Personal Support Worker Guidelines

Full Access High Desert

Providing Support Services for Adults with Intellectual and Developmental Disabilities

Terms and Acronyms used in this document:

PSW—Personal Support Worker
PA—Personal Agent. A brokerage employee who assists the client in defining and reaching their goals.
OARs—Oregon Administrative Rules. The state rules that govern brokerage operations
Client—An individual receiving support services
DHS—Department of Human Services. The state department that oversees brokerage operations.
ODDS - Office of Developmental Disability Services, State of Oregon
Step One: Getting the Job

Applications/Resumes/Letters of Reference:

Generally speaking, the first contact a brokerage client will have with you is on paper, via your application. You are also encouraged to submit a resume and letters of reference if you have them. They will be looking at these documents to see what services you offer, and what experience you have. The better these documents look, the greater the chances that you will get an interview. Keep in mind that these documents will change over time, and that you will want to supply the brokerage with updated information periodically.

Offered Services:

Often, a client has specific needs or is seeking specific services. If you have specialized experience or specific skills, document them on the application. A client will want to know if you are fluent in a second language, have experience with medication management, housing, or personal care. If you have special skills, list them on your application!

During the interview:

Your interview may be conducted by the client, their family or representatives, the PA, or any configuration thereof. Because of the intimate nature of some of the work being performed, clients and their families sometimes have a very specific idea of what personal qualities their provider should possess. The interview process may be as much about how you get along with the client as how qualified you are to do the job. Please do not be offended if you are eliminated based on something that seems trivial to you. Also, PAs encourage clients to interview multiple providers as an exercise in self-advocacy. If you felt the interview went well but didn’t get the job, feel free to inquire with the PA as to why.

Remember that the interview is a chance for you to ask questions too. The job description will be support specific, so you will want to decide if you want to work with this person, providing these services. You cannot be paid for the support you provide until a job description is signed by both you and the client/employer of record and you have an active provider number and completed qualifications.

Tips:

- In addition to your resume, most brokerages have a document called a “face sheet” that summarizes your contact information and the services you offer. It behooves you to keep your face sheet current. This means that anytime your phone number, address, insurance, etc. information changes, please contact the brokerage to let them know!

- The DHS website at http://www.oregon.gov/DHS/index.shtml has the most current information about services and billing. At the moment, they can be found under “developmental disability” — “provider and partner resources”.

- PAs often ask each other for leads on good providers. Therefore, if you had a good interview but didn’t get hired, or take a small contract working less than you would like, the good work that you do will result in word getting around. Your skills and professionalism will pay off.
Step Two: Providing the Service

What’s in the job description?

Again, your job description is considered a contract and is a legally binding agreement. It obligates you to perform those services, and only those services. It also authorizes the starting date for your services, which is based on the last date that signatures were obtained.

As soon as you leave the client, document the date, time, and what you did with them. Not only will this make your billing much easier and make your records more accurate, but it gives you the opportunity to remember what was in the contract, and, if it didn’t happen on that day, why it didn’t happen. You can complete this documentation directly when accessing your user account within the eXPRS payment system https://apps.state.or.us/exprsWeb/.

Expect the Unexpected

It sometimes happens that when you are with the client, different needs arise than were originally in the job description. The job description has sections that address maximum rate and hours per agreement, goals/description of duties, and health and safety protocols/behavior interventions/ unusual incidents if applicable, so you may need to refer to it. If the client has immediate needs that you feel able to assist them with, please help them. However, you should contact the PA as soon as possible so that the PA can address these needs with the client. The PA may need adjust the plan or the job description to meet this new need, and your communication is critical.

If you deviate from the services outlined in the job description for any reason, be especially thorough in documenting these situations. If you find yourself handling the client’s money, get and keep receipts. If you find yourself in a medical situation, document the events that occurred, get medical reports if necessary, record prescriptions filled or administered. These actions not only inform the PA, but they protect you from liability.

Keep in mind that you are a mandatory abuse reporter (see the Mandatory Abuse guidelines in your provider enrollment packet for more details), and that your contract(s) obligate you to write Incident Reports when unusual incidents occur. When in doubt about any of these things, contact the PA immediately. If you suspect the PA of abuse, contact the Director of the brokerage immediately or report directly to Protective Services.

Many clients are looking for a PSW who is able to provide transportation. Personal auto insurance is **required** for you to do this.

