

Respite in Community Settings (RICS)

Contract code 1803XP



Washington State
Department of Social
& Health Services

Transforming lives

Training Objectives

To learn the changes made to the RICS contract

- ☐ Overview of the Respite in the Community Settings Contract
- ☐ Why changes are occurring
- ☐ What are the four setting types
- ☐ Qualifications for each subcode
- ☐ Where to go for help

What is respite?

Respite is a short-term, intermittent service designed to give the primary care provider that lives with a client a break from care.

- Primary care providers who may receive respite are:
 - Family members who may or may not be paid who live with the client
 - Nonfamily members that are not paid who live with the client
 - Companion Home providers paid by DDA
 - Licensed children's foster home providers paid by DDA
- The contracted respite provider must meet all identified needs including personal care and protective supervision.

Respite [WAC 388-845-1600](#)

Why is the contract being changed?

- The contract language needed to be updated
- The current RICS contract has one Respite modifier for all setting types (T1005 U2) this does not allow us to collect data on where in the community respite is being provided
- Tighter controls are needed to ensure that the RICS provider meets all the qualification requirements outlined in their contract

Qualifications for all setting types

- ❑ Be licensed by the State of Washington as a business under chapter [19.02 RCW](#) and shall meet or exceed the minimum licensing requirements under chapter [458-02 WAC](#).
- ❑ Contractors shall hold all appropriate endorsements, licenses and certifications in addition to Washington State Business license as applicable to their business operation.
- ❑ Contractors outside of Washington State must maintain equivalent licensure or certification requirements as above according to their states' requirements for business operation.

Qualifications for all setting types continued...

- ❑ Published on a publicly accessible website the services offered by the contractor. The contractor's website must include:
 - The identified number of service hours being provided in the program/class/event including days/date and start and end time; and
 - Activities that will occur during program/class/event; and
 - The rate schedule for the program/class/event.

- ❑ Each setting type will have their own qualifications outlined in the subcode

Respite services can be provided in the community

Four setting types:

1. Community Center
2. Parks and Recreation Department
3. Senior Center
4. Summer Programs

Community Center

- Community Center contractors are required to comply with the following additional terms:
 - Contractor Qualifications.
 - Community Center's must be a public location where members of a community gather for group activities, social support, public information, and other purposes. They may sometimes be open for the whole community or for a specialized group within the greater community.
 - Community Centers must not be contracted with the Department as Adult Day Care providers.
 - Must be open to the public (no competitive application process to participate)
- Service code: T1005
- Modifier: UA

Senior Center

- Senior Centers are required to comply with the following additional terms
 - Contractor Qualifications.
 - Contractors shall hold all appropriate endorsements, licenses and certifications in addition to Washington State Business license as applicable to their business operation.
 - Senior Center providers will primarily serve clients 50 years and older.
- Service code-T1005
- Modifier- UB

