

To: TennCare Managed Care Organizations (MCOs)
CHOICES Community Living Supports (CLS) Service Providers
CHOICES Community Living Supports Family Model (CLS-FM) Service Providers

From: Michelle Morse Jernigan, Deputy, LTSS Quality and Administration

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Subject: Updates to Community Living Supports in CHOICES

The purpose of this memorandum is to inform Community Living Supports (CLS) and Community Living Supports Family Model (CLS-FM) providers of two new updates in the CHOICES program: 1) CLS Ombudsman and 2) CLS Quality Monitoring by the Department of Intellectual and Developmental Disabilities (DIDD).

1) CLS Ombudsman

As described in the TennCare Rule 1200-13-01.05, which became effective on July 29, 2015, TennCare will arrange for CLS and CLS-FM CHOICES Members to have access to a CLS Ombudsman. The Bureau of TennCare has contracted with the Area Agencies on Aging and Disability (AAAD) to serve as CLS Ombudsman for members receiving the CLS and CLS-FM benefits, which include the requirement that the AAAD make face-to-face visits with CHOICES members in the members' CLS or CLS-FM residences. The visits are scheduled to begin by October 15, 2015.

For CHOICES members enrolled in CLS and CLS-FM *prior* to October 15, 2015, the CLS Ombudsman will contact these members by the end of the year (before December 31, 2015) to schedule an introductory visit to provide education materials and contact information.

CHOICES members enrolled in CLS and CLS-FM on or after October 15, 2015 will receive an educational visit and pre-transition survey from the Ombudsman at least two weeks prior to their move into the CLS or CLS-FM residence. Additionally, the CLS Ombudsman will conduct a post-transition survey with the member in their CLS or CLS-FM residence at least 60 days and no more than 90 days after the transition. As the providers of CLS and CLS-FM, please be aware and prepared to help accommodate these visits.

Finally, the CLS Ombudsman's responsibility to provide ongoing assistance and advocacy for members in CLS and CLS-FM residences may require additional in-person visits to these residences as necessary. Again, please ensure you as the provider accommodate these visits.

The responsibilities of the CLS Ombudsman are detailed in the TennCare Rule, which can be accessed here: <http://share.tn.gov/sos/rules/1200/1200-13/1200-13-01.20150727.pdf> (see page 67-68).

2) CLS Quality Monitoring

Also included in the TennCare Rule 1200-13-01.05, effective July 29, 2015, is the requirement that CLS and CLS-FM provider cooperate with quality monitoring and oversight activities conducted by the DIDD under contract with TennCare to ensure compliance with requirements for the provision of CLS and to monitor the quality of CLS and CLS-FM services received. For providers, this will entail a Quality Assurance Survey conducted by DIDD specific to CLS and CLS-FM services.

With questions, please contact Lauren Pearcy: lauren.pearcy@tn.gov.