Using Support Service Funds Wisely

**Services must be based on needs and desires of the individual.** The support service funds can only be used to purchase disability related support services. These are supports that are needed due to the client disability. For example, support service funds could be used to pay for a provider to accompany a person to a community event, such as a concert, but they could not be used to pay for the concert tickets. This also means that the client has a goal or skill they wish to learn or need direct assistance with (disability related need) that requires a pro-
Step Three: Billing for the Service

Timely billing:

You must submit your timesheets through the eXPRS payment system online https://apps.state.or.us/exprsWeb/login.do and provide Full Access High Desert with a copy of that timesheet via fax, email, or in person. Timesheets to Full Access High Desert are due according to the Oregon State Contract Payroll Calendar (see attached). You have the option to submit your timesheet once or twice per month, for two separate pay periods. If you miss the service claims submission deadline, you will have to wait an additional pay period for your check. However, even if you miss the deadline, you still should bill every month.

Timely billing not only allows you to get paid regularly, it allows the PA to effectively monitor a client’s plan. It documents the work you have been doing, progress being made, and keeps the PA informed. It demonstrates that you are a reliable professional, and that you are taking responsibility for your work.

What’s on the timesheet?

All timesheets contain the following information, in a prominent and legible form:

- The names of the client, personal agent, and employee
- Your SPD Provider number, and client prime number
- The month in which services were rendered, and the hours for each date of service.
- The signature of the client
- A place for your initials if you need someone to input hours into eXPRS on your behalf.

All timesheets include the service code being billed, in a clear and legible form. You will have one timesheet for every service provided, per client served. Your timesheet can be printed from your user account within the eXPRS payment system.

Progress notes, progress notes, progress notes!

All timesheets include an area for service documentation that describes both the supports and progress toward the goal, on the back of the timesheet. If you bill multiple services, you will have a timesheet for each, with space to describe the supports provided.

The importance of good progress notes— for you and the client

When incidents occur or clients are hospitalized, PSWs are expected to document these events accurately as this event may be referred to the county adult protective services for further investigation. Therefore, it is important that progress notes exhibit real accounts of the events and any safety concerns that have arisen throughout the month. This greatly reduces the risk of a PSW being accused of negligence if he/she took appropriate actions to protect the safety of a client. Please see example illustrated under ‘Tips’.

The notes should demonstrate a client’s progress towards the goals and/or barriers to this accomplishment. Are you proud of the support you are providing? Show it in your notes! Please take time each day after providing services to accurately record your hours and the supports provided.

Example of what support could look like:

- Prompted client during communication with the grocery clerk
- Hand over hand assistance with feeding
- Cued client to use emotional calming techniques to help client calm during an anxiety
- Physically lifted client on and off the toilet
- Hands on assistance with filling out an job application; prompted client to fill out areas they could complete independently
Step Four: Getting Paid (and Problem-Solving)

Problem bills:
If your timesheet is incomplete or there are hours billed in error, you will be notified by your client’s PA, and may be asked to make a written correction to the timesheet. This may result in a delay in payment until you can resubmit an appropriate timesheet. Always double-check your timesheet to ensure that signatures are obtained and that your hours are accurate.

Pay dates:
You have the option of being paid once or twice monthly. The pay period for PSWs is the 1st—15th, and the 16th—the end of the month. PSWs will be paid in accordance with the ‘PSW Oregon State Contract Payroll Calendar’ found on this page: http://apps.state.or.us/expresDocs/

You can opt to receive Direct Deposit in lieu of receiving a physical check. To do so, you must fill out the Direct Deposit form, attach a voided check and fax or email to TNT. You can request this form from Full Access High Desert, or access it online at: www.TNTFI.com.

Record-keeping:
You will want to keep detailed and accurate records of what you billed and what you were reimbursed. This can be done by keeping a copy of each timesheet you turn in, and keeping the corresponding check stub with them. At the end of the year, you will receive a W-2 from TNT, the Fiscal Intermediary, that totals all your payments for that year. You will want to reconcile that amount with your timesheets, and make sure you got paid for everything you were entitled to.

Changes in your information:
If you have a change in your address or contact information, you should contact the brokerage and let them know as soon as possible. Likewise, if you want to update your application or resume, contact the brokerage.

The brokerage will contact you periodically for updated information. Please respond to these requests, or, if you are no longer interested in serving brokerage clients, call and let us know. If you have not provided services for more than 12 calendar months, the brokerage will make a recommendation to ODDS that your provider number is inactivated.

Grievances and Appeals:
If you have a formal grievance with a brokerage, policy, staff, or procedure, submit a written complaint to the Brokerage Director or their designee.

