**Nurse Delegation Meeting 12/14/2022**

**Topics and Notes**

**ALTSA Community Nurse Delegation Website:** <https://www.dshs.wa.gov/altsa/residential-care-services/nurse-delegation-program>

**Contact Emails**

**Nurse Delegation Program Email:** nursedelegation@dshs.wa.gov

**Nurse Delegation Program Manager: Janet Wakefield** – janet.wakefield@dshs.wa.gov

**DDA Nursing Services Unit Manager: Erika Parada** – erika.parada@dshs.wa.gov

**HCA Interpreter Services PowerPoint List of Free/Low-Cost Secure Email Providers**

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**Mentoring:** If you are interested in assisting new RND’s please let us know and what area of the state you work in at nursedelegation@dshs.wa.gov

**Availability:** Please let us know if you are open for new clients, what area and what tasks you are willing to delegate. We are in need to fill some gaps across the state. nursedelegation@dshs.wa.gov

\*If someone other than Janet Wakefield has reached out regarding availability, please also send your availability information to this department.

**Interpreter Services:** Health Care Authority has a sign language, in-person spoken language, and a spoken language over-the-phone and video remote contract that offers interpreters for limited English proficient, deaf, and deaf/blind Medicaid clients. This service can be used during visits as needed. Please see the attached PowerPoint Presentation from HCA for additional information.

**Secure Email Information**: Currently, ALTSA/DDA is keeping the Microsoft secure email system that is now in place due to cost of the old system. You will need to obtain a secure email system for your business. Please see above for free/low-cost options.

**Skilled Nursing Contract Information**: Link to AAA office for contracting information in your area <https://www.dshs.wa.gov/sites/default/files/ALTSA/hcs/documents/AAA%20Directory.docx>

**Questions & Answers**

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| **Question** | **Answer** |
| Do RNDs need a contract to obtain interpreter services through HCA? | No, there is no contract that you will need to obtain. The contracts mentioned in the presentation were referring to the interpretation service providers. **For Sign Language**, visit <https://fortress.wa.gov/dshs/odhhapps/Interpreters/HCARequest.aspx> to register with ODHH. **For Spoken Language**, you will only need to visit HCA Universal’s New Requester Registration [here](https://hcauniversal.com/new-requester-registration/). After completing registration forms, an account will be created for you, and you will have access to scheduling. For any additional questions, please contact HCA Interpreter Services team at interpretersvcs@hca.wa.gov  |
| As nurse delegators, are we responsible for fees associated with paying an interpreter if HCA can't find one for us? | If the client is a Medicaid client and you use an eligible provider according to HCA’s policy, you will be eligible for the reimbursement process through HCA. [Click here](https://www.hca.wa.gov/assets/billers-and-providers/Provider-Sign-Language-Reimbursement-Guide.pptx) to access HCA’s PowerPoint presentation that guides you through the reimbursement process.**Please Note**: We do understand that this may not work for initial or as-needed visits. This service can be helpful for scheduled visits. You can also go through the reimbursement process if you use an eligible provider according to HCA’s policy for visits that were not staffed in time. Please see above the link to the reimbursement guide. |
| What's the process time from request of the service to get an interpreter?  | **For Spoken Language**, the average process time is about a week. Requesting a virtual appointment is a bit quicker to fill. **For Sign Language**, the average proves time is about 2-3 weeks due to the limited number of providers.**Please Note**: We do understand that this may not work for initial or as-needed visits. This service can be helpful for scheduled visits. You can also go through the reimbursement process if you use an eligible provider according to HCA’s policy for visits that were not staffed in time. Please see above the link to the reimbursement guide. |
| May we use online translation apps or services? | If you choose to use another source for translation, then please document specifically what you used in your notes. It will not be reimbursed if there is a charge for the translation application. Reimbursement is as stated above. |
| In the hospital, we can just pick up the phone and do a phone call, is that possible?  | No, this is not an option. You can set up an over-the-phone appointment for Spoken Language services, but they are not offered on-demand. |
| If family is available, can we use their help to provide interpretation services? If so, what is the process for documenting? | Through this HCA program, family members cannot be used as they are not considered eligible providers for reimbursement. For the RND program, this is also true. If you are using a family member for assistance with translation, then you need to document this in your notes and are not used for reimbursement.  |
| Can we have access to ALTSA/DDA's Microsoft secure email system? | Due to Microsoft’s licensing structure, users outside of the organization cannot have access to ALTSA/DDA’s secure email system. You will have to obtain your own secure email system. Please see above for a list of free/low-cost providers. **Please note:** DSHS does not endorse or sponsor any third-party company. This is for informational purposes only. |
| Are there any updates or information regarding pay Increases for RNDs? | We do not have any information regarding this currently. You will be informed when there are any changes. |
| Where can we find out about contracts for Home Health Agencies offering Nurse Delegation? | The WAC for In-Home service agencies is <https://app.leg.wa.gov/WAC/default.aspx?cite=246-335>  |
| Is Hazard Pay going away permanently? | Pandemic pay is scheduled to end 12/31/2022. |
| We get occasional referrals that end up not working out or the client doesn't use services. We do work and then not get paid because they canceled services. Should we get paid for accepting referral in good faith or not? | You must not take the client until you have the authorization and written referral. If delegation does not continue, then you will still have the authorization to bill if you have done and assessment. |
| There are many case managers who won’t give an authorization before delegation done. What can be done about this? | If you do not have an authorization and a written referral, then you are not to take the client. You will need to communicate this with the CM and the provider.  |
| Re: DSHS Form 13678: Instructions for Nursing TaskField 19 has room for one IP and 20 has room for one Provider One number Does this mean that each IP needs their own instruction sheet, or can we list more than one IP in these fields? | The task sheet will need to be done for each IP as this is for the billing. The IP is to return the form to CDWA for support of payment. |

**Links Page**

**Nurse Delegation Laws and Rules:**

<https://app.leg.wa.gov/RCW/default.aspx?cite=18.79.260>

<http://apps.leg.wa.gov/WAC/default.aspx?cite=246-840-910-970>

**Other Links to Applicable Delegation Rules for Your Information**

**Home and Community Services and Programs**:<https://apps.leg.wa.gov/wac/default.aspx?cite=388-71>

**Residential Long-Term Care Services Training**:<https://app.leg.wa.gov/WAC/default.aspx?cite=388-112A>

**Adult Family Home**: <http://app.leg.wa.gov/WAC/default.aspx?cite=388-76>

**Assisted Living Facility**: <http://app.leg.wa.gov/WAC/default.aspx?cite=388-78A>

**GovDelivery**: <https://public.govdelivery.com/accounts/WADSHSDDA/subscribers/new>

<https://public.govdelivery.com/accounts/WADSHSALTSA/subscriber/new?preferences=true#tab1>

**Billing Tutorial**: <https://www.dshs.wa.gov/sites/default/files/ALTSA/hcs/documents/ND/P1%20Common%20Billing%20Questions.pdf>

*See Tutorial Q&A on RND website under meetings.*