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GUIDEBOOK

IDAHO RESPITE VOUCHER PROGRAM
2019

8050 W. Rifleman St., Suite.100

Boise, ID 83704

BPAHealth.com

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Welcome

BPA Health would like to welcome you to the Children's Mental Health Respite Care Voucher Program. BPA Health staff look forward to supporting you and your family in gaining access to the unique care for your child that is crucial to maintaining a healthy and happy family.

We believe personal contact fosters strong links with families, especially when dealing with sensitive matters. Our staff are trained, dedicated, and understand the importance of providing positive and professional support to the families accessing respite care services.

It is our hope that you find our processes easy to navigate, and our staff willing and ready to assist you.

Thank you for allowing us to be a part of you your family's journey.

We look forward to working with you!

Sincerely,

The BPA Health Team

Contact Us:

Address: 8050 W. Rifleman St., Ste. 100
Boise, ID 83704

Website: BPA Health.com or,
Idahorespitecare.com

Email: respitecare@bpahealth.com

Phone: 208-947-5154 Local
1-866-617-3126 Toll Free

Fax: 208-344-7430

Office Hours: Monday-Friday 8:00 am-6:00 pm.

Note: we will be closed on State and Federal Holidays

About Respite Care

Quite simply, respite care is short-term relief for primary caregivers. Primary caregivers includes parents or legal guardians of a child under the age of 18. The Idaho Respite Care Voucher Program is a voluntary program that provides financial relief by issuing payment for respite care services to providers who are chosen by the primary caregiver. This allows qualified families of children with Serious Emotional Disturbance (SED) the opportunity to decompress or tend to important matters with the peace of mind that their child is being cared for by someone who is already familiar and equipped to handle the family's specific situation. The end result is the reduction of stress and an increase in stability within the family unit.

Respite care can be used to conduct short-term personal business such as go to the gym, run errands, attend doctor's appointments, etc. It can also be used to allow the caregiver the ability to spend quality time with other family members or attend their activities. Respite care is not meant to be a replacement for regular childcare or daycare.

At the core of the Idaho Respite Voucher Program are the **Youth Empowerment Services (YES)** Principles of care. These principles guide and inform the delivery of children's mental health services. YES principles of care include:

- Family-Centered Care
- Family and Youth Voice and Choice
- Strengths Based
- Individualized Care
- Team Based
- Community Based Service Array
- Collaboration
- Unconditional
- Cultural Competency
- Early Identification and Intervention
- Outcome Based

Tenants of the YES Practice Model include:

- Engagement
 - Families and Class Members are welcomed and provided with respect, honesty, and openness;
 - Providers demonstrate hope and an expectation that the family is capable of succeeding;
 - Family's language is used and jargon is avoided; and
 - Cultural diversity is valued and respected.
- Assessment
 - Families are acknowledged as experts on their children;
 - Families are listened to, heard and valued; and
 - Strengths identification of all family members and supports is central to getting to know the family
- Care Planning & Implementation
 - Families and Class Members are provided written information about choices and limitations on choices;
 - Services and supports, both formal and informal, will be provided in the most appropriate and least restrictive settings within the community, with family voice and choice being the primary factor in making decisions in intervention strategies;
 - Services focus on strengths and competencies of families, not on deficiencies and problems;
 - Planned services are available and accessible to the family and are provided in a manner that causes the least amount of additional strain to the family and Class Member; and
 - Goals and tasks with measurable outcomes are established to assess change not compliance.
- Teaming
 - Families shall have input regarding who is on the CFT;
 - Families are full and active partners and colleagues in the process; and
 - The decision-making process is a joint process with the family and Class Member rather than a "majority rule" which decides for the family.

- Monitoring and Adapting
 - Services are provided regardless of the Class Member's behavior, placement setting, family circumstances or availability of services;
 - Never giving up on Class Members and families while keeping them safe;
 - Understanding that setbacks may reflect the changing needs of family members, not resistance; and
 - Skills and knowledge of the family and Class Members are essential to the change process.
- Transition
 - Families are key in identifying resources and supports which may be utilized for solutions; and
 - The community is recognized and respected as a key resource and support

For more information on YES Principles of Care and Practice Model, please visit:
<https://youthempowermentservices.idaho.gov>

Accessing Respite Care Vouchers

To access respite care vouchers, you will need to start by filling out the application located at idahorespitecare.com. A paper form is available upon request. The primary determinant of qualification is proof of your child having a Serious Emotional Disturbance (SED). This includes a Liberty Assessment, which identifies a mental health diagnosis (CDA with CANs) and a Person-Centered Plan/treatment plan.

For questions about the Liberty Assessment, contact Liberty Healthcare Corp. at (877) 305-3469.

If your child meets our criteria to receive voucher payments, you will be emailed an authorization that will be valid up to six months and shall not exceed \$600.00 per qualified child. It is important that you retain this authorization letter for your records.

