

Appendix VI: Options Provided to Stakeholders for Consideration

Consumer and Family Control Framework				
No.	B OPTION	A		C
1	Limits on spending to ensure funds last through the year (system will not pay more than this amount for services billed during this period)	Monthly (1/12 of total budget available each month)	Monthly hybrid (90% of budget allocated at beginning of each month over 12 months); 10% allocated up front)	Quarterly hybrid (80% of budget allocated at beginning of each quarter over 4 quarters); 20% allocated up front)
2	How overspending is discouraged	Periodic allocation of funds; consumer/family review of statements; WSC issues service authorizations; use of point-of-sale "swipe" cards	Periodic allocation of funds; consumer/family review of statements; WSC issues service authorizations; use of point-of-sale "swipe" cards	Periodic allocation of funds; consumer/family review of statements; use of point-of-sale "swipe" cards
3	How overspending is addressed	Work with consumer to adjust budget; require additional reviews for future changes (limit flexibility to make changes); allocate additional funds temporarily to meet critical health & safety needs; find a representative to assist in decision-making; for individuals who repeatedly overspend, require the use of a mentor paid from the individual's budget	Work with consumer to adjust budget; require additional reviews for future changes (limit flexibility to make changes); allocate additional funds temporarily to meet critical health & safety needs; find a representative to assist in decision-making; for individuals who repeatedly overspend, require the use of a mentor paid from the individual's budget	Work with consumer to adjust budget; require additional reviews for future changes (limit flexibility to make changes); allocate additional funds temporarily to meet critical health & safety needs; find a representative to assist in decision-making; for individuals who repeatedly overspend, require the use of a mentor paid from the individual's budget
4	Consumer flexibility framework (see Providers/Services/Waiver Support Coordinator/Administrative Workgroup materials for details)	Individual services maintained, though some are broadened in scope to provide greater flexibility to consumers to meet day-to-day needs (like the proposed Flexible Benefit Service will be a broader service than respite, ADT, in-home supports, etc., each is currently)	Individual services are broadened and are grouped into several service families. Once approved for one service within a family, under certain conditions (described in options below), consumers can use a service within the family without further review or approval.	Identical to Option B, except that more services are broadened and the service families are also broader.
5	Capped service amounts (hours or dollars)	Similar to current limits	Only on a limited number of services (most would not have caps)	No
6	Health & safety ("core") services prioritization required (cannot spend funds outside service families or for non-approved services within service families)	Residential habilitation, nursing, therapies	Residential habilitation only	No
7	Who issues service authorizations to begin/end services	WSC, along with area staff for certain services (for example, behavior analyst services)	WSC	Consumer/family for changes not requiring review, such as within service families under most circumstances (would require IT capabilities) & WSC, as determined by consumer/family/WSC
8	Audits conducted to detect service arrangements of concern (100% respite, no meaningful day activities for adults, unusual WSC-provider usage patterns, unusual provider billing, lack of use of therapies, etc)	Yes Yes		Yes
9	Tools for managing budgets	Online budget development tool. Combined with swipe cards or requirements for providers to submit records on amount of services provided within a certain short timeframe.	Online budget development tool. Combined with swipe cards or requirements for providers to submit records on amount of services provided within a certain short timeframe.	Online budget development tool. Combined with swipe cards or requirements for providers to submit records on amount of services provided within a certain short timeframe.
10	Training for consumers and families	Provided via website, FCC, WSC's, and as additional service	Provided via website, FCC, WSC's, and as additional service	Provided via website, FCC, WSC's, and as additional service
11	Ability to carryover funds, if Legislature and federal government permitted	None carried over	50% could be carried over for up to one year	100% could be carried over
12	Negotiation of rates	No	Yes, up to maximum in rate rule	Yes