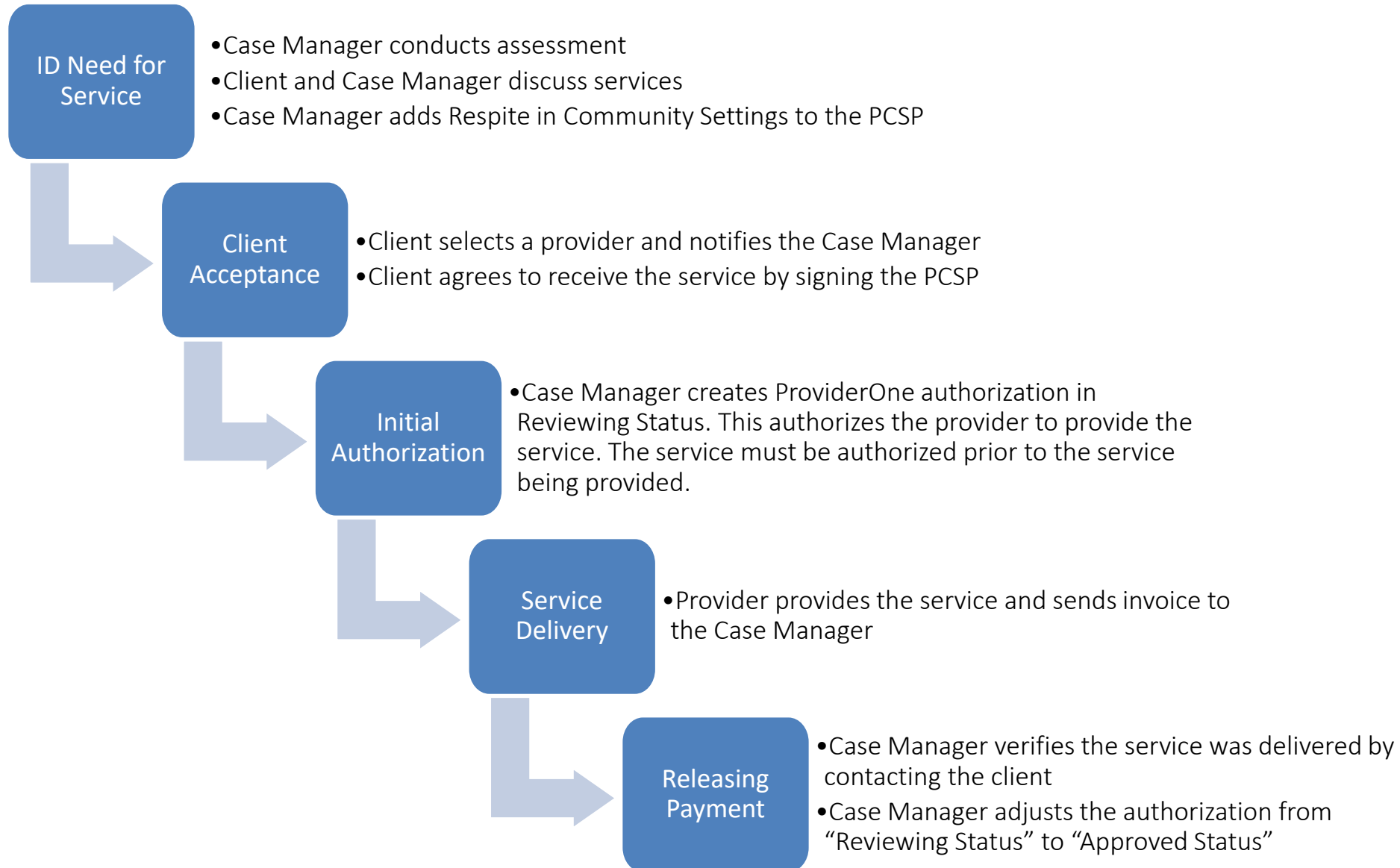
Summer Programs

- Summer Program contractors are required to comply with the following additional terms:
 - Must meet the definition of a camp as defined under chapter [246-376 WAC](#), and
 - Summer programs can provide day or overnight respite services.
 - May operate year round.
- Service code-T1005
- Modifier- UC

Parks and Recreation Department

- Parks and Recreation Department contractors are required to comply with the following additional terms:
 - Contractor Qualifications.
 - city, county or other publicly operated parks and recreation department to provide leisure activities and facilities and recreational facilities of a non profit nature as a public service as defined under [RCW 36.69.010](#)
 - Meet the definition of a park and recreation district under [RCW 36.68](#) and [RCW 36.69](#).
 - Obtain all required licenses, permits or certifications applicable to the program operated by the Parks and Recreation Department.
- Service Code- T1005
- Modifier-UD

I have a contract. What's next?





The provider can then file claims through the [ProviderOne](#) portal.

Use the [ProviderOne Billing and Resource Guide](#) to walk through the claims process.



