



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
2362	shall mean the form returned from the Bureau of TennCare upon approval of admission into HCBS waiver services.	2/23/15			80.4.5
A/N/E	shall mean an abbreviation for Abuse, Neglect and/or Exploitation	5/28/13			100.1.1
Abnormal Involuntary Movement Scale (AIMS)	shall mean an instrument used to detect and monitor abnormal movements associated with Tardive Dyskinesia (TD) in individuals treated with antipsychotic or neuroleptic medications.	3/23/12			90.1.1
Abuse (of a Person)	shall mean the knowing infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish.	5/2/13		TCA 33-2-402(l)	80.2.1; 80.2.2; 80.2.3; 100.1.1
Abuse (Business Practices)	shall mean incidents or practices of providers that are inconsistent with sound fiscal, business, or medical practices, and result in unnecessary cost to the Medicaid program, or in reimbursement of services that are not medically necessary or that fail to meet professionally recognized standards for health care.	8/3/12			70.2.1
Abuse (Business Practices)	shall mean, for the purpose of this policy, incidents or practices of providers that are inconsistent with generally accepted accounting principles and/or result in unnecessary cost to the Medicaid program, or in reimbursement of services that are not medically necessary or that fail to meet professionally recognized standards for health care.	2/23/15			80.4.5
Abuse, Emotional/Psychological	shall mean actions including, but not limited to, humiliation, harassment, threats of punishment or deprivation, and intimidation or demeaning or derogatory communication (vocal, written, gestures), or other acts resulting in mental anguish, directed to or within eyesight or audible range of the person supported.	5/28/13			80.2.1; 100.1.1
Abuse, Physical	shall mean actions including, but not limited to, any physical motion or action by which physical harm, pain or mental anguish is inflicted or caused. The use of any unauthorized restrictive or intrusive procedure to control behavior or punish is prohibited and considered abuse. Corporal punishment, takedowns, prone and supine restraints are prohibited and considered abuse.	5/28/13			80.2.1; 100.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Abuse, Sexual	shall mean any type of sexual activity or contact with sexual intent or motivation between a person supported and anyone affiliated with DIDD as a staff person, employee or a contracted provider or volunteer. This includes but is not limited to actions by which a person is coerced into sexual activity (forced, tricked, induced or threatened) or exposed to sexually explicit material or language. Sexual battery by an authority figure as defined in T.C.A. 39-13-527 is also considered sexual abuse. Sexual abuse occurs whether or not a person is able to give consent to such activities.	5/28/13			80.2.1; 100.1.1
Abuse Neglect Prevention Committee (ANPC)	shall mean the committee charged with (a) reviewing DIDD Office of Investigation Report summaries, Incident Management Analysis Reports, and other records; (b) making recommendations for systemic change based on review of incidents and/or trends related to abuse, neglect, exploitation, or any other activity or circumstance that is detrimental to individuals served and supported by DIDD or its providers; and (c) submitting such recommendations to the DIDD Commissioner, to appropriate Regional Director and ICF/ID Director/Chief Officer, as applicable, and to the contracting provider.	2/23/15			80.2.1; 100.1.1
Abuse Registry or Registry	shall mean the registry maintained by the Department of Health and containing the names of persons who have abused, neglected, exploited, or misappropriated personal property of a vulnerable person as defined in T.C.A. 68-11-1002(6). The registry is established by T.C.A. 68-11-1001, <i>et seq.</i>	5/2/13	6/13/14	TCA 68-11-1001	10.1.2, 80.2.2
Abuse Registry or Registry	shall mean the registry of persons who have committed acts of abuse, neglect, and exploitation or misappropriation against vulnerable persons. The Registry was established and is maintained by the Department of Health pursuant to T.C.A. § 68-11-1001, <i>et seq.</i>	6/13/14			80.2.4
Abuse Registry Advisory Group	shall mean the group established by this policy to consider applications submitted to DIDD by individuals for removal from the Abuse Registry.	6/13/14			80.2.4
Abuse Registry Review Committee (ARRC)	shall mean the DIDD central office committee that reviews the cases of certain individuals who have been substantiated for abuse, neglect, or exploitation to make recommendations regarding placement on the Abuse Registry.	9/4/2012	5/2/13		80.2.2



