that I&A Specialists often speak with a variety of agencies in order to gather the necessary information to share with inquirers. Some of these interactions are related to information and assistance, options counseling. Are these contacts considered “collateral” and are these interactions reflected in ADRC Activity Reporting? An example of a collateral contact is calling several home care providers to learn if they can provide a bath during the hours of 8:00am to 10:00 am.

Answer:

Yes, interactions with agencies that you described are often referred to as collateral contacts. ADRCs are **not** required to include these contacts in the State’s ADRC Activity Report; however, ADRCs **may** choose to track these contacts by selecting “**other**” as the caller type and selecting the corresponding ADRC activity.

Contacts that are included in the State’s ADRC Activity report reflect interactions (conversations) that occur with a consumer or a family member (neighbor, caregiver, etc.). A way to remember how (or whether) to track or log this interaction is: collateral contacts that involve discussions with staff from agencies or services providers **may** be tracked using the caller type “**other**”. Situations where the ADRC is initiating contact with the consumer or people (non-agency), e.g., family, friends, is tracked as “ADRC contacted consumer” as the caller type. Please note interactions or contacts need to have a caller type and an ADRC Activity (along with disability type and age group of the consumer).