

Short-Term CSB Therapy Consultation Services

Defining Short-Term CSB Therapy Consultation Services (Safety Net Services)

This section defines Short-Term Clinical Services Bureau (CSB) Therapy Consultation Services (Safety Net Services) and describes related expectations for this service to address any unmet essential OT, PT, or SLP therapy needs.

Services provided by CSB therapy consultants are limited in duration and scope. All services must follow established practices and conform to New Mexico DD Waiver Standards.

Essential therapy services may include:

- a. Focused evaluations for environmental modifications, assistive technology/DME, remote personal support technology, seating and positioning, mobility, etc. Note: This does not include evaluations for ongoing therapy needs.
 - b. Training for use of current Assistive Technology items.
 - c. Training for implementation of strategies in existing WDSIs.
 - d. Determination if a Designated Trainer is appropriate and available for any therapy plans in place.
 - e. Recommendations for assistive technology/RPST/DME and facilitation of acquisition or repair
 - f. Support for any Aspiration Risk Management (ARM) activities, including CARMP recommendations, as defined by current DDW Standards
 - g. Communication with IDT due to significant changes to the original Safety Net services plan
 - h. Development and training of new WDSIs to support:
 - Health and safety
 - ISP visions and outcomes
 - Other areas that require immediate, necessary support for daily functioning
1. **CSB Therapy Consultants will provide the following documentation to the CM and IDT per DDW Standards:**
 - a. Initial Report outlining assessment results and recommendations
 - b. Training Rosters
 - c. Designated Trainer Forms
 - d. Monthly Status Update
 - e. Discontinuation Report
 2. **CSB therapy consultants should NOT be expected to:**
 - a. Attend all IDT meetings. Please notify the CSB Therapy Consultant if topics directly related to the Short-Term Consultation services are expected to be discussed.

- b. Provide ongoing weekly on-site therapy services. CSB Therapy Consultants will set their own schedule, utilizing a combination of telehealth and on-site visits. IDTs should expect that when essential areas of therapy concerns have been addressed and designated trainers are in place (if applicable) that the consultant therapist will consider discontinuation of short-term therapy consultation services.
 - c. Provide comprehensive therapy services related to every need that could be addressed by that therapy discipline. Short-Term CSB Therapy Consultation Services are limited and meant to address essential skilled therapy services only (as defined previously in this document). The CSB Therapy Consultant will determine what services are essential for that individual and will need to prioritize in what order these services will be provided.
3. CMs are the primary contact between the CSB Therapy Consultant and the team. As such the CM should:
- Inform the CSB Therapy Consultant of any significant changes in the individual's life that might affect therapy consultation services.
 - Inform the CSB Therapy Consultant of any upcoming IDT meetings and the topic of those meetings.
 - Request a Therapy Consultation Status Update if needed.
 - Distribute the Initial Therapy Consultation Report, any Therapy Consultation Update Reports, and the Therapy Consultation Discontinuation Report to the IDT when received.

Accessing Short-Term CSB Therapy Consultation Services (Safety Net Services)

Essential therapy services are offered through Short-Term Clinical Services Bureau (CSB) Therapy Consultation (Safety Net Services). These services are defined as consultation and/or intervention, as described by the IDT as essential at the current time, without which the person will be at risk.

The section that follows describes the procedure for referring a person allocated to the DDW (not ICF/IIDD, Mi Via, or other waiver groups) to address any unmet *essential* OT, PT, or SLP therapy needs (as described above). When there are no provider agencies available through the SFOC process in a county or region, these steps will be followed to access Short-Term CSB Therapy Consultation (Safety Net Services).

Procedure for Accessing Short-Term CSB Therapy Consultation Services (Safety Net Services)

The following procedures assure that people receiving services through DDW are provided essential therapy services following consent of guardians, and the awareness of their interdisciplinary team and regional office.

