

CATEGORY	QUESTION
Client Choice	What happened to client choice?
DDA/IFS	If an IP has several clients with DDA & HCS...who /when will determine which client causes them to go into OT? Need this to calculate IFS Waiver expenditures
DDA/IFS	How is this going to look when we are budgeting for IFS waiver (respite), and overtime is being paid out, how are crm's going to be notified
DDA/IFS	If a provider is working for 3 clients, and works overtime, which client's CRM is responsible for paying the overtime hourly rate? How will this work with DDA clients who use an annual monetary budget rather than monthly care hours? The hourly rate directly affects client services for this waiver type
Exceed Work Week Limit	If a client goes into the hospital and more than 40 hours a week of care is needed for one specific month once the client is out will the IP (such as the client's mother) be able to get paid overtime during the significant change?
Exceed Work Week Limit	Which case manager will have to request the ETR if an IP works for two different clients. For example, an IP works for a client on CFC and has 200 hours and also works for a client who is receiving DDD services

Exceed Work Week Limit	Will the exception process include language preference and religious preference for an IP?
Exceed Work Week Limit	Will there be any special consideration for parent providers to be able to work more hours than the 65 hr limit? I have a parent provider who works 365 hours per month caring for her son
Exceed Work Week Limit	If client is in the hospital can the IP work those additional hours (exceeding the IP work week limit) after the client returns home in the same month? Following a hospital stay clients often need additional care, does that require an ETR?
Exceed Work Week Limit	Are we developing an OT request prior approval?
Exceed Work Week Limit	What is the mechanism to pay for OT if a client has a significant personal care need at the 39th hour of someone's week?
Exceed Work Week Limit	I have a provider that received an email from SEIU stating she needs to get an Exception to the Rule ETR in order to keep working 65 hrs per week. Is this correct?

Exceed Work Week Limit	We have many clients in rural areas with limited choices as to providers, including agencies. Are there any exceptions in those cases, as clients require services to meet health and safety needs
FLSA	Are there labor standards that CMs need to be aware of in the implementation of this?
Mailing/Letters	Will Case Managers get a copy of the notices that are mailed to client's/IP's?
Mailing/Letters	Are the client notices going to be in different lanaguages
Mailing/Letters	Will we receives spreadsheets or copies of the letters sent to Category 2 IPs in mid-May saying what their work week limits will be? And will there be similar letters sent to Category 3 IPs who work for multiple clients as opposed to single clients with 282+ hours?
Mailing/Letters	And will there be similar letters sent to Category 3 IPs who work for multiple clients as opposed to single clients with 282+ hours?
Mailing/Letters	When those letters go out to IPs, will they get an individualized letter that identifies which category they're in and their specific workweek limit?
Mailing/Letters	Will the letter limiting weekly hours for IP's also be maintained in contract file?
Mailing/Letters	Can case managers get copies of the general mailings sent to IPs
MISCELLANEOUS	Please explain a "challenging case protocol" even if unique to one agency. Sounds useful.

MISCELLANEOUS	Does this mean the ETR process that was in place will now not be the process?
MISCELLANEOUS	When will the procedure be in place to know when we can start talking to the families?
MISCELLANEOUS	Will for 11-055 (employing an IP) be updated to reflect this info?
Monitoring/Automation/System Functionality	Will there be alerts in CARE/P1 to notify SWs that the IP they are authorizing has additional clients or is exceeding their work week limit?
Monitoring/Automation/System Functionality	What type of mechanism is being implemented in CARE to assist CRM's in keeping the various IPs separate and follow these guidelines if any?
Monitoring/Automation/System Functionality	Given that some IP's serve multiple clients and possibly cross departments, how will case managers track which clients are exceeding their weekly limits?
Monitoring/Automation/System Functionality	How will CRM's know if any provider works for other clients (including HCS/AAA's) and would be at risk of exceeding work week limit?
Monitoring/Automation/System Functionality	Will the IP's work week limit be reflected in the IP Profile in Portal? If an IP switches clients how will the new CM know where to look to see the IP's individual limit