SERVICE REVIEW/APPROVAL PROCESS				
No.	OPTION	A	B	C
	Situations requiring a review to ensure federal requirements are met and an individual's iBudget maximum is not overspent:			
1	Initial cost plan (newly enrolled on a waiver)	Yes	Yes	Yes
7	If overspent budget within last 12 months	Yes	Yes	Yes
8	Move to licensed residential facility	Yes	Yes	Yes
10	Temporary significant change in circumstances requiring increased services that could not be accommodated within current budget	Yes	Yes	Yes
11	Permanent significant change in circumstances requiring increased services that could not be accommodated within current budget	Yes	Yes	Yes
13	Extraordinary need request	Yes	Yes	Yes
2	First iBudget FL plan (for those already enrolled)	Yes	Yes	Only if using different services than were approved under current system
3	Review every 3 years	Yes	No	No
4	If adding new service family	Yes	Yes	No
5	If increasing amount of certain services	Yes--Intensive behavioral services, nursing services, therapies	Yes--Intensive behavioral services, nursing services, therapies	No
6	If decreasing amount of certain services	Yes--Intensive behavioral services, nursing services, therapies	No	No
9	Move to different living setting not requiring increased budget (though may involve budget recalculation)	Yes	Yes	No
12	Meets certain criteria	Forensic involvement, complex medical needs, complex behavioral needs, community based care child, only paid supports in person's life	Forensic involvement, community based care child	No
14	Application for one-time services (home modification, durable medical equipment, and extraordinary dental needs) if iBudget or carryover, if allowed, not sufficient to meet health & safety needs	Yes	Yes	Yes
15	Process for requesting and performing reviews	Computer-based as much as possible	Computer-based as much as possible	Computer-based as much as possible
16	Who would conduct reviews	Contracted provider, central office, and area	Central office and area	Area

QUALITY ASSURANCE PROCESS - Basic Quality and Health & Safety (1 of 2)				
Role →	Basic Quality Activities		Health & Safety	
Entity ↓	Current/Planned	Options	Current/Planned	Options
Consumers & Families			Identify health/safety concerns and notify WSC or area office (planned: online submission of comments)	Limits on flexibility in changing certain services, such as residential habilitation, nursing, or therapies
			Planned: review online central record, service logs, case notes, etc., and notify WSC or area office of any inconsistencies or concerns	
Waiver Support Coordinator	Develop support plan outlining consumer goals, medical/behavioral issues, etc.		Identify health/safety issues and address in support plan, such as through review of QSI results	
	Monitor services through contacts with consumer/family and work to adjust services as necessary		Review and act on incident reports	
	Receive training on role and responsibilities			Requirement for use of full or enhanced waiver support coordination by certain individuals (e.g., those with forensic involvement)
Quality Assurance Contractor			Monitors for health and safety issues--surfaces critical ones immediately to area; less critical issues provided in report to area	
Central Office	Monitors data to assess system performance and identify trends and develop policies and procedures to address (planned: greater effectiveness through online central records, reporting, etc.)		Reviews critical incident reports	Utilization review to identify potential health and safety issues
	Develops and makes available training for providers			Competency-based training for staff
Area Office			Reviews incident reports and corrective action plans	Competency-based training for staff
			Investigates and decertifies providers not meeting standards or in compliance with law/rule/waiver agreement	

QUALITY ASSURANCE PROCESS - Basic Quality and Health & Safety (2 of 2)				
Role →	Basic Quality Activities		Health & Safety	
Entity ↓	Current/Planned	Options	Current/Planned	Options
Certified Behavior Analyst			Consult with consumers, families, waiver support coordinators, providers, and area staff to address issues	
			Reviews progress reports and data graphs on behavior services	
Nurse			Consult with consumers, families, waiver support coordinators, providers, and area staff to address issues	Review based on QSI scores or other criteria
			May assist with group home licensure reviews from nursing perspective	
Licensure			Identifies issues through annual relicensure review	
Licensed home monitoring			Identifies issues through monthly review, including review of at least one record	
Provider enrollment	Provides basic training, background screening, review of references and qualifications, etc.			Competency-based training a requirement
Supported living coordinator			Reviews and approves supported living plans for health and safety, as well as other issues	
Questionnaire for Situational Information Assessor			Notifies area staff of significant concerns highlighted during assessment	
Providers	Train staff on proper policies/procedures		Ensures staff receives background screening	
	Establishes policies & procedures to ensure safety and monitors their implementation		Develops corrective action plans to address incidents	
Family Care Council Florida/Family Care Councils	Educate consumers and families about provider quality issues			
			Notify central/area offices about issues	
Other state agencies (Department of Children & Families, Agency for Health Care Administration)			AHCA: Coordinates waiver submission, amendment, and renewal process, which includes description of QA activities; DCF: provides verified reports of abuse/neglect	
Statewide Advocacy Councils/Local Advocacy Councils			Monitor licensed homes and other providers, notifying area offices of issues	
Advocates (Florida Developmental Disabilities Council, Advocacy Center, provider associations, etc.)			Identify individual and systemic issues and work with APD to find solutions	
Other				

