GUIDEBOOK

IDAHO VOUCHERED RESPITE CARE PROGRAM



BPA Health, Inc.

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Welcome

BPA Health would like to welcome you to the Idaho Vouchered Respite Care 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 families accessing vouchered respite care services.

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

Thank you for allowing us to be a part of your family's journey. We look forward to working with you!

Sincerely,

The BPA Health Team

Contact Us:

Address: 8050 W. Rifleman St.
Suite 100
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Website: www.BPAHealth.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-5:00 pm.
Note: We will be closed on State and Federal Holidays

About Idaho Vouchered Respite Care Program

Respite care is short-term relief for parents and/or legal guardians of children under the age 18, who experience Serious Emotional Disturbance (SED). The Idaho Vouchered Respite Care Program is a voluntary program that provides financial relief by issuing reimbursement to parents/legal guardians for vouchered respite care services paid to their chosen respite caregivers. This allows qualified families of children with SED the opportunity to decompress and/or tend to important matters with the peace of mind knowing their child is being cared for by someone who is already familiar and equipped to handle the family's specific situation. One of the main results families have reported is the reduction of stress and an increase in stability within the family unit.

Vouchered Respite Care can be used for short-term personal business such as going to the gym, running errands, attending doctor's appointments, etc. It can also be used to allow the parents/legal guardians the ability to spend quality time with other family members or attend their activities. Vouchered Respite Care is not meant to be a replacement for regular childcare or daycare.

At the core of the Idaho Vouchered Respite Care 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:

1. Family-Centered Care
2. Family and Youth Voice and Choice
3. Strengths Based
4. Individualized Care
5. Team Based
6. Community Based Service Array
7. Collaboration
8. Unconditional
9. Cultural Competency
10. Early Identification and Intervention
11. Outcome Based

YES Practice Model:

1.0 Engagement - Getting youth and their families actively involved in the creation and implementation of their coordinated care plan

2.0 Assessment - Gathering and evaluating information to create a coordinated care plan

3.0 Care Planning & Implementation - Identifying and providing appropriate services and supports in a coordinated care plan
4.0 Teaming - Collaborating with children, their families, providers, and community partners to create a coordinated care plan
5.0 Monitoring & Adapting - Evaluating and updating the services and supports in the coordinated care plan
6.0 Transition - Altering levels of care and support in the coordinated care plan.

YES Principles:

1.0 Engagement principles include:

- providing families and their children with respect, honesty, and transparency
- learning about the strengths and needs of the youth and their family with the intent of helping them reach their goals
- using the family's primary language and avoiding jargon
- valuing and respecting cultural diversity

2.0 Assessment principles include:

- acknowledging families as experts on their children
- listening to families and ensuring they are heard and valued
- identifying individual and family strengths and considering them a vital part of understanding the child and their needs offering questionnaires and screenings created from the Child and Adolescent Needs and Strengths (CANS) tool
- making appropriate referrals

3.0 Care planning and implementation principles include:

- providing families written information about choices they have in their care planning and teaming process
- informing families of any limitations due to agency involvement, access to services, and availability of resources
- providing families both formal and informal services in the most appropriate and least restrictive settings, with family voice and choice being the primary factor in making decisions regarding intervention strategies
- identifying community-based services and supports that can be accessed currently or as resources expand in the youth's community
- focusing services on strengths and competencies that address needs, not on deficiencies and problems that create needs

- planning services that are available, accessible, and provided in a time, location, and manner that causes the least amount of additional strain to the youth and family
- measuring the outcomes of goals and tasks to assess change not compliance

4.0 Teaming principles include:

- ensuring families have input regarding who is on their Child and Family Teams (CFT)
- engaging families as full and active partners in the process YES Practice Model
- creating a decision-making method that is a joint activity with the child and family rather than a process where decisions are made by a "majority rule" of the team

5.0 Principles of monitoring and adapting include:

- Identifying services regardless of the youth's behavior, placement, family circumstances or availability of community-based services
- never giving up on the youth and family
- modifying the coordinated care plan to keep the youth and family safe
- understanding that setbacks may reflect the changing needs of the youth or family members, not resistance
- recognizing the skills and knowledge of the family and youth are essential to the change process

6.0 Transition principles include:

- recognizing that the family is key in identifying available resources and supports
- viewing the community as the preferred resource for formal and informal supports

For more information on the YES Principles of Care and Practice Model, please visit: https://yes.idaho.gov/. For information on the legal definition of Serious Emotional Disturbance, see Idaho Code Section 16-2403(13).