Monitoring/Automation/System Functionality	Is there going to be something within the auth in CARE that tells the CM when they select an IP if they are category 1, 2, or 3?
Monitoring/Automation/System Functionality	Children case managers deal with multiple providers per each client. We need to filter through the list to see what category all of our providers are in?
Monitoring/Automation/System Functionality	How are we going to keep track of the IP work week?
Monitoring/Automation/System Functionality	Will ProviderOne allow IPs to claim for more than their specific workweek limit?
Monitoring/Automation/System Functionality	How will HCRR staff know IP weekly limits?
Monitoring/Automation/System Functionality	Will there be an authorization error popup in CARE when a CRM tries to authorize hours to an IP when it will put them over their weekly limit?
Monitoring/Automation/System Functionality	How will the Category 2 IPs be identified and tracked?

Monitoring/Automation/System Functionality	Will IP categories be indentified (1,2,3)? if so where?
Monitoring/Automation/System Functionality	If there's a break in service, how will a CRM know what the previous assigned limit was, if there was one?
Monitoring/Automation/System Functionality	Can their weekly limit be listed in IPOne?
Monitoring/Automation/System Functionality	How will a CM know that IP has claimed more than their work week limit?
Monitoring/Automation/System Functionality	How will we know which category the IP is in?
Monitoring/Automation/System Functionality	I am a new CRM; do you have a link or is there a report to determine what IPs are in which catagories and whose caseload they are on?
Monitoring/Automation/System Functionality	Where do we found Category 1 and Category 2 data base?
NF/VDHS	Will we be getting an MB for how to manage OT with New Freedom and VDHS clients?

Overtime	In a early slide it is stated that overtime includes travel time and required training then later it states that travel and paid time off are not qualifying hours for overtime. Do these hours qualify toward overtime?
Overtime	When will providers actually going to start getting paid overtime?
Overtime	Will respite hours now be included in figuring out overtime?
Overtime	Are IP OT expenditures being "managed/monitored" by HQ or field staff?
Overtime	For those IPs with a limit of 65hs, are they paid overtime for 25hrs each week or are all 65hrs paid as straight time?
Overtime	I received a question from a parent - the DOL rule was effective 1/1/16. Why did the Administration wait until 4/3/16 to implement (start paying it)?

Overtime	Does it matter if an IP also hires on with an agency to serve a client? I know they won't be getting the time and a half but will they be working too much?
Overtime	How far does it go back(Retro) OT time for the older IP's?
Overtime	If a provider is working 35-40 hours per week, and they wait until the last minute to do their 12 hours of continuing education, will they be paid overtime for the 35-40 plus 12 hours?
Overtime	Since an IP can work as an IP and as a Home care agency provider, does the overtime rule only apply to the time when the individual is working as an IP?
Overtime	Who is providing the retroactive payment? CMs or HQ?
Priority 1/Category 3	Where in Sharepoint is the list of providers over 65 hours a week?
Priority 1/Category 3	We got a list of Category 3 providers that work for 1 client. We have not gotten the list for those who work for multiple clients
Priority 1/Category 3	Will there be talking points created to assist CRM's in having discussions with clients with high IP hours?
Priority 1/Category 3	Do we need to identify a new provider by June 30 or have one contracted by June 30
Priority 1/Category 3	Should CRMs be calling providers who are currently working over the overtime limit?

Priority 1/Category 3	For priority 1- what is the monthly hours that can be authorized by 7/1/2016 - is it 275?
Priority 3/Category 1	What do we do about the people we contracted with after 1/31 who have more than 40 hours. Since we didn't know not to do that?
Priority 3/Category 1	Will we get a list of IPs affected by the Priority 3 Action (Category 1)
Week Loading	How would we know if an IP was frontloading their time?
Week Loading	What if they are frontloading in order to not lose hours due to client being in hospital, in respite etc
Weekly plan of care	How are agencies notified that the weekly care plans are going away? Some enforce this and some do not
Weekly plan of care	Will the weekly care plan hours in the PAN and ISP Summary be removed in June
Weekly plan of care	From the webinar am I understanding that after July 2016 the set weekly hours listed in the CARE care plan will be eliminated? If I understand this correctly would that mean the client could choose how they have their caregiver work the weekly hours? If yes, when can this start?