QUALITY ASSURANCE PROCESS - Budget and Outcomes (1 of 2)				
Role →	Budget		Outcomes	
Entity ↓	Current/Planned	Options	Current/Planned	Options
Consumers & Families		Use budget development online tool to create budgets, ensuring that they remain within budget amount	Monitor services to determine if they're meeting outcomes (planned: a sample can indicate level of satisfaction with services and providers via National Core Indicators survey)	Training on outcomes under a more self-directed system
			Review annual reports from providers to determine if outcomes are being met.	
Waiver Support Coordinator		Use budget development online tool to create budgets, ensuring that they remain within budget amount	Work with consumer/family to identify desired outcomes	Training on outcomes under a more self-directed system
		Create corrective action plan with consumer if overspending occurs	Encourage consumer to consider other possible positive outcomes	Training for support coordinators on handling issues of poor choice-making
		Provide training to consumers/families on system processes and their opportunities and responsibilities	Review attainment of outcomes during support planning process	Procedures for waiver support coordinators to access area office support and direction in addressing problematic consumer choice-making
Quality Assurance Contractor			Monitors a portion of consumers (about 5%) for outcomes	
Central Office		Receive notice of excessive overspending		Review of support plans to assess consumer goals
		Analyze data to identify issues influencing overspending, on individual and systemic basis, and develop policies and tools to address		
Area Office		Receive notice of overspending		
		Review and approve corrective action plans to address overspending		

QUALITY ASSURANCE PROCESS - Budget and Outcomes (2 of 2)				
Role →	Budget		Outcomes	
Entity ↓	Current/Planned	Options	Current/Planned	Options
Certified Behavior Analyst			Assess whether behavior plans are achieving stated outcomes	
Nurse			Assess whether nursing services are achieving stated outcomes	
Licensure				
Licensed home monitoring				
Provider enrollment				
Supported living coordinator			Reviews implementation plans and annual reports	
Questionnaire for Situational Information Assessor				
Providers				
Family Care Council Florida/Family Care Councils				
Other state agencies (Department of Children & Families, Agency for Health Care Administration)				
Statewide Advocacy Councils/Local Advocacy Councils				
Advocates (Florida Developmental Disabilities Council, Advocacy Center, provider associations, etc.)				
Other	Primarily through gatekeeper function, overseen by AHCA			

QUALITY ASSURANCE PROCESS - Compliance (1 of 2)		
Role →	Compliance	
Entity ↓	Current/Planned	Options
Consumers & Families	Monitor service delivery to determine if it's complying with service plans and state/federal requirements	Training for consumers/families on provider responsibilities
Waiver Support Coordinator	Notify area office if have concerns about provider compliance with service plans, state/federal requirements, etc.	
Quality Assurance Contractor	Monitors for compliance with the handbook	Publicly share information about non-compliant providers
Central Office		Utilization review to identify provider non-compliance
		Publicly share information about non-compliant providers
Area Office		Publicly share information about non-compliant providers