Services may be provided to families/caregivers with children living with a Serious Emotional Disturbance (SED). To be eligible for voucher respite, a child must:

- Be under the age of eighteen (18)
- Be a resident of Idaho
- Have been assessed by a master licensed clinician with credentials to diagnose;
- Have been determined to have a mental health diagnosis and functional impairment;
- Have had respite services identified on the child/youth's person-centered plan or treatment plan.

Families who are currently on Medicaid are encouraged to contact Optum at 855-202-0973 for agency respite care services.

Requesting Additional Vouchers

Once your voucher has expired or the balance has been depleted, you will be required to complete the Additional Voucher Request accessed by selecting "Apply for a Voucher," and selecting "No" to the question that asks "Is this your first time applying for a voucher through BPA Health?" on the idahorespitecare.com website. Families are authorized two (2) vouchers in a rolling year.

Choosing a Provider

Choosing a provider to care for your child can be stressful when you have a child with Serious Emotional Disturbance. There are many options, and it is important to ensure that the provider you choose is equipped or qualified to care for you child. The Idaho Respite Care Voucher program, grants the primary caregiver the freedom to pay someone from their support network or an individual who is independent from a provider agency and be reimbursed for services. Ultimately, the relationship between the primary caregiver and the provider is a partnership. It is important to ensure that this partnership is built around respect, communication, openness, and patience.

The minimum requirements for a respite care provider in this program are as follows:

- Are at least nineteen (19) years of age and a minimum of four (4) years older than the child for whom care is being provided for.
- Are a member of the family's support system (i.e. relative, friend, neighbor, etc.).
- Do not reside in the home.
- Must be independent from a provider agency.
- Services provided to the family are reserved to respite needs only.

The primary caregiver is responsible for ensuring the individual providing respite care has the knowledge and skills, as determined by the family, to provide care. Training and educational resources are available to the provider and the primary caregiver at idahorespitecare.com. Formal training is not a requirement of this program.

Respite care should be the only service the provider is billing for. Respite services provided by an agency must be approved by and billed through Optum

After Choosing a Provider

Once a provider has been chosen, you will need to agree on a rate per hour of care that is fair and reasonable. You will need to keep track of the service hours to include in your invoicing. When calculating hours, please round to the nearest quarter hour. For example, if your child was seen for 4.11 hours, 4.15 hours is reported.

Paying for Services & Receiving Vouchers

Receiving payment is simple. Once you have applied, you receive an authorization letter from BPA Health, you are permitted to begin to seek reimbursable services. To receive payment, follow the three easy steps below:

1. The primary caregiver pays the respite care provider at time of service or as agreed upon by the primary caregiver and respite care provider.
2. The primary caregiver must complete the invoice and be signed by the provider which will then be sent to BPA Health for issuance of a reimbursement check.
3. Payment for the amount billed will be issued to the family within 14 days of receiving an approved invoice.

Only the primary caregiver is permitted to request payment. If requesting payment for multiple children a separate invoice must be submitted for each.

The invoice can be found at idahorespitecare.com or here:

<https://www.cognitofrms.com/BPAHealth/RespiteCareVoucherInvoice>

The primary caregiver responsible for tracking payments and hours and is as such financially responsible for services or hours billed which exceed the amount authorized. Upon payment, primary caregivers will be emailed a receipt for payment which will include a summary of what has been paid out and the balance remaining.

All invoices for services provided during a six-month voucher period must be submitted no later than 30 days from the voucher expiration date.

Filling out the Respite Care Voucher Invoice Form

Filling out the Respite Care Voucher Invoice Form can be completed two ways, online or hardcopy.

Online

1. Primary Caregiver
 - a. Click the link to the Invoice form on the idahorespitecare.com website.
 - b. Fill out the invoice with your information and the dates of services provided and the amount to be reimbursed for each date of service. Ensure you sign and date the invoice.
 - c. Click "Submit." *Note: you will need to enter the respite care provider's email address.*
2. Respite Care Provider
 - a. The respite care provider will receive an email notification that they have an invoice that is ready to sign.
 - b. Click the "Edit the Shared Entry" link, and review the invoice for accuracy.
 - c. Sign and date the form, then click "Submit."
 - d. A copy of the form with both signatures will be emailed to the Idaho Respite Care Program and the primary caregiver upon completion.

Hardcopy

1. Primary Caregiver
 - a. Download a PDF version of the invoice form from the idahorespitecare.com website.
 - b. Complete and sign the document with all service dates and amounts to be reimbursed,
 - c. Present to the respite care provider for signature.
 - d. Email, fax, or mail the form to BPA Health using the contact information provided in the "Contact Us" section of this guidebook.