Work Week Limit	What if a client has 177 hours and does not want to hire someone else for the other 4 hours?
Work Week Limit	When a IP has multiple clients who decides what happens when the hours are over 272
Work Week Limit	Client's and IPs will receive notices prior to 07/01/2017 that work week limit is going down from 65 to 60, if IP is Category 2?
Work Week Limit	What happens when a client's hours increase at annual assessment causing the IP to have overtime but there are no other providers in the area to hire?
Work Week Limit	Are the categories assigned final limits based on the Jan data? Basically, it is what determines their category from this point forward?
Work Week Limit	What about Providers over 65 hours per wk that are the decision makers for Client and request not to have other Providers and there's no other option for decision maker to assist CI

Work Week Limit	Can IP go over the 40 hours per week as long it does not go over the work week limit? Category 2 CAN work over 40 but no more than their limit?
Work Week Limit	If a client refuses to hire another provider are they terminated? or can they say I only want them to work the hours that I am authorized?
Work Week Limit	Would SSPS be the best resource to utilize for the IP's total January hrs. claimed?
Work Week Limit	Where will the IP hour limit calculations be posted? where will we look for this info?
Work Week Limit	I have a client that has 272 hours per month. The IP is the mother and she doesn't want anybody else providing services to the client. will she only be paid for 160 per month? or can she still get paid for the 272 hours per month?
Work Week Limit	What about our parent providers who do all the hours for clients who are authorized more than 281 hours? Forcing them to have to do less than what they currently do will create a financial hardship for most and could create problems for the client when their parent has to go get a second job to pay the bills and isn't around as often?
Work Week Limit	Do IPs maintain their weekly limit (over 40) if they have a break in service?
Work Week Limit	What if the CI is out of the home over 30 days. Once the auth is closed does the provider come back with the same work week limit and ability to work over the 40 hours?

Work Week Limit	If a category 2 IP lets thier contract lapse, do they lose their over time?
Work Week Limit	Is there also a list for Priority 3
Work Week Limit	Is the 40 hours per IP? What if they are providing care to multiple clients? Can the IP go over the 40 hours?
Work Week Limit	What happens if a provider falls through the cracks and is authorized over 60 hours after June 30th?

Work Week Limit	What if someone was in a category 2 due to a sig change in January, but after reassessing went back down to a category 1 in feb?
Work Week Limit	Is having a completed (or expired) contract, then being contracted again at a later date the same as break in service?
Work Week Limit	If an IP has three clients and has 275 hrs total at this point. what if a client died and the hours reduced to 189. the IP can be hired by another client? or the IP can have only 189 with two client?
Work Week Limit	What about the potential for overtime during summer break for children, will we have time to take action for those with few options?
Work Week Limit	If IP in Category 2 does not meet training deadline, do they become Category 1?
Work Week Limit	Have a parent/IP who is the ONLY IP and has been working 300 hours per month. She will not allow any other person as an IP. What should I do about this?
Work Week Limit	If a Category 2 IP loses their qualification to be an IP, do they lose their weekly limit and revert to a Cat 1 IP? My concern is that an IP may be disqualified for just a short period of time (e.g., they forget to renew their contract and renew it 2-3 days late).

Work Week Limit	So once the IP receives a work week limit they keep that limit even if there is a break in service. I assume that this would include a break in service due to non-compliance in completion of training, correct
Work Week Limit	When you say newly contracted, does this include IP's who renew their contracts?
Work Week Limit	So, category 2 IPs can carry their higher limits to a new client dyad?
Work Week Limit	Is the plan for work week limits to follow the IP through their career or is there a plan to phase these out/reduce them over time?
Work Week Limit	If an IP is not qualified because they did not renew their contract or 2 year background check, etc they will be terminated. So do they lose their work week limit and have to start at a 40 hour work week?
Work Week Limit	Will clients be aware of IP's work week limits?
Work Week Limit	If IP worked 173 hours from January 2016 until now and client passed away. Can she work more than 40 hours with other client in the future?
Work Week Limit	Did you include respite in the January work hours when figuring how many hours they are allowed?