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Abuse Registry Review Committee (ARRC)	shall mean the DIDD central office committee that reviews the cases of certain individuals who have been substantiated for abuse, neglect, or exploitation to make decisions regarding referrals for placement on the Abuse Registry.	5/2/13			80.2.2
Act(s) of sexual aggression	shall mean acts of a sexual nature, associated with potentially violent behavior of a person supported, regardless of the desire for participation on the part of the other person supported.	5/28/13			100.1.1
Active Directory	shall mean a directory service used by the State that is managed by the Office of Information Resources (OIR).	1/31/13	4/27/18		40.1.2
Active Treatment	shall mean the aggressive, consistent implementation of a program of specialized and generic training, treatment, and health services.	9/1/16			100.1.8
Administrative safeguards	shall mean administrative actions, and policies and procedures, to manage the selection, development, implementation, and maintenance of security measures to protect EHR and to manage the conduct of the covered entity's workforce in relation to the protection of that information.	8/10/12			80.4.4
Administrator	shall mean the Director or Chief Officer of the ICF/IID provider or the Harold Jordan Center or his or her designee.	5/28/13			100.1.1
Administrator	shall mean the Director of chief Officer of the ICF/IID or her/his designee.	9/14/16			100.1.11
Administrator on Duty or AOD*	shall mean a person designated by the Regional Director to be available to respond to emergency requests for services outside usual business hours (i.e., 8:00 a.m. to 4:30 p.m. Monday through Friday) and on holidays.	7/6/12			80.3.7
Adult Protective Services*	shall mean the unit within the Department of Human Services which has the statutory authority to receive and investigate reports of abuse, neglect, and exploitation of adults age 18 and over who are unable to protect themselves from abuse, neglect or exploitation.	7/6/12			80.4.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

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Adverse Action Affecting TennCare Services or Benefits	as it relates to actions under the Grier Revised Consent Decree shall mean, but is not limited to, a delay, denial, reduction, suspension or termination of TennCare benefits, as well as any other act or omission of the TennCare program, which impairs the quality, timeliness, or availability of such services.	8/15/13			80.3.4
Advocacy Services	shall mean paid and unpaid services on behalf of the rights of persons supported.	6/25/11			100.1.3
Agency Term Contract	shall mean a State Agency contract in which a source or sources of supply are established for a specified period of time at an agreed upon unit price or prices.	3/13/17		CPO	20.1.1
Anonymous/Guest Account	shall mean an account for generic login; one not assigned to an individual or group.	4/27/18			40.1.2
Appeals Unit	shall mean the DIDD unit responsible for issuing notices of any adverse action to persons supported by DIDD.	8/15/13			80.3.4
Applicant Forum	shall mean an interactive, informational session prior to the beginning of each recruitment cycle that shall allow an opportunity for applicants to discuss the application process and provider qualifications.	6/9/14			80.1.1
Application System Administrator	shall mean a user with the highest elevated privileges granted by an application.	4/27/18			40.1.2
Application System Administrator Account	shall mean an individual user account assigned to an application system administrator.	4/27/18			40.1.2
Approved Leave	shall mean leave approved by a supervisor or designee prior to the employee taking the leave.	11/27/12			100.1.16
Approved Provider or Approved Waiver Services Provider*	shall mean a provider who has been approved by DIDD to provide one or more HCBS waiver services and may include state-funded services.	6/9/14			30.1.6; 80.1.1; 80.4.5
Approved Provider or Approved Waiver Services Provider	shall mean an organization or entity that has completed the process required to become contracted with DIDD for the provision of state funded services and/or one or more HCBS waiver services.	1/1/16			80.1.2



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Archive	shall mean the process by which a copy of an email is taken from active state email account/address and stored on a network backed up drive. Also includes the backup process for non-email ESI.	12/15/14			40.1.1
Assessment	shall mean a systemic collection of data.	3/23/12			90.1.1; 100.1.8
Assigned Cardholder Proxy	shall mean the agency employee assigned to a Cardholder who reconciles and verifies the Cardholder's P-Card transactions within the Edison system when the Cardholder is unable reconcile and verify his or her P-card transactions within the Edison system. The Assigned Cardholder Proxy shall never use or possess the P-Card of the Cardholder or Cardholders to which he or she is assigned.	3/13/17		CPO	20.1.1
Attention to Job Duties	Shall mean the responsibility of staff to observe, respond appropriately to and address the needs of persons supported at all times while on duty. Staff must be attentive to the immediate needs of persons supported at all times. Examples of inattention to job duties to include but are not limited to: sitting with one's eyes closed; failing to respond to their immediate needs of a person assigned or ignoring the assigned duties while reading a book; working puzzles; using personal electronic devices; or performing non-work related activities on the computer. Being impaired while under the influence of agents such as alcohol or drugs (including prescription or over the counter drugs) can be perceived as being inattentive to job duties. Reference policies for Drug Free Workplace, Conduct Toward Persons Supported #100.1.14 and Protection from Harm #100.1.1.	9/15/15			100.1.22
Authorization Procedures	shall mean the standardized steps and procedures for requesting and granting user access and access modifications to information systems.	4/27/18			40.1.2
Authorization to Release Information Form (Authorization)	shall mean a DIDD approved form to be signed by person supported, or their legal representative, who request that their protected health information be disclosed to another individual or entity. The form may also be used by DIDD agencies when requesting information from another individual or entity.	11/13/15			60.3.5
Authorized Treating Physician	shall mean the doctor approved to treat the compensable injury. This physician is selected from the state's workers' compensation preferred provider network.	6/27/16			10.1.5