Accessing Idaho Vouchered Respite Care Program Vouchers

To access vouchered respite care vouchers, you will need to start by filling out the Vouchered Respite Care Application. A paper form is available upon request. For

a youth/family to be eligible for vouchered respite, the youth must be a resident of Idaho and under age 18. They must also meet the Idaho criteria of living with Serious Emotional Disturbance (SED). SED means a Diagnostic and Statistical Manual of Mental Disorder (DSM) diagnosable mental health, emotional, or behavioral disorder, or a neuropsychiatric condition with results in a serious disability, and which requires sustained treatment interventions, and causes the child's functioning to be impaired in thought, perception, affect, or behavior. A disorder shall be considered to "result in a serious disability" if it causes substantial impairment or functioning in family, school, or community that is measured and documented using a standardized instrument approved by the department and conducted or supervised by a qualified clinician. A substance use disorder does not, by itself, constitute a serious emotional disturbance, although the two may coexist. SED is a term used when youth under the age of 18 have both a mental health diagnosis and a functional impairment as identified by the Child and Adolescent Needs and Strengths (CANS) tool (Comprehensive or Intensive Level of Care).

The CANS tool can be managed and scheduled by your child's mental health provider or Liberty Healthcare. Liberty Healthcare Corp. can be reached at (877) 305-3469.

If your child meets the criteria to receive vouchered respite care, you will be emailed an authorization letter. This authorization letter, or voucher, will be valid for 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 and to request reimbursement.

Families currently on Medicaid are encouraged to contact the state Medicaid Contractor for agency respite care services. Vouchered Respite Care services are available in addition to agency respite care services available through Medicaid. Your child does not need to have Medicaid to qualify for Vouchered Respite Care Services. However, they do need a current CANS.

Requesting Additional Vouchers

Once your voucher has expired and/or the balance is depleted, you must complete the online form for continued voucher assistance. Simply revisit the Vouchered Respite Care Application and select from the drop-down menu the option stating, "I have been approved for the Respite Care program managed by BPA Health and need to request another voucher." Families are authorized two (2) vouchers in a rolling year (12 months). Your child will need a CANS that is no more than twelve months old.

Choosing a Respite Caregiver

Choosing a respite caregiver to care for your child can be stressful when you have a child with SED. There are many options, and it is important to ensure the respite caregiver you choose is equipped and qualified to care for your child. The Idaho Vouchered Respite Care program allows the parents/legal guardians the freedom to choose someone from their natural support network. The relationship between the parents/legal guardians and the respite caregiver 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 caregiver in this program are as follows:

- Must be at least nineteen (19) years of age and a minimum of four (4) years older than the child for whom respite is being provided
- Must be a member of the family's natural support system (i.e., relative, friend, neighbor, extracurricular coach, mentor, or a teacher of enrichment lessons such as music, dance, sports, etc.)
- Must not reside in the home
- Must be independent from a professional behavioral health provider agency
- Services provided to the family are reserved to respite care only

The parents/legal guardians are 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 respite caregiver and the parents/legal guardians at idahorespitecare.com. Formal training is not a requirement of this program.

After Choosing a Respite Caregiver

Once a respite caregiver 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 respite care hours to include in your invoicing.

Paying for Services & Receiving Vouchers

Receiving reimbursement is simple. Once you have applied for and received an authorization letter from BPA Health, you are permitted to request reimbursement for respite care services. To receive reimbursement, follow the steps below:

1. The parent/legal guardian pays the respite caregiver at the time of service or as agreed upon by them both
2. The parent/legal guardian then completes the online invoice and clicks "Submit" for it to be sent to the respite caregiver for their signature. Once the

respite caregiver signs the invoice and clicks submit, it will then be sent to BPA Health to process the reimbursement check

3. Reimbursement for the amount billed will be issued to the parent/legal guardian within 14 days of receiving an approved invoice

Only the parent/legal guardian is permitted to request reimbursement. If requesting payments for multiple children, a separate invoice must be submitted for each.