Work Week Limit	Is it incumbent on the IP to make sure they don't work over their workweek limit?
Work Week Limit	Are Parent Providers and sibling providers included in the OT MB
Work Week Limit	If additional caregivers are unavailable due to shortage of workers, what do you propose
Work Week Limit	I had an IP tell me SEIU said she would be grandfathered in at her hours level in January 2016
Work Week Limit	We have IP family members being used on PDN cases who are very worried about this process. These IPs are currently working much more than 40 hours per week.

Work Week Limit	What is considered "a good faith effort"?
Work Week Limit	Are the CRM's required to verify that every option has been exhausted to find available IP's. This would take a significant amount of time
Work Week Limit	How can we determine if a caregiver is eligible to be in the category for the OT limit range from 40.25-65 hours per week? Are these caregivers ones that were in the system working prior to January 2016?
Work Week Limit	is a new caregiver who started working in January 2016 limited to only 40 weekly hours? If yes, lets say this caregiver is now already working 36 weekly hours between 2 clients and wants to take on a 3 rd client. Would that caregiver only be able to add about 16 monthly hours (equaling to 4 additional weekly hours) for a grand total of 40 weekly hours?

ANSWER	
<p>Providing client centered services has always been at the forefront of AL TSA and DDA policy-making and that has not changed. We are required to develop policies consistent with laws passed by the federal government and by our state legislature. There have always been program limits we must operate in; our goal is to assist clients in maximizing choice and independence within those program parameters. The client has choice of selecting among other qualified providers if the IP they are working with has reached their work week limits.</p>	
<p>Overtime will not be attributed to a client as part of his/her total expenditures. Just calculate the total amount of straight time/hours. If working with multiple clients will cause the IP to exceed their work week limit, the department will need to work with that IP to make necessary adjustments.</p>	
<p>Overtime will not be attributed to a client as part of his/her total expenditures. Just calculate the total amount of straight time/hours</p>	
<p>CMs do not pay overtime and there is no need for a case manager to calculate an overtime rate. The payment system calculates and pays providers for straight time and when hours are over 40 will calculate the overtime wage. Overtime will not be attributed to a client as part of his/her total expenditures. Just calculate the total amount of their aggregate budget using straight time/hours</p>	
<p>WAC 388-114-0080 identifies the criteria by which the department would approve an IP to temporarily exceed their work week limit. This policy and procedure will be detailed in the next MB related to IP overtime</p>	
<p>Requests to exceed an IP's work week limit will not be an ETR because we have written the criteria in the WAC. The need to exceed an IP's work week limit must be based on client need. The CM associated with the client who is requesting the IP to exceed the work week limit will be responsible</p>	

<p>WAC 388-114-0080 identifies the criteria by which the department would approve an IP to temporarily exceed their work week limit. This policy and procedure will be detailed in the next MB related to IP overtime</p>	
<p>Parent providers are not treated differently than other IPs in terms of their work week limits. An IP's work week limit is determined by January paid hours and cannot exceed 65 hours unless temporarily approved by the department.</p>	
<p>WAC 388-114-0070 describes the conditions under which flexibility is available to work more than a work week limit within a given month. Requests to exceed an IPs work week limit will not be an ETR because we have written the criteria in the WAC. WAC 388-114-0080 identifies the criteria by which the department would approve an IP to temporarily exceed their work week limit. This policy and procedure will be detailed in the next MB related to IP overtime</p>	
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<p>WAC 388-114-0080(1)(b) identifies the criteria by which the department would approve an IP to temporarily exceed their work week limit. This policy and procedure will be detailed in the next MB related to IP overtime</p>	
<p>IPs must only work up to their work week limit as determined by January 2016 paid hours. An ETR is not needed to work up to 65 hours if that is the IPs approved work week limit. WAC 388-114-0080 identifies the criteria by which the department would approve an IP to temporarily exceed their work week limit. These requests are based upon client need. Requests to exceed an IPs work week limit will not be an ETR because we have written the criteria in the WAC. This policy and procedure will be detailed in the next MB related to IP overtime</p>	