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Back Up	shall mean the process by which a duplicate copy is made of ESI, such duplicate copy being located on a different server, drive or other media than the original. Note: When there has been a demand for production of electronically stored information and instructions issued to preserve documents electronically, a paper copy of an electronic record would not be considered a back-up because of the loss of associated metadata when moving from electronic to paper format.	12/15/14			40.1.1
Background Check	shall mean the process of researching and compiling information regarding criminal records, employment or work history and references and financial records of an individual.	10/22/13	4/27/18		10.1.2
Background Check	shall mean the process of researching and compiling information regarding criminal convictions of an individual.	4/27/18			10/1/2
Background Investigation Qualifying Report	shall mean the form used by the DIDD Employee Relations Officer to track the review of the background check by the Director of Human Resource and the Office of General Counsel.	4/27/18			10.1.2
Bank	shall mean the entity issuing the State's P-Card, or any of its subsidiaries as the context may require.	3/13/17		CPO	20.1.1
Bank online card management system®	shall mean the online portal that provides Cardholders, State Agency P-Card Program Coordinators, and the Statewide P-Card Program Administration Team the ability to view and download statement information, update and manage accounts, set limits and permissions, reset passwords, and process Cardholder requests.	3/13/17		CPO	20.1.1
Basic Nutrition and Doctor-Prescribed Diets Resource	shall mean a basic nutritional manual incorporating Academy of Nutrition and Dietetics (AND) guidelines, but also includes person-centered approaches on how to involve the person. This manual also assists in brainstorming ideas when the person does not like the "diet" and offers many suggestions to assist staff. This resource can be found on the DIDD website.	9/15/15			100.1.13



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Behavior Support Plan (BSP)	shall mean the document written by a Behavior Analyst which clearly defines the actions and steps that direct support professionals and other care givers will take to change the behavior of a person supported.	9/15/15			100.1.5; 100.1.8
Braden Scale	shall mean a risk assessment to evaluate the potential for developing pressure ulcers.	3/23/12			90.1.1
Bribery	shall mean when an employee of an organization accepts money or favors from an entity that has a business relationship with or is regulated by the employer in order to influence a decision or take some action.	10/13/10	4/16/18		101
Bribery	shall refer to when a person offers, confers, or agrees to confer any pecuniary benefit upon a public servant with the intent to influence the public servant's vote, opinion, judgment, exercise of discretion, or other action in the public servant's official capacity; or while a public servant, the public servant solicits, accepts, or agrees to accept any pecuniary benefit upon an agreement or understanding that the public servant's vote, opinion, judgment, exercise of discretion, or other action as a public servant will thereby be influenced.	4/16/18			10.1.1
Bureau of TennCare or TennCare	shall mean the single state Medicaid agency that is responsible for the administration of the state's Medicaid program.	8/15/13			80.3.4
Business Associate	shall mean a person or entity who is not a workforce member as deemed herein and who performs or assists in the performance of a function or activity involving the use of disclosure of individually identifiable health information.	11/13/15			60.3.1, 60.3.4, 60.3.5
Cardholder	shall mean the State Agency employee who is issued a physical P-Card to initiate payments on behalf of the State.	3/13/17		CPO	20.1.1
Cardholder Agreement	shall mean the document signed by the Cardholder to verify that he or she completed P-Card training, received a copy of the P-Card Policy, and understands the Policy.	3/13/17		CPO	20.1.1
Cardholder Application	shall mean the application completed by the Cardholder that is approved by the Cardholder Supervisor and the State Agency P-Card Program Coordinator that is required before a P-Card Account will be assigned to a Cardholder3/13/17.	3/13/17		CPO	20.1.1
Cardholder Supervisor	shall mean the State Agency employee with supervisory authority over the	3/13/17		CPO	20.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	Cardholder.				
Case Manager	shall mean an individual who assists the person in gaining access to needed Self-Determination Waiver and other Medicaid State Plan services as well as other needed services regardless of funding source; develops the initial interim Individual Support Plan and facilitates the development of the Individual Support Plan; monitors the person's needs and the provision of services included in the Individual Support Plan; monitors the person's budget, and authorizes alternative back-up services for the person, if necessary.	6/1/12			80.4.7
Cell Phone	shall mean any regular cell phone or any smartphone, such as a BlackBerry, iPhone, or any other data compatible cellular phone.	1/31/13	4/27/18		40.1.2
Center for Medicare and Medicaid Services (CMS)*	shall mean the United States federal agency which administers Medicare, Medicaid, and the Children's Health Insurance Program.	8/10/12			80.4.4; 80.4.5
Central Fiscal Office P-Card	shall mean the P-Card assigned to a Cardholder with a Single Transaction Limit of up to fifty thousand dollars (\$50,000).	3/13/17			20.1.1
Central Procurement Office (CPO)	shall mean the State office established and empowered by Tenn. Code Ann. § 4-56-104.	3/13/17		CPO	20.1.1
Central Procurement Office (CPO)	shall mean the state office responsible for approving state contracts for personal, professional, and consultant services purchased by the agencies and departments of the executive branch of state government.	7/8/16			20.2.1
Chain of Custody	shall mean the methodology of tracking specified materials or substances for the purpose of maintaining control and accountability from initial collection to final disposition for all such materials or substances, and providing for accountability at each stage in handling, testing, and storing specimens and reporting test results.	Pending			10.1.4
Circle of Support (COS)	shall mean a group of people who meet together on a regular basis to help a person supported plan for and accomplish his/her personal outcomes and actions. The person-supported is the focus or the center of the COS. At a minimum, this includes the person supported, his/her family member(s) and/or conservator(s), a QIDP/Case Manager, and	3/23/12			90.1.1; 100.1.5; 100.1.8; 100.1.14; 100.1.18;