Receiving Payment (For Providers)

The Idaho Respite Voucher Program is designed to provide repayment to the family for services to the provider. As such, payment arrangements should be made with the primary caregiver prior to providing services. In the event of a non-payment or a discrepancy in payment, it is your responsibility to work with the family to come to an agreement. If no agreement can be settled on, it is your right to file a grievance as described in the Satisfaction Surveys, Complaints, & Grievances section of this manual.

Because payment is issued to the primary caregiver and there is no contractual agreement between the provider and BPA Health, it is the provider's responsibility to report any earnings to the IRS for tax purposes.

Primary Caregiver Responsibilities

The primary caregiver has several responsibilities in planning for a child's care in the respite care program. These responsibilities include choosing a provider, informing and training the provider about your youth's needs, instructing the provider regarding medications, and communicating changes in special needs through the Primary Caregiver Orientation. Additionally, the primary caregiver is responsible for coordinating with the respite care provider to determine the duration, time, day, and activities for respite.

Choosing a Provider

As mentioned in the "Choosing a Provider" section, it is the primary caregiver's responsibility to choose a respite care provider that is appropriate for their child. Providers can be a friend or family member. Please reference the "Choosing a Provider" section for more details.

Informing and Training a Provider to your Child's Special Needs

Because no one knows a child better than the primary caregiver, it is important that the respite care provider is fully informed as to a child's special needs. This includes treatments, ways the child is comforted, dietary restrictions, sleeping and eating schedules, and any other pertinent information that lends to the safety, comfort and well-being of the child.

Completing the Primary Caregiver Orientation

Each family will have the option to complete an orientation form. The orientation form will provide the respite care provider with important information about the child. The provider will in turn complete an orientation form for the primary caregiver to reference. It is important that these forms are printed out and available to both parties for reference. Both forms are available at idahorespitecare.com.

Changes in Child Needs

Primary Caregivers are encouraged to provide the respite care provider a notice of any changes in the child's needs, in the needs of the family, changes in contact information, or any other information that is pertinent to the respite care provider.

Provider Training

BPA Health offers training videos and resources to anyone who is interested in learning more about respite care. While not mandatory, these resources will help prepare respite care providers to appropriately handle an array of behavioral issues, and provide ideas on activities that can increase the provider's ability to connect with the child. These resources can be accessed at <https://www.bpahealth.com/respite-care-training/>.

The primary caregiver is responsible for selecting a respite care provider who is in the child's natural support system. As such, the primary caregiver is responsible for supervising the provider and addressing any behavioral or ethical concerns.

Satisfaction Surveys, Complaints, & Grievances

Families who receive respite care dollars are encouraged to complete a satisfaction survey to allow BPA Health the opportunity to improve the quality of services provided. Surveys will be sent out

quarterly via email or USPS and results will be shared with the Idaho Department of Health and Welfare.

Complaints and grievances may be filed on the [idahorepitedcare.com](https://www.bpahealth.com/respice-care-complaints/) website or <https://www.bpahealth.com/respice-care-complaints/> at any time by anyone. Complaints and grievances can be in regards to a specific respite care provider, BPA Health, or any aspect relating to the Voucher Respite program. All complaints will be reviewed and investigated. BPA Health will respond to complainants by phone within three business days of receipt and will provide a written resolution within 5 business days of the call.

Any complaints regarding the Medicaid respite program must be directed to Optum.

Costs and Other Considerations

The primary caregiver is responsible to ensure the respite care provider is fairly compensated and is personally responsible for the cost of care that exceeds the amounts authorized under the Idaho Respite Care Voucher Program.

There may be times when a respite care provider wishes to take the child to attend activities where there are addition costs associated such as children's events, movies, the YMCA, etc. The primary caregiver is responsible for all costs not directly related to the immediate care of the child including but not limited to fees, travel costs, and food. It is however the responsibility of the respite care provider to inform the primary caregiver of the expense and get permission prior to attending such activities.

In all activities whether in the home or in the community, there are inherent risks. The primary caregiver is responsible for medical or any other costs relating to injury, illness, property damage, or loss associated with participation in this voluntary program.

Confidentiality

The Idaho Respite Care Voucher Program managed by BPA Health complies with all state and federal confidentiality laws that govern the release of information about medical and behavioral health. Our records consist only of the information you share with us as part of the application process. In this regard, BPA Health staff and respite care workers will maintain the privacy of your respite records with the following exceptions:

- There are concerns about or allegations of abuse or neglect of a child or a dependent adult;
- There are allegations or concern about the safety of a child or dependent adult;
- There are allegations or concerns about self-harm or harm to a child or dependent adult;
- There are other health or safety concerns that lead BPA Health to believe that the child or family is at risk because of an inability to care for the child or to care for themselves.

In all instances where a BPA Health staff person has any of the concerns listed above they will discuss them with a supervisor and if warranted, make a report to the Idaho Department of Health and Welfare and/or to law enforcement authorities.