<p>WAC 388-114-0080 identifies the criteria by which the department would approve an IP to temporarily exceed their work week limit. Unavailability of qualified providers due to geographic location is included in those criteria. If an IP is approved to exceed their work week limit for this reason, the approval would be temporary and the client would be expected to continue to make a good faith effort in hiring an additional provider.</p>	
<p>Any Fair Labor Standards Act standards CMs need to be aware of will be communicated by MB.</p>	
<p>Notices are attached to MB H16-042</p>	
<p>The notices will be sent in English and followed by a translated notice.</p>	
<p>MB H16-042 outlines the mailing procedure. Spreadsheets will be emailed indicating IP work week limits. The letters mailed will indicate to all IPs their specific work week so there will not be a separate mailing.</p>	
<p>Letters were mailed to all IPs indicating their work week limit. An IP work week limit isn't contingent on the number of clients for whom an IP works.</p>	
<p>"Category" is not a term we used with clients or IPs. It is only a term we used in policy as a way to group the limits and communicate priority. IPs will get a letter that identifies their specific work week limit.</p>	
<p>No.</p>	
<p>They are attached to MB H16-042</p>	
<p>Challenging cases protocol is outlined in Chapter 5 of the LTC Manual</p>	

<p>If you are referring to the ETP policy in place for weekly plan of care, that process is going away. If you are referring to our personal care ETR process that process remains in place with no changes.</p>	
<p>The procedure is outlined in MB H16-037 and can be started effective the date of that MB</p>	
<p>Form 11-055 is being updated</p>	
<p>The current authorization pop-up will assist CM/SW to know what is currently authorized. We are currently developing enhancements to support OT implementation. Enhancements will be released in stages with the goal that with each release we have more automation to support CM/SW</p>	
<p>Functionality is currently being designed to assist with identifying specific IP work week limits and to monitor IP claims in excess of their work week limits</p>	
<p>Functionality is currently being designed to assist with identifying specific IP work week limits and to monitor IP claims in excess of their work week limits, the indicators for excess claims will be by IP, and will identify the case manager(s) associated with the clients the IP serves.</p>	
<p>The current authorization pop-up will assist CM/SW to know what is currently authorized. Functionality is currently being designed to assist with identifying specific IP work week limits and to monitor IP claims in excess of their work week limits, the indicators for excess claims will be by IP, and will identify the case manager(s) associated with the clients the IP serves.</p>	
<p>Functionality is currently being designed in CARE and other systems to assist with identifying specific IP work week limits. In the meantime a report will be available that lists IP work week limits.</p>	

<p>The current authorization pop-up will assist CM/SW to know what is currently authorized. We are currently developing enhancements to support OT implementation. Enhancements will be released in stages with the goal that with each release we have more automation to support CM/SW. Categories definitions are only used to assist case managers in understanding implementation expectations. In the future Category 3 will not exist. There will be IPs with a 40 hour work week limit and IPs with limits between 40.25 and 65. Any work week limit above 65 is temporary and based upon client need. We are designing functionality to make it easy to identify IP work week limits and authorizations in place.</p>	
<p>We are designing functionality to reduce or eliminate manual processes. We will send out lists initially that identify an IPs specific work week limit.</p>	
<p>IPs and ents are expected to manage their hours within the work week. IPOne will pay IPs for claimed hours. We are in the process of designing functionality to assist CMs with monitoring hours worked to address excess claims.</p>	
<p>IPOne will pay for all authorized hours that are claimed. IPOne will not be tracking work week limits, we are designing functionality to monitor work week limits.</p>	
<p>We are working with HCRR to enhance functionality to display work week limit.</p>	
<p>The current authorization pop-up will assist CM/SW to know what is currently authorized. We are currently developing enhancements to support OT implementation. Enhancements will be released in stages with the goal that with each release we have more automation to support CM/SW</p>	
<p>Functionality is currently being designed to assist with identifying specific IP work week limits.</p>	