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	the providers of any supports and services that the person receives. Friends, advocates, and other non-paid supports are included at the invitation of the person.				100.1.21
Circle of Support (COS)	shall mean a group of people who meet together on a regular basis to help a person supported plan for and accomplish his/her personal outcomes and actions. The person supported is the focus or the center of the COS. At a minimum, this includes the person supported, his/her family member(s) and/or conservator(s), Case Manager, and the providers of any supports and services that the person receives. Friends, advocates, and other non-paid supports are included at the invitation of the person.	6/1/12			30.1.6
Circle of Support (COS)	shall mean a group of people selected by the person supported who meet together on a regular basis to help a person supported plan for and accomplish his/her personal outcomes and actions. The person supported is the focus or the center of the COS.	8/1/17			80.4.7
Class A Sanction	shall mean systemic issues that jeopardize the health and safety of people supported. These may result in a moratorium; termination of provider agreement; or management takeover. This level of sanction requires the approval of the Commissioner or designee before imposition.	3/15/13			80.4.6
Class B Sanction	shall mean repeat violations or violations that involve multiple persons supported or an agency that supports only one (1) person. This deficiency may result in daily cumulative sanctions of \$100.00 to \$500.00 until resolution of the deficiency. This level of sanction requires the approval of the Director of Risk Management and Licensure or designee prior to imposition.	3/15/13	6/2/17		80.4.6
Class B Sanction	shall mean multiple violations or repeat violations. This deficiency may result in cumulative sanctions of \$100.00 to \$1,500.00 per violation until resolution of the deficiency. This level of sanction requires the approval of the Director of Risk Management and Licensure or designee prior to imposition.	6/2/17			80.4.6
Class C Sanction	shall mean an initial violation or a violation that involves one (1) person supported or an agency that supports only one (1) person. This deficiency may result in a one-time sanction of \$100.00 to a maximum of \$500.00. This level of sanction requires the approval	3/15/13	6/2/17		80.4.6



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	of the Regional Office Director or designee prior to imposition.				
Class C Sanction	shall mean a single violation. This deficiency may result in a one-time sanction of \$100.00 to a maximum of \$1,500.00, depending upon the significance or scope of the violation. This level of sanction requires the approval of the Regional Office Director or designee prior to imposition.	6/2/17			80.4.6
Class Member	shall mean an individual meeting the requirements in the definition of the class specified in People First of Tennessee, et. al. v. Clover Bottom Developmental Center; or United States of America v. State of Tennessee, et. al. (Arlington Developmental Center).	6/1/12			90.1.2
Class Member	Shall mean an individual who meets the requirements in the definition of the class specified in People First of Tennessee et.al. v. Clover Bottom Developmental Center.	10/1/12			80.5.1; 80.5.2; 80.5.4
Clinical Death Summary	shall mean a written report by a qualified registered nurse regarding the circumstances surrounding an individual's death that includes information such as services received or omitted, significant events, healthcare and medication histories, cause of death and autopsy findings (if available), and other information relevant to the death.	6/1/12			90.1.2; 100.1.23
Code of Federal Regulations (CFR)	shall mean the codification of the general and permanent rules published in the Federal Register by the departments and agencies of the federal government.	Pending			10.1.4
Collection Site Employee	shall mean a technician or other person trained and qualified to collect urine samples and to secure samples for later laboratory analysis.	Pending			10.1.4
Commissioner	shall mean the Commissioner of DIDD or his or her designee.	10/22/13			10.1.2; 30.1.8; 80.2.3; 80.2.4
Commissioner	shall mean the Commissioner of the Department of Intellectual and Developmental Disabilities.	3/15/13			20.1.2; 80.4.6; 100.1.1; 100.1.11
Commissioner's Executive Team	shall mean the group of designated executive level staff that includes the Commissioner, Deputy Commissioner of Program Operations, Deputy Commissioner of Fiscal & Administration, Deputy Commissioner of Health Services, Assistant Commissioner of Policy & Innovation, Assistant Commissioner & General Counsel, Assistant Commissioner	1/15/14	pending		30.1.6



