



DIVISION OF LONG TERM CARE

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Jim Doyle
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State of Wisconsin
Department of Health Services

Date: June 3, 2010

To: Family Care, Partnership and PACE Managed Care Organizations

From: Susan Crowley, Administrator 

Re: Technical Guidelines for Prevocational Services in Family Care and Family Care Partnership Programs

The Department is issuing the attached Technical Guidelines for Prevocational Services in Family Care and Family Care Partnership. These guidelines are the culmination of a seven-month process of collaboration among the Department, Managed Care Organizations (MCOs), and external stakeholders.

Last fall DHS developed a consensus with external stakeholders, including Rehabilitation for Wisconsin (RFW), Disability Rights Wisconsin (DRW), and Board for People with Developmental Disabilities (BPDD), on a proposed definition of prevocational services in the Family Care program. The federal government approved the definition in December 2010 as part of the Family Care Medicaid waiver renewal.

In February, the Department began development of technical guidelines to assist Family Care case managers with understanding and implementing the updated definition. DHS conducted a very open and collaborative process with external stakeholders to develop the technical guidelines.

The Department has provided external stakeholders opportunities for written and oral comments on three rounds of drafts, and has held two meetings with stakeholders on the guidelines. The Department has given careful consideration to all input received from stakeholders and has incorporated a significant number of the comments received.

The Department is appreciative of the involvement of numerous stakeholders and the Family Care Managed Care Organizations in developing and refining these guidelines over the last several months. The time and extensive input provided by all involved in the collaborative process has strengthened the document and resulted in a very clear, refined set of guidelines consistent with the federal definition.

The technical guidelines are also consistent with the following principles that were supported by consensus in the discussions last fall. Through implementation of the technical guidelines, MCOs will be proceeding consistently with these principles.

- Prevocational services will continue to be available for people in Family Care
- No one's current prevocational services will be disrupted
- The degree to which each person uses prevocational services will vary, depending on informed consumer choice and the individual's personal goals and interests
- These decisions will be determined by the individual and his or her care-planning team in the ongoing person-centered planning process used in Family Care
- The critical role played by Wisconsin's community rehabilitation providers in serving Family Care members will continue

It is important to note that MCOs have been adhering to these principles since the fall, while the development of the technical guidelines has been pending. Specifically, prevocational services continue to be one of the services available to all Family Care members. Family Care members currently receiving prevocational services have not been forced to discontinue those services. The degree to which each Family Care member uses prevocational services varies, depends on the member's informed choice, and as is true of all service authorizations in Family Care, is determined through the Family Care member-centered planning process. Community rehabilitation providers have and will continue to provide services to Family Care members.

Ensuring that Family Care members receive appropriate services is very important to the Department. Currently, Family Care serves 32,000 members, of which over 10,000 are people with developmental disabilities. In response to the Department's offer to investigate any specific cases of concern, over the last three months a small number, ten cases, were brought to the Department's attention by prevocational providers concerned that services to specific clients might be cut. For six of the cases, the Department and MCO have requested and are awaiting additional details from the provider in order to proceed with investigating the case. The Department promptly investigated the other four specific cases; and has determined that prevocational services were not cut or disrupted in any way for the four clients.

The Department will continue to follow up promptly on any new specific cases brought to its attention to determine if any inappropriate actions have taken place.

The Department will be providing training materials and opportunities to MCO staff and managers to help ensure that these guidelines are implemented appropriately, effectively, and consistently.

Managed care organizations should follow their standard protocols to ensure that interdisciplinary teams, other relevant MCO staff and contracted employment service providers receive these guidelines in a timely manner.

Thank you again for your participation in the development of the attached technical guidelines.

Attachment: [Technical Guidelines for Prevocational Services](#) (PDF, 80 KB)

cc: Thomas Cook, Rehabilitation for Wisconsin
Lynn Breedlove, Disability Rights Wisconsin
Jennifer Ondrejka, Board for People with Developmental Disabilities
Nancy Molfenter, Association for Persons in Supported Employment
Senator Jon Erpenbach
Senator Dave Hansen
Senator Bob Jauch
Senator Dan Kapanke
Senator Fred Risser
Representative Jeff Fitzgerald
Representative Phil Garthwaite
Representative Gary Hebl
Representative Mark Radcliffe
Representative Mike Sheridan
Representative Terry Van Akkeren