<p>Functionality is currently being designed to assist with identifying specific IP work week limit. The reference to categories was done to assist case managers in understanding implementation expectations. There will be IPs with a 40 hour work week limit and IPs with limits between 40 and 65. Any work week limits over 65 are temporary and based upon client need. We are designing functionality to make it easy to identify IP work week limits.</p>	
<p>Functionality is currently being designed to assist with identifying specific IP work week limits. If there is a break in service the work week limit will still be indicated and associated with the provider. Until functionality can be implemented information will be available on reports.</p>	
<p>Not at this time. Functionality is currently being designed to assist with identifying specific IP work week limits.</p>	
<p>We are in the process of designing automated functionality to assist CMs with monitoring excess claims.</p>	
<p>Functionality is currently being designed to assist with identifying specific IP work week limits .</p>	
<p>Lists will be released and functionality is currently being designed to assist with identifying specific IP work week limits</p>	
<p>Lists will be released and functionality is currently being designed to assist with identifying specific IP work week limits</p>	
<p>There is no difference in the policy for these programs for managing overtime. Marcy Goodman can be contacted if you have specific questions related to these programs. WAC 388-106-1458 has been modified.</p>	

<p>Qualified travel time and required training are considered work hours. If time spent for qualified travel time and/or required training is over 40 hours in a work week, the IP will be paid the overtime rate. Qualified travel time and required training are NOT considered in the IPs work week limit. That means if an IP has a work week limit of 40 hours, they will still be permitted to earn overtime for qualified travel time or required training.</p>	
<p>Payment of overtime will be phased into the IPOne payment system. The date for these payments has not been confirmed. IPs will be paid any overtime due retroactively back to April 3, 2016</p>	
<p>Yes.</p>	
<p>Excess OT claims at the IP and client level will be monitored by field staff. Expenditures to the legislature will be managed and monitored by HQ</p>	
<p>Any work time over 40 hours is payable as overtime. Until functionality for payment of overtime is in IPOne, hours will be paid as straight time. Any additional overtime payment will be paid retroactively to April 3, 2016.</p>	
<p>DOL gave states who were making good faith efforts to bring programs into compliance with the new rules additional time to do so. To pay overtime, Washington needed a payment system that paid by date of service (rather than monthly hours) so that work week hours could be tracked and overtime hours could be accurately calculated and paid. WA kept DOL informed of our progress in implementing the new payment system and this included the overtime implementation date of April 3, 2016.</p>	

<p>Because an agency would be the employer this would be allowed although the hiring decision is up to the agency employer. However, Washington statute prohibits the department from reimbursing an agency when the employee is a relative of the client served unless an exception has been made based upon client need.</p>	
<p>Overtime will be paid retroactively back to April 3, 2016 for all providers who earned it.</p>	
<p>Overtime is paid for time spent working over 40 hours in a work week. Work time includes qualified travel time and required training.</p>	
<p>An agency employer must be compliant with FLSA and state wage and hour laws. Work week hours are calculated at the agency employer level and hours worked as an IP are not included in a home care agency's calculation of overtime.</p>	
<p>The payment will be provided through IPOne. CMs do not need to do anything for this payment to occur.</p>	
<p>MPC SITE – Shared Documents – 2016 Higher Limit IPs – Monthly Care Plan Mailing . And you can always ask your specialists.</p>	
<p>They should all be included in the spreadsheet. Check the tabs at the bottom.</p>	
<p>Yes. They will be in the SIT room. DDA also distributed to their staff.</p>	
<p>Ideally, the provider should be contracted by June 30, 2016, additional detail will be in the next MB.</p>	
<p>Follow the guidelines in the MB (H16-037). It explains the priorities and next steps in discussing with clients and providers.</p>	