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	of Quality Management, Assistant Commissioner of Accreditation & Person Centered Practice, Director of Risk Management & Licensure, Director of Human Resources.				
Commissioner's Executive Team	shall mean the group of designated executive level staff that includes the Commissioner, Deputy Commissioner of Program Operations, Deputy Commissioner of Fiscal & Administration, Deputy Commissioner of Health Services, Assistant Commissioner of Policy & Innovation, Assistant Commissioner & General Counsel, Assistant Commissioner of Quality Management, Assistant Commissioner of Accreditation & Person Centered Practice, Director of Risk Management & Licensure, Director of Communications, Director of Internal Compliance, and the Executive Director of Human Resources.	Pending			30.1.6
Communication(s)	shall mean the official process of or the official product produced by taking an action to promote an idea, product, position, service or entity, internally and/or externally.	4/15/14			50.1.1
Community Home Managers and Developmental Center Managers	shall mean, for the purposes of this policy, the DIDD employees responsible for safeguarding trust fund monies kept on-site and for ensuring that individuals have access to their personal funds in accordance with the person's individual support plan..	9/14/16			100.1.11
Community Homes Director	Shall mean the person responsible for oversight of DIDD Intermediate Care Facilities for Persons with Intellectual Disabilities (ICFs/IID)	Pending			100.1.23
Community Transition Coordinator (CTC)	shall mean the Regional Office staff person who oversees the community transition process and ensures that transitions are implemented consistently and according to this policy.	6/1/12			80.4.7
Community Transitions	shall mean the movement of a person supported from one community service provider to another community service provider, from one residential setting to another residential setting, or from one grand region to another grand region.	6/1/12	8/1/17		80.4.7
Community Transitions	Shall mean the movement of a person supported from one residential service provider to another, from one residential setting to another residential setting, from one type of residential service to another type of residential service, from one community service provider to another (e.g., Day, Independent Support Coordination, PA), or between	8/1/17			80.4.7



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	regions.				
Complainant	shall mean a person who submits a complaint, including but not limited to the person supported.	7/8/16			10.2.8
Complaint	shall mean a concern or dissatisfaction expressed by or on behalf of a person supported regarding any basic human right, treatment, or services or supports (or lack thereof).	9/15/15			100.1.18
Complaint	shall mean a concern or dissatisfaction expressed by or on behalf of a person supported regarding any basic civil right, human right, treatment, or services or supports (or lack thereof) provided through DIDD.	7/8/16			10.2.8
Complaint Resolution System (CRS)	shall mean a formalized process whereby complaints are processed and addressed uniformly, thoroughly and expediently.	7/8/16			10.2.8
Comprehensive Functional Assessment (CFA)	shall mean a systematic and multidimensional assessment that covers physical, cognitive, and emotional functioning, including the instrumental activities of daily living, as well as economic resources, informal social supports, and utilization and perceived need for services.	9/1/16			100.1.8
Computing Platform	shall mean a computer platform is a system that consists of a hardware device and an operating system that an application, program or process runs upon. An example of a computer platform is a desktop computer with Microsoft Windows installed on it. A desktop is a hardware device and Windows is an operating system.	4/27/18			40.1.2
Confidential Communication	shall mean a form of privileged communication passed from one individual to another intended to be heard only by the individual addressed.	11/13/15			60.3.3
Confirmation Test or Confirmed Test or Confirmed Drug or Alcohol Test	shall mean a second analytical procedure used to identify the presence of a specific drug or alcohol or metabolite in a specimen, which test must be different in scientific principle from that of the initial test procedure and must be capable of providing requisite specificity, sensitivity and quantitative accuracy.	Pending			10.1.4
Confirmation Test	shall mean a second analytical procedure to identify the presence of alcohol or a specific drug or its metabolites in a specimen.	9/5/12			10.1.4
Conflict of Interest	shall mean when an employee is in a position of trust and gives, or is in a position to give,	10/13/10			10.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	preferential treatment to someone and/or attempts to influence public decisions in exchange for personal gain and in a manner which actually or potentially compromises the public interest.				
Continuity of Operations Plan (COOP)	shall mean a business plan that documents how the division or department will perform essential operations during an emergency situation or long-term disruption.	4/27/18			40.1.2
Contract Manager	shall mean the department staff person in the administrative office assigned to facilitate and oversee the entire process for all department contracts.	7/8/16			20.2.1
Contract Monitor	shall mean the department program staff person assigned to oversee a particular contract. The program staff person is knowledgeable of the particular service being contracted and is aware of the contractor's performance.	1/15/13			20.2.1
Contract Worker	shall mean a person who is contracted with the Department or employed by or subcontracted with a company which is contracted with the Department.	10/22/13			10.1.2
Conviction	shall mean a finding of guilt, including a plea of nolo contendere and/or imposition of sentence, by any judicial body charged with the responsibility to determine violations of the federal or state criminal drug statutes.	9/15/12			
Court Order	shall mean an official order issued by the judge of a court requiring or forbidding somebody to do something.	3/23/12			50.2.1
Covered Entities	shall mean any program or agency that receives federal financial assistance from the Department of Health and Human Services (HHS) or is covered under Title II of the Americans with Disabilities Act as a program, service, or regulatory activity relating to the provision of health care or social services.	9/4/12			10.2.7
Covered Services or Covered Waiver Services	shall mean services which are available through Tennessee's Home and Community Based Services Waiver, when medically necessary, and when provided in accordance with the waiver as approved by the Centers for Medicare and Medicaid Services.	7/6/12			80.3.4; 80.3.7
Criminal Background Check	shall mean the process of researching and compiling information to determine if a person has a criminal record.	10/22/13	4/27/18		10.1.2