QUALITY ASSURANCE PROCESS - Compliance (2 of 2)		
Role →	Compliance	
Entity ↓	Current/Planned	Options
Certified Behavior Analyst	Solo and agency providers' compliance with rules on behavior services	
	Monitors behavior focus and intensive behavior homes' compliance with rules	
Nurse		
Licensure	Monitors licensed home for compliance with law/rule	
Licensed home monitoring	Monitors licensed home for compliance with law/rule	
Provider enrollment	Determines compliance with law/rule prior to enrollment	
Supported living coordinator		
Questionnaire for Situational Information Assessor		
Providers		
Family Care Council Florida/Family Care Councils		
Other state agencies (Department of Children & Families, Agency for Health Care Administration)		Revise relevant assurances and the handbook to clarify expectations and responsibilities under self-directed system
Statewide Advocacy Councils/Local Advocacy Councils		
Advocates (Florida Developmental Disabilities Council, Advocacy Center, provider associations, etc.)		
Other		

iBudget Florida System Option #1 - Modified Status Quo					
Group	Service No. (See Appendix)	Services Encompassed in New Service Title	New Service Title	Who Can Provide?	Count
A	3	Behavior Analysis Services	Behavior Analysis	Board Certified Behavior Analyst, (Level 1, Level 2, or Level 3) AND Behavior Analyst Assistants.	1
	4	Behavior Assistant Services	Behavior Analysis	Independent Vendors (Individuals OR Employees of Agencies)	
B	6	Consumable Medical Supplies	Consumable Medical Supplies/PERS	Licensed Home Health or Hospice Agencies, Pharmacies, Medical Supply Companies, Durable Medical Equipment Suppliers and Vendors (e.g. Discount Stores, Department Stores) OR Independent Vendors	1
	14	Personal Emergency Response Systems	Consumable Medical Supplies/PERS	Licensed Electrical Contractors, Alarm System Contractors, Contract Agencies for Community Care for the Elderly (CCE), Community Care for Disabled Adults (CCDA) Programs, or Hospitals	
C	2	Adult Dental Services	Adult Dental Services	Licensed Dentists	1
D	7	Dietician Services	Dietician Services	Licensed Dieticians	1
E	9	Environmental Accessibility Adaptations	Environmental Accessibility Adaptations	Licensed General Contractors, Independent Licensed Contractors, Electricians, Plumbers, Carpenters, Architects, and Engineers	1
F	13	Personal Care Assistance	Personal Care Assistance	Licensed Home Health Agencies OR Hospice Agencies, Independent Vendors (Individuals OR Employees of Agencies)	1
G	10	In-Home Support Services	In Home Support	Independent Vendors (Individuals OR Employees of Agencies)	1
	27	Supported Living Coaching	In Home Support	Independent Vendors (Individuals OR Employees of Agencies)	
H	1	Adult Day Training	Meaningful Day	Adult Day Training Centers	1
	5	Companion Services	Meaningful Day	Licensed Home Health Agencies OR Hospice Agencies, Independent Vendors (Individuals OR Employees of Agencies)	
	26	Supported Employment	Meaningful Day	Independent Vendors, Solo Providers, OR Agency Vendors	
I	18	Residential Nursing Services	Nursing	Nurses Licensed or Registered in accordance with F.S. 464	1
	21	Skilled Nursing	Nursing	Nurses Licensed or Registered in accordance with F.S. 464	
	16	Private Duty Nursing	Nursing	Registered Nurses	
J	12	Occupational Therapy	Occupational Therapy	Licensed Occupational Therapists, Occupational Therapy Aides, OR Occupational Therapy Assistants	1
K	8	Durable Medical Equipment and Supplies	Durable Medical Equipment and Supplies	Licensed Home Health or Hospice Agencies, Pharmacies, Medical Supply Companies, Durable Medical Equipment Suppliers and Vendors (e.g. Discount Stores, Department Stores)	1
L	23	Specialized Mental Health Services	Specialized Mental Health Services	Psychiatrists, Psychologists, Clinical Social Workers, Marriage and Family Therapists, or Mental Health Counselors	1
M	15	Physical Therapy	Physical Therapy	Licensed Physical Therapists OR Physical Therapist Assistants	1
N	17	Residential Habilitation Services	Residential Habilitation Services	Transitional Living Facilities OR Residential Facilities	1
	22	Special Medical Home Care	Special Medical Home Care	Group Homes that Employ Registered Nurses, Licensed Practical Nurses, and Certified Nurse Assistants	
	20	Respite Care	Respite Care	Licensed Residential Facilities, Licensed Home Health or Hospice Agencies, Licensed Nurse Registries, Agencies that Specialize in Services for Recipients with Developmental Disabilities	
O	19	Respiratory Therapy	Respiratory Therapy	Licensed Respiratory Therapists Independent Vendors (Individuals OR Employees of Agencies)	1