<p>The statute limited IPs in this group to a work week limit of 65 which is equivalent to 281 monthly hours. If clients have more hours than 281, they must make good faith efforts to find and select additional providers. Additional information will be issued in a future MB around implementation of 388-114-0080 where the department can authorize hours above an IPs work week limit based upon client need.</p>	
<p>That group is identified in MB H16-037 as priority 3. We are working on developing a list of those IPs to assist you with identifying them by the deadline in July.</p>	
<p>Yes</p>	
<p>If it causes overtime or additional overtime it will be identified in our monitoring process which will be outlined in an MB about excess claiming and contract actions.</p>	
<p>Clients have the flexibility to assign hours unevenly based on their needs, if it does not create overtime or additional overtime if the IP has a work week limit over 40.</p>	
<p>It was noted in MB H16-037 and they were sent a notification by email from HQ</p>	
<p>Yes. "Maximum weekly plan of care hours" displayed on the forms will be replaced by "average weekly hours" as a guideline for clients, not as a requirement. This will occur in June. Clients may choose how they want to assign their monthly hours as long as it does not create additional overtime.</p>	
<p>Yes. "Maximum weekly plan of care hours" displayed on the forms will be replaced by "average weekly hours" as a guideline for clients, not as a requirement. This will occur in June. Clients may choose how they want to assign their monthly hours as long as they don't create overtime or additional overtime if the IP has a work week limit over 40.</p>	

<p>A client may choose to not hire or select another qualified provider. This would reduce the IP's authorization up to the IP's work week limit (in monthly hours). It would also may be appropriate to have a conversation with the client about splitting the hours more evenly rather than needing a provider for just "4 hours."</p>	
<p>If an IP works for one client or multiple clients an IP must only work up to their specific work week limit. This may mean in some circumstances an IP may need to reduce hours with one or more clients to prevent exceeding their work week limit and affected clients may need to employ an additional caregiver(s)</p>	
<p>There will be an organized effort to notify staff, clients and IPs prior to July 1, 2017.</p>	
<p>If a client's hours increase causing a need for an additional provider, an effort by the client and CM to locate a provider should begin immediately. Any approval for an IP to exceed their work week limit will be temporary until a client can find an additional provider. The next MB related to IP overtime will cover detailed policy and procedure on this topic</p>	
<p>Yes, although there is an ability to appeal the workweek limit if the January 2016 hours do not accurately represent the provider's average paid hours in February and March 2016.</p>	
<p>If there are qualified provider(s) available, a client/rep's choice not to hire the qualified provider will not be adequate to approve an IP to exceed their work week limit. The only option for the client/rep is to reduce the authorized amount consistent to the work week limit, if the individual refuses another qualified provider</p>	

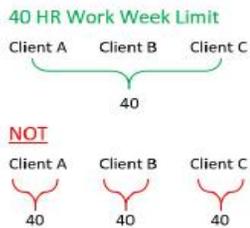
<p>IPs who have a limit between 40.25 and 65 may work up to their work week limit (which is over 40) as long as they do not exceed the client's monthly benefit and do they do not create additional overtime.</p>	
<p>A client who refuses to hire another provider may choose to reduce the IP's authorization up to the IP's work week limit (in monthly hours). Clients are not terminated for refusing additional qualified providers.</p>	
<p>No, the work week limits are being set by HQ based upon payment data. We will be sending out a list of IP work week limits that will soon be maintained within CARE</p>	
<p>We will be sending out a list of IP work week limits that will soon be maintained within CARE</p>	
<p>The IP/mother may work up to her identified work week limit. If the client has a care plan that would require more hours to be served, the client must seek an additional provider.</p>	
<p>The department must control the impacts associated with the costs of overtime as required in state law. If a provider has a 65 hour work week limit, that provider is earning time and a half for 25 hours each week. If a provider must reduce their hours from above 65 to 65, in many cases, the overtime the IP will earn up to the 65 will prevent the IP from losing income, even though their hours are reduced.</p>	
<p>Yes</p>	
<p>Yes</p>	

If the IP returns and is qualified as an IP they will retain their original work week limit.

We wil identify these providers and send a list in the near future

An IP may only work up to their work week limit in any week, regardless of the number of clients they serve. It is not IP/client specific.