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Criminal Conduct or Probable Criminal Conduct	shall mean acts which lead to or can reasonably be expected to lead to policy involvement, arrest or incarceration of a person supported.	5/28/13			100.1.1
Criminal Conviction	shall mean a finding of guilty by a court of law for a criminal offense.	4/27/18			10.1.2
Criminal Offense	shall mean an act or the commission of an act that is forbidden by law or the omission of a duty that is required by law and which makes the offender liable to punishment by that law.	10/22/13	4/27/18		10.1.2
Crisis	shall mean a situation that is reaching or has reached a critical phase of affairs and needs to be resolved.	4/15/14			50.1.1
Custodian	shall mean any employee who has or who is likely to have relevant information or information that is likely to be relevant.	12/15/14			40.1.1
Customer Focused Services (CFS) Unit	shall mean that business unit of DIDD that strives to address and resolve customer concerns and needs among both an internal and external customer base.	7/8/16			10.2.8
Cycle (Credit) Limit	shall mean the spending limit that restricts the total value of purchases a Cardholder can make in one billing cycle.	3/13/17		CPO	20.1.1
Data Management Report(DMR)	shall mean an annual summary of a provider agency's demographic data and performance indicators.	1/1/16			80.1.2
Data Steward	shall mean a workforce member who has the responsibility for classifying data and establishing standards or guidelines for granting and revoking access privileges.	4/27/18			40.1.2
Data Use Agreement	shall mean an agreement whereby the recipient of a limited data set agrees to use or disclose the protected health information contained for limited purposes.	11/13/15			60.3.5
De-identified Health Information	shall mean health information that is not individually identifiable.	11/13/15			60.3.4, 60.3.5
Designated Record Set	shall mean medical records, financial records and health plan information used to make decisions about persons supported.	11/13/15			60.3.3, 60.3.4, 60.3.5
DIDD or "Department"	shall mean the Tennessee Department of Intellectual and Developmental Disabilities.	2/3/12			100.1.1
DIDD Comprehensive	Shall mean a committee, whose role is to conduct a comprehensive analysis of the	Pending			100.1.23



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Death Review Committee	relevant facts and circumstances, including the healthcare provided, to identify practices or conditions which may have contributed to the death and to make recommendations to prevent similar occurrences. It is not intended to be an investigative, fault finding process.				
DIDD Employee Relations Officer	shall mean the individual within the DIDD Office of Human Resources who manages employee relations. For purposes of this policy, the Employee Relations Officer will serve as the point person between DIDD and Tennessee Bureau of Investigation (TBI) and will be responsible for the ensuring all background checks are reviewed and processed by the Department.	4/27/18			10.1.2
DIDD Executive Team	shall mean the group of designated executive level staff that includes the Commissioner, Deputy Commissioner of Program Operations, Deputy Commissioner of Fiscal & Administration, Assistant Commissioner of Policy & Innovation, Assistant Commissioner & General Counsel, Assistant Commissioner of Quality Management, Director of Risk Management & Licensure, Director of Human Resources and Director of Health Services.	10/22/13	4/27/18		10.1.2
DIDD ICF/IID	shall mean Department of Intellectual and Developmental Disabilities (DIDD) state owned and operated facilities for persons with intellectual disabilities.	6/1/12			90.1.2; 100.1.23
DIDD ICF/IID	shall mean state owned facilities operated by DIDD for persons supported with intellectual disabilities	11/15/13			100.1.2
DIDD investigator for Abuse, Neglect and Exploitation or "Investigator for A/N/E"	shall mean a DIDD employee who is responsible for investigating allegations of abuse, neglect and exploitation, serious injuries of unknown cause, suspicious injuries, deaths that are suspicious, unexpected or unexplained.	5/28/13			100.1.1
DIDD Office of Human Resources	shall mean the office within the Department responsible for handling personnel and human resources matters	10/22/13			10.1.2
DIDD Protocols	shall mean guidelines approved by the TennCare Chief of Long Term Services and Supports or designee and the department Director of Health Services or designee for the	8/15/13			80.3.4