Having a problem with billing in ProviderOne? Contact the Medical Assistance Customer Service Center (MACSC) at 1-800-562-3022.

Rates

- Respite rate will no longer be listed in the contract and will be found at:
<https://www.dshs.wa.gov/altsa/management-services-division/office-rates-management>
- This information is listed in the **Consideration** section of your contract.
- Hourly rate is up to \$18.16

Billing and Payment

- The Contractor agrees to accept this payment as total and complete remuneration for services provided under this Contract to DSHS Clients. DSHS clients cannot be billed fees beyond the hourly contracted rate for the service Respite in Community Settings.
- DDA or the client cannot be charged for missing or cancelling appointments, nor for hours of service when the client was not serviced by the contractor. [WAC 182-502-0160](#)
- If additional hours/services are provided and is not in the client's PCSP or preauthorized, DSHS is not liable for payment.

Billing and Payment Resources

- ✓ If there is a problem with the authorization, you can contact the clients Case Resource Manager;
- ✓ For additional assistance with the authorization, you can contact the Regional Payment Specialist

Region	Payment Specialist	Phone Number
Region One	Diane Bonin Robin Rosman	509.374.2116 509.329.2902
Region Two	Suzanne Taloa-Hickey Thomas Lee	206.568.5636 425.977.6587
Region Three	Nicole Jensen Amy Hoogendoorn	360.993.6957 360.501.2486

Billing and Payment Resources

If there is a problem with filing a claim through the ProviderOne Portal:

Contact the Medical Assistance
Customer Service Center (MACSC) at 1-
800-562-3022 or visit online at:

<https://www.hca.wa.gov/>

Contract Resources

If you have a question about your contract please contact the local office:

Office Location	Phone Number
Everett	425-740-6500
Seattle	206-568-5685
Spokane	509-329-2900
Tacoma	253-404-5500
Tumwater	360-725-4250
Yakima	509-225-7970

Service Information Resources

If you have a question about Community Guide or Engagement contact your client's case manager or the region's local resource developer:

Region	Phone Number
Region 1 (Eastern Washington) Catherine Higgins	509.329.2958
Region 2 (Northwest Washington) Kristina Sherriff	425.740.6433
Region 3 (Southwest Washington and the peninsula) Teresa O'Donnell	360.764.6057

Common Questions

- What is meant by “The contractor will be reimbursed up to the contractor’s published rate for services provided unless the rate exceeds the equivalent of 15 min intervals of service the client received?”
 - The number of hours authorized may not exceed the number of hours of respite provided
- Can the contractor be paid separately for the cost of other expenses?
 - No, the cost of equipment rental, typically provided meals, transportation, camp supplies, etc must be rolled into the cost of the service

Common Questions Continued

- Are administrative functions billable?
 - No, record keeping, travel to work site, billing, and report development are not billable as separate services but should be included in the established rate schedule.
- Do I have to provide an invoice?
 - Yes, an invoice or documentation of the dates of service, duration of time and total cost prior to service being provided and after service has been provided.
- A DDA client signed up for my services. Can I get paid? Do I have to provide an invoice?
 - Only if the service has been authorized by DDA

Common Questions Continued

- A DDA client wants to participate in our service that lasts 2 hours. It costs \$100 per session. Can I bill for this?
 - The highest amount that DDA could authorize would be for 2 hours of service at the DDA respite in community settings rate of \$18.16/hr. DDA cannot pay for more hours than were actually received by the client.
- I contacted the Health Care Authority (HCA) because there was a problem when I tried to claim payment in ProviderOne. The HCA said I must contact DDA to correct an authorization. Who at DDA do I contact??
 - The client's case manager.



QUESTIONS?

A person wearing a dark blue suit and a light-colored shirt is holding a rectangular, cream-colored sign with both hands. The sign is centered in the frame and features the word "QUESTIONS?" in a large, bold, dark blue, sans-serif font. The background is a plain, light gray.

The End