Work Week Limit



The reduction of the upper limit to 60 hours occurs, next year on July 1, 2017. The provider will be notified of the change and be responsible for remaining within their limit. If their claim exceeds the 60 hour limit, it will be discovered in our monitoring process.

<p>IP work week limit's were determined by their January payment. The work week limit is not directly tied to the client's assessment/benefit level. An IP will maintain their work week limit until they are no longer working as a qualified IP, regardless of the client's benefit level.</p>	
<p>Yes. The IP would retain their work week limit.</p>	
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<p>Please use the same personal care ETR process you do now to request additional hours for school breaks when the child differs from the majority.</p>	
<p>If an IP does not meet their training requirements they should be terminated. If the IP returns to service after completing training, they would retain their original work week limit.</p>	
<p>The IP/parent may work up to her identified work week limit. If the client has a care plan that would require more hours to be served, the client must seek an additional provider. If the client/rep refuses to seek an additional provider and does not meet criteria for additional hours in 388-114-0080, they may choose to reduce the IPs authorization not to exceed the IP's work week limit (in monthly hours).</p>	
<p>No, the IP would retain their work week limit if they come back and are qualified to be an IP.</p>	

Yes	
Any newly contracted IPs (brand new contracts) or newly hired IPs (not working in January) have a work week limit of 40 hours and that does not change when they renew their contracts. For IPs who have a work week limit above 40, they will maintain that same work week limit when they renew their contract.	
Yes	
IPs will maintain their work week limit. The only planned reduction is the reduction that will occur July 1, 2017 when the upper limit of 65 is reduced to a 60 hour work week.	
If an IP does not meet their contracting/background check requirements they would be terminated. If the IP returns to service after renewing their contract/background, they would retain their original work week limit.	
IP work week limits are not explicit in the client letters; however IP and client letters are explicit that an IP must communicate their work week limits to clients and coordinate with each other, especially when an IP serves multiple clients.	
If an IP worked 173 hours in January 2016, their work week limit would be 40 (not permitted to work overtime). If the IP worked for another client in the future, the IP's work week limit would still be 40.	
Yes	

<p>It is the responsibility of the IP to track their hours accurately and communicate with clients about their limits, and the responsibility of the client to not assign hours that would exceed the IP's work week limit.</p>	
<p>Yes, family providers are not treated differently as it relates to overtime payment.</p>	
<p>WAC 388-114-0080 identifies the criteria by which the department would approve an IP to temporarily exceed their work week limit. Unavailability of qualified providers due to geographic location is included in the criteria. If an IP is approved to exceed their work week limit for this reason, the approval would be temporary and the client would be expected to continue to make a good faith effort in hiring an additional provider.</p>	
<p>As required by the OT statute, the state is using January paid hours to determine work week limits and there is an appeal process if January hours are not accurately representative based upon February and March 2016 hours. There is no grandfathering above a 65 hour work week. Approvals for hours above a 65 hour work week are based upon client need.</p>	
<p>The statute does not reflect any differences for client's receiving PDN services; however, client's receiving PDN may be more likely to meet the criteria in 388-114-0080 for an IP to be approved to exceed their work week limit based on lack of available providers due to medical complexity. This will need to be reviewed on a case-by-case basis.</p>	

<p>"good faith efforts" are described in WAC 388-114-0080 and will be explained in greater detail in the next MB related to IP overtime. Good faith efforts include (A) Making schedule adjustments within the work week limits of current providers who are providing services; (B) Seeking a qualified family or friend to contract as an individual provider; (C) Utilizing the home care referral registry; and (D) Requesting a worker through a home care agency."</p>	
<p>This policy is currently being developed and will be described in the next MB related to IP overtime. There is an expectation that CMs will assist clients who need assistance in finding additional providers.</p>	
<p>IPs who fall into this category have already been identified. Lists will be released and functionality is currently being designed to assist with identifying specific IP work week limits. Field staff and case managers will not be determining work week limits.</p>	
<p>IP work week limits are established and based on January 2016 paid hours. The answer to the first part of your question depends on how many hours the IP was paid for. If the IP is not permitted to work overtime with a 40 hour work week limit, the answer to the second question is yes.</p>	