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	purpose of guiding medical necessity determinations.				
Digital Signature	shall mean an electronic signature, which is the result of a cryptographic transformation of data that, when properly implemented, provides a mechanism for verifying origin authentication, data integrity, and signatory non-repudiation.	8/10/12			80.4.4
Direct Conflict of Interest	shall mean when an employee of an organization has controlling ownership of an outside entity that is regulated by or with which the employer has a business relationship, or when an employee of an organization receives personal gain from an outside entity that the employer regulates or with which the employer has a business relationship in exchange for influencing a decision.	10/13/10			10.1.1
Direct Contact With	shall mean the administration or performance of personal care duties or assistance with activities of daily living.	10/22/13			10.1.2;
Direct Contact with	Shall mean the administration or performance of personal care duties or assistance with activities of daily living of the person supported.	Pending			30.1.6
Direct Responsibility For	shall mean supervisory authority or responsibility for either the person served or staff providing direct care for, or having direct contact with, a person served.	10/22/13	pending		30.1.6
Direct Responsibility for	Shall mean supervisory authority or responsibility for either the person supported or staff providing direct care for, or having direct contact with, a person supported.	Pending			30.1.6
Direct Responsibility For	shall mean supervisory authority or responsibility for either the person supported or staff having direct contact with, a person supported.	4/27/18			10.1.2
Direct Support Professionals (DSPs)	shall mean the persons employed by DIDD or by an agency contracted with DIDD to provide day-to-day care and support of persons supported in ICFs/IID and HJC Day One ICF/IID Unit.	9/15/15			100.1.7; 100.1.19
Direct Support Professionals (DSPs)	Shall mean persons who are employed by DIDD or by an agency contracted with DIDD to provide day-to-day care and support of persons participating in DIDD services.	9/15/15			100.1.13



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Direct Support Staff	shall mean persons employed by DIDD or by an agency contracted with DIDD to provide day-to-day care and support of persons participating in DIDD services.	10/22/13			10.1.2
Direct Support Staff	shall mean those staff members (e.g. Habilitation Therapy Technician, Developmental Technician) who provide direct supports and assistance to the persons residing in ICFs/IID and HJC.	9/1/16			100.1.8
Direct Treatment Relationship	shall mean treatment between an individual and a health care provider that is not an indirect treatment relationship.	11/13/15			60.3.4
Disclosure	shall mean the release, transfer provision or access to, or divulging of information in any manner to any entity outside DIDD.	11/13/15			60.3.3, 60.3.4, 60.3.5
Doctor-Prescribed Diet	shall mean restrictions or limitations prescribed by the person's physician intended to correct or prevent a nutritional deficiency or health issue.	2/2/12			100.1.13
Dyskinesia Identification System Condensed User Scale (DISCUS)	shall mean an instrument used to detect and monitor abnormal movements associated with Tardive Dyskinesia (TD) in individuals with developmental disabilities.	3/23/12			90.1.1
Earned Income	shall mean income derived from active participation in a trade or business, including wages, salary, tips, commissions and bonuses.	9/17/12			80.4.3
eDiscovery	shall mean the process in which electronically stored information is sought, located, secured, and searched with the intent of using it as evidence in a legal case.	1/31/13	4/27/18		40.1.2
Egregious	shall mean any action or inaction by the provider, or its representative, that potentially jeopardizes the health, safety, and welfare of a person supported.	6/2/17			80.4.6
Electronic Authentication	shall mean the process of establishing confidence in user identities presented electronically to an information system in order to establish authenticity, integrity and non-repudiation.	8/10/12			80.4.4
Electronic Health Record (EHR)	shall mean an aggregate electronic record of health-related information on an individual that is created, gathered, and maintained cumulatively across one or more health care	8/10/12			80.4.4