iBudget Florida System Option #1 - Modified Status Quo					
Group	Service No. (See Appendix)	Services Encompassed in New Service Title	New Service Title	Who Can Provide?	Count
P	24	Speech Therapy	Speech Therapy	Licensed Speech Language Pathologists OR Speech Language Pathologist Assistants	1
Q	25	Support Coordination	Support Coordination	Solo OR Agency Support Coordinators	1
R	28	Transportation	Transportation	Community Transportation Coordinators for the Transportation Disadvantaged, Limited Transportation Providers, Public Transit Authorities, Group Homes, Residential Facilities, Adult Day Training Programs, Public / Private For Profit / Private NFP Transport	1
SERVICE GROUP COUNT:					18

iBudget Florida System Option #2 - Modified Mercer Service Grouping		
Group	Service Family	Service
1	Life Skills Development	Adult Day Training
		Residential Habilitation (1/4 Hour)
		Supported Employment
		Behavior Analysis Services
		Behavior Assistant Services
		<i>Community Training and Supports</i>
		<i>Mentoring</i>
2	Environmental and Adaptive Equipment	Durable Medical Equipment and Supplies
		Environmental Accessibility Adaptations
		Personal Emergency Response Systems (Unit and Services)
3	Personal Supports	Companion Services
		In-Home Support Services
		Personal Care Assistance
		Respite Care
4	Residential Services	Residential Habilitation (Standard)
		Residential Habilitation (Behavior Focused)
		Residential Habilitation (Intensive Behavior)
		Specialized Medical Home Care
		Supported Living Coaching
		Residential Nursing
5	Support Coordination	Support Coordination
		<i>Person Centered Planning</i>
		<i>Family & Guardian Training</i>
6	Therapeutic Supports	Occupational Therapy
		Physical Therapy
		Respiratory Therapy
		Specialized Mental Health Counseling
		Speech Therapy
7	Transportation	Transportation
8	Wellness Management	Consumable Medical Supplies
		Dietician Services
		Adult Dental Services
		Private Duty Nursing
		Skilled Nursing

Current services are grouped into service families, with increased flexibility for consumers to add services within the same service family without needing APD approval (some exceptions would apply for certain medically/behaviorally-oriented services).

iBudget Florida System Option #3 - Minimalist Service Grouping			
Group	Service Family	New Service Title	Services Encompassed in New Service Title
1	Places to Live	Basic Residential	Residential Habilitation (Standard)
		Enhanced Residential	Residential Habilitation (Behavior Focused)
			Residential Habilitation (Intensive Behavior)
			Specialized Medical Home Care
		Residential Nursing	
2	Personal Supports	Flex Benefit	Adult Day Training
			Companion Services
			In-Home Support Services
			Personal Care Assistance
			Respite Care
		Basic Supports	Support Coordination (Limited)
			Transportation
		Enhanced Supports	Behavior Analysis Services
			Behavior Assistant Services
			Community Training and Supports
			Family & Guardian Training
			Mentoring
			Person Centered Planning
			Support Coordination (Transitional)
Support Coordination (Full)			
Supported Employment			
Supported Living Coaching			
3	Wellness	Basic Wellness	Adult Dental Services
		Enhanced Wellness	Dietician Services
			Occupational Therapy
			Physical Therapy
			Private Duty Nursing
			Respiratory Therapy
			Skilled Nursing
			Specialized Mental Health Services
			Speech Therapy
			Durable Medical Equipment and Supplies
Environmental Accessibility Adaptations			
4	Equipment	Equipment	Personal Emergency Response Systems (Unit and Services)
			Consumable Medical Equipment

Most current services are broadened to provide more flexibility to consumers in meeting day-to-day needs, then grouped into service families, with increased flexibility for consumers to add services within the same service family without needing APD approval (some exceptions would apply for certain medically/behaviorally-oriented services). Service families would be broader than in the Modified Mercer option.