Note: To determine if it is appropriate to request short-term services, the IDT must go through a process of identifying immediate therapy needs and considering possible internal and external sources of support to meet those needs such as the person's health insurance or other IDT members.

Step One: Discuss Unmet Essential Therapy Needs during an IDT meeting

The following questions should be considered:

1. What are the current specific therapy needs?
 - The IDT should consider the list of essential therapy services identified at the beginning of this document, in addition to other known service needs.
2. Were these essential therapy services provided to the person during the previous year by a therapist of this discipline?
3. Does the person's Medicare, Medicaid, or other private health insurance provide the needed therapy services? A care coordinator from the health care plan can be helpful in obtaining and coordinating these services.

For example, a person may be eligible for home health or outpatient services if:

- they have experienced an injury due to a fall
- they have suffered an acute event such as a stroke
- they have a chronic condition

When medical insurance benefits are considered, the guardian or nurse on the team should contact the person's primary care provider to make an appointment to discuss the need and obtain appropriate orders.

4. Is there another member of the IDT that may assume responsibility for an identified therapy need on either a temporary or permanent basis? For example:
 - a nurse may be able to monitor the range of motion program written by the previous PT or OT
 - an OT may be able to address the positioning needs
 - an SLP may be able to address AT needs
 - a PT may be able to address functional activity issues

No therapist, nurse, or IDT member should be asked to cover an area that is not within that person's expertise or scope of practice, or for which they are not qualified or comfortable addressing. A budget revision should be considered for a therapist who is taking on additional responsibility to provide services.

5. The IDT should consider if any of the following resources could address an immediate need:
 - SAFE Clinic for issues involving eating, tube feeding, and nutrition
 - The Specialty Seating Clinic for issues involving positioning and wheelchairs
 - Special Needs Clinic/TEASC to address multiple and/or complex issues
 - Cerebral Palsy Clinic for general assistance with medical issues related to cerebral palsy

6. After considering the previous items, does the person continue to have essential therapy needs related to DD Waiver therapy services?
 - If yes, the IDT should identify specific outcomes to be achieved by the Short-Term/Safety Net Services.
 - The CM uses information from the IDT meeting (answers to the above questions) to complete the Short-Term/Safety Net Services items on the electronic RORA (Regional Office Request for Assistance) form.

Step Two: Request Short-Term Safety Net Services on the electronic RORA form

- a. The CM completes the electronic RORA, indicating a need for Short-Term Consultation/Safety Net Services. Responses should be based on input from IDT meeting discussion as described above.
- b. Link: <https://app.smartsheet.com/b/form/e1352b0c7c7f4e27b09a2974538dc925>
 - This form documents team efforts to identify internal and external resources and informs CSB Therapy Consultants of the specific needs of the person.
 - The guardian MUST approve of any plans to access additional therapy support from any source before implementation. If the guardian is not available to meet with the IDT, the CM must provide them with all proposed team plans and information regarding unmet therapy needs. If the guardian does not agree with the proposed plans, the IDT must develop another approach to obtaining therapy support.
 - It is essential that all team members, including the guardian and direct support providers, have a clear understanding of the specific needs the CSB therapy consultant is being asked to address and agree with the plan for the consultant to work with the person and the IDT.

Step Three: Regional Office (RO) Review of RORA

- a. The RO reviews the RORA.
- b. The RO will enter a RORA for each therapy discipline requested into the database and assign the RORA to the CSB Therapy Services Coordinator.

Step Four: CSB Review and Assignment of RORA

- a. When RORA(s) are received, the CSB Therapy Services Coordinator will share the information with the appropriate therapy consultant.
- b. The therapy consultant will determine how to best address the essential therapy needs as identified on the electronic RORA submission.
- c. Communication with CM will be through SCOMM in Therap.

Reminder: As stated previously in this document, the CSB consultant is not able to fill the entire role of a DD Waiver therapist for a person but will address critically needed services on a short-term basis.