Workman’s Compensation:
As of 1/1/11, Personal Support Workers are eligible for workman’s compensation. Please read the information included in this packet. Please fill out the DHS Form “Developmental Disabilities Employer/Personal Support Worker/Domestic Employee Information”.

Tips:
- Double check your timesheet before submitting; this avoids delay in you receiving your paycheck.
- Accurate record keeping will help you during tax time.
- We are required to keep current car insurance on file for each provider. If your car insurance expires every three or six months, expect to hear from the brokerage every three or six months.
Oregon Administrative Rules:
As a Personal Support Worker there are Oregon Administrative Rules that govern who is qualified to work, standards and expectations for the job, and under what circumstances the department could take action against a provider number. It is strongly suggested that you take time to read through these rules and familiarize yourself with them as they outline the professional expectations you will be held to in providing supports.

http://www.dhs.state.or.us/policy/spd/rules/411_375.pdf -Or, you may request a copy from us

eXPRS Payment System
eXPRS is a secure, web-based program that has specific user roles and permissions for viewing information and doing work (such as entering information for billing/claims).
Each PSW will be expected to submit their service delivery hours and miles through an online payment system called eXPRS.
In order to do this, you must first complete a user enrollment form and fax it to eXPRS. You can obtain this form from their website at: (https://apps.dhs.state.or.us/exprsWeb/) or from us.
It is important that you include in the form your current email address as eXPRS will then email you a log-in and password. Once you are able to access your user account, you will be expected to begin inputting your service delivery hours (the hours you worked are called claims in eXPRS) for each day that you provide services. At the end of the pay period, you will need to print out the timesheet with submitted claims, and obtain the client’s signature before submitting to Full Access High Desert.

Part of a Support Team
While the client, or their designated representative will act as your employer and oversee the day to day functions of your job, it is important to recognize that you are part of a larger support team. Each person you work with has an Individual Support Plan that identifies their needs, strengths, risks, and choices. The Personal Agent is responsible for updating and maintaining this plan. It is important you share new or changed information about the individual’s status with their Personal Agent. Additionally, the Personal Agent and the support team can be a resource to you in strategizing ways to support a person as effectively as possible. Communication is an important part of your role, and participating in team meetings and phone calls is expected from time to time though you will not be able to bill for these hours.

Oregon Home Care Commission
In 2000, the citizens of Oregon voted to amend the State Constitution to create the Home Care Commission. The Commission is responsible for ensuring the quality of home care services that are funded by the Department of Human Services for seniors and people with disabilities.
The Commission is also responsible for addressing the needs of persons with developmental disabilities, mental illnesses, their family members, and personal support workers while fulfilling its mission
The Oregon Home Care Commission (OHCC) facilitates filing workers’ compensation claims for both homecare workers and personal support workers. SAIF Corporation is the workers' compensation insurance carrier.

Tips:
Acknowledgement

Action Against Provider Number:

There are specific Oregon Administrative Rules which outline conduct for Personal Support Workers paid with Medicaid funds. The OARs describe:

- What criteria can affect your qualified status to provide services,
- When provider status can be terminated or inactivated and by whom,
- The notification and appeal process if inactivation or termination is recommended.

Please review the information contained in http://www.dhs.state.or.us/policy/spd/rules/411_375.pdf

If you have any questions, please contact the Director of Full Access High Desert, or Program Manager. You may also request a paper copy of the OAR’s from our office.

Bend: 541-749-2158

Mandatory Abuse Reporting:

I understand that I am a mandatory abuse reporter and must report any suspected abuse immediately to the County Protective Services Investigator. I must also contact each person’s Personal Agent. If it is after hours, call Law Enforcement Agency in Bend at 541-388-0170.

Confidentiality Statement:

I understand that I am to maintain full confidentiality and am not to discuss or give out information about clients and their families without prior written authorization from the client or family.

Workman’s Compensation:

I have received and read the “Homecare worker/Personal support worker: What to do if you are injured on the job” information and understand what I need to do in the event of an injury while on the job. I have also filled out the DHS Form “Developmental Disabilities Employer/Personal Support Worker/Domestic Employee Information”.

Acknowledgment

I, ______________________ (print name), have received and understand the packet entitled “Personal Support Worker Guidelines for Full Access High Desert.” By signing the following acknowledgement of receiving and reading these documents, you agree to abide by the body of rules and policy described herein. You also waive the right to sue any brokerage over employment related issues and you affirm that no brokerage is your employer.

________________________________________________________________________________________

Sign ______________________________ Date ________

Please return this copy to a brokerage representative.
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Sign                              Date

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