Invoices can be found at idahorespitecare.com or here: Vouchered Respite Care Invoice Form.

The parent/legal guardian is responsible for tracking payments, hours, and is financially responsible for services or hours billed which exceed the amount authorized. Upon payment, parent/legal guardian 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 Vouchered Respite Care Invoice Form

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

Online

1. Parent/Legal Guardian
    a. Click the link to the invoice form on the idahorespitecare.com website
    b. Fill out the invoice with your information, 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 caregiver's email address*
2. Respite Caregiver
    a. The respite caregiver will receive an email notification that they have an invoice 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 Vouchered Respite Care Program and the parent/legal guardian upon completion

Hardcopy

1. Parent/Legal Guardian
    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. Give to the respite caregiver 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 Respite Caregivers)

The Idaho Vouchered Respite Care Program is designed to provide repayment to the parent/legal guardian for services to the respite caregiver. As such, payment arrangements should be made with the parent/legal guardian prior to providing services. In the event of non-payment or a discrepancy in payment, it is your responsibility to work with the parent/legal guardian 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 parent/legal guardian and there is no contractual agreement between the respite caregiver and BPA Health, it is the caregiver's responsibility to report any earnings to the IRS for tax purposes.

Parent/Legal Guardian Responsibilities

The parent/legal guardian has several responsibilities in planning for a child's care in the vouchered respite care program. These responsibilities include choosing a respite caregiver, informing, and training the respite caregiver about the youth's needs, instructing the respite caregiver regarding medications, and communicating changes in special needs. Additionally, the parent/legal guardian is responsible for coordinating with the respite caregiver to determine the duration, time, day, activities, and payment for respite care.

Informing and Training a Respite Caregiver to your Child's Special Needs

No one knows a child better than the parent/legal guardian, it is important that the respite caregiver 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 Parent / Legal Guardian Orientation

Each family will have the option to complete an orientation form. The orientation

form will provide the respite caregiver with vital information about the child. The respite caregiver will, in turn, complete an orientation form for the parent/legal guardian 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

Parents / legal guardians are encouraged to provide the respite caregiver with 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 caregiver.

Respite Caregiver 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 caregivers to appropriately handle an array of behavioral issues and provide ideas on activities that can increase the respite caregiver's ability to connect with the child. These resources can be accessed at idahorespitecare.com.

The parent/legal guardian is responsible for selecting a respite caregiver who is in the child's natural support system. As such, the parent/legal guardian is responsible for supervising the respite caregiver 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 and results will be shared with the Idaho Department of Health and Welfare (IDHW).

Parents / legal guardians, youth, and respite caregivers have the right to submit concerns and complaints to IDHW through the yes@dhw.idaho.gov website or by using the Youth Empowerment Services (YES) Concern and Complaint Form. Concerns and complaints can be sent to YES anonymously if desired.

Complaints and grievances may be also be filed with BPA Health on the idahorespitecare.com website or on this Complaint Form at any time by anyone. Complaints and grievances can be made regarding a specific respite caregiver, BPA Health, or any aspect relating to the vouchered respite care program. All complaints will be reviewed and investigated. Complaints received by BPA Health that are not anonymous will be responded to by phone within three business days of receipt and the complainant will be provided with a written resolution within 5 business days of the call. Complaints may also be left anonymously if the complainant does not desire a response.

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

Costs and Other Considerations

The parent/legal guardian is responsible to ensure the respite caregiver is compensated and is personally responsible for the cost of care that exceeds the amounts authorized under the Idaho Vouchered Respite Care program.

There may be times when a respite caregiver wishes to take the child to attend activities where there are additional costs associated such as children's events, movies, the YMCA, etc. The parent/legal guardian is responsible for all costs not related to the immediate care of the child including but not limited to fees, travel costs, and food. However, the respite caregiver is responsible for informing the parent/legal guardian of the expense and getting permission before attending such activities.

In all activities whether in the home or in the community, there are inherent risks. The parent/legal guardian 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 Vouchered Respite Care 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 will maintain the privacy of your respite records with the following exceptions: There are concerns or allegations of abuse, safety, or neglect of a child or a dependent adult

- There are allegations or concerns of 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.