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	organization(s). This record may be consulted by licensed clinicians and staff involved in the individual's health and care.				
Electronic Learning Management (ELM) System*	shall mean software application for administration, documentation, tracking and reporting of training programs.	9/4/12			10.2.7
Electronic Protected Health Information (EPHI)	shall mean protected health information that is transmitted by electronic media or maintained in electronic media.	8/10/12			80.4.4
Electronic Signature*	shall mean an electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign the record. Examples of an electronic signature include a name at the end of an email or clicking a button or downloading content to indicate acceptance of a transaction or certain terms and conditions.	8/10/2012	4/1/16		80.4.4
Electronic Signature	shall mean a method of signing an electronic message that: identifies and authenticates a particular person as the source of the electronic message; and indicates such person's approval of the information contained in the electronic message. It may include any electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign the record.	4/1/16			80.4.4
Electronically Stored Information (ESI)	shall mean writings, drawings, graphs, charts, photographs, sound recordings, images and other data or data compilations stored in any medium from which information can be obtained.	12/15/14			40.1.1
Embezzlement	shall mean when an employee of an organization obtains money or goods from the employer in a fraudulent manner.	10/13/10	4/16/18		101
Embezzlement	shall refer to when a person, with the requisite intent to deprive, takes or obtains property or merely exercises control over the property without the owner's consent.	4/16/18			10.1.1
Emergency Accounts	shall mean authorized, established but unassigned accounts that are held in reserve or emergency situations and shall be applied only in reference to systems that are the	4/27/18			40.1.2



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	system of record for treatment information. HIPAA prescribes the use of these accounts for use in emergency situation where access to the system of record for treatment related records is critical.				
Emergency Authorization	shall mean a service authorization that is requested outside usual business hours (i.e., 8:00 a.m. to 4:30 p.m. Monday through Friday) and on holidays and needed prior to the next business day.	7/6/12			80.3.7
Employee	shall mean any person working for DIDD on a full time or part-time basis as a paid employee of the State of Tennessee. Nothing in this definition or in this policy shall be construed to confer upon a person not employed by the State of Tennessee benefits of State employment nor upon the Department or the State of Tennessee legal liability or responsibility for the acts or omissions of a non-employee.	10/22/13			10.1.2
Employee	shall mean any person employed by the department (e.g. full time, part time, contract, interim appointee, intern, and volunteer).	3/23/12			50.1.1; 50.2.1
Employee	For the purposes of this policy only, an employee is considered to be any individual employed by DMRS or another state agency, including the DD Council, an individual services as a volunteer to DMRS, or any contract employee or vendor providing professional services to DMRS.	3/13/2006			06.100.30.01
Employee Assistance Program (EAP)	shall mean an established program capable of providing expert assessment of employee personal concerns; confidential and timely identification services regarding employee drug or alcohol abuse; referrals of employees for appropriate diagnosis, treatment, and assistance; and follow-up services for employees who participate in the program or require monitoring after returning to work.	4/15/14			10.1.4; 50.1.1
Employer's First Report of Work Injury or Illness	shall mean the form that must be completed and filed with Human Resources following an injury.	6/27/16			10.1.5
Enrollee	shall mean a Medicaid enrollee who is enrolled in a Home and Community Based Services waiver.	8/15/13			80.3.4
Enteral Feeding Tubes	shall mean tubes such as jejunostomy tubes or (J Tubes), and gastrostomy/jejunostomy	3/23/12			90.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	tubes (GJ Tubes) that are medically inserted into persons who are unable to take in enough food or drink through the mouth.				
Essential Employee	shall mean a full-time state employee who is required as a condition of employment to live in state-owned housing located at the employee's official workstation for the convenience of the appointing authority. For purposes of these procedures, essential employees shall be determined by the Commissioner. Essential employees are limited to Chief Officers of developmental institutions and medical practitioners. In accordance with F&A Policy 16, essential employees are not required to pay rent for housing in DIDD-owned properties.	4/1/16			20.1.2
Essential Functions	shall mean the basic job duties of a position that an employee must be able to perform, either with or without reasonable accommodation.	6/27/16			10.1.5
Essential Utility Service	shall mean electric power service, water and sewer service, or natural gas or other fuels for heating (e.g., gas, oil, coal).	10/15/12			80.5.2
Establishment Funds	shall mean state funding provided by DIDD to persons supported to purchase basic furniture, appliances, household items, or related services necessary to initially establish residence.	10/1/12			80.5.1
Expansion	shall mean a currently approved provider seeking to add a service or services to their currently approved provider agreement or to provide currently approved services in an additional grand division.	2/3/12	1/1/16		80.1.2
Expansion	shall mean the addition of a service and/or a region to the provider agreement.	1/1/16			80.1.2
Exploitation	shall mean actions including but not limited to, the deliberate misplacement, misappropriation or wrongful temporary or permanent use of a person's belongings or money with or without consent. Exploitation is generally, but is not limited to, amounts of fifty (\$50) or more. [OLD]		5/2/13		80.2.2; 80.2.3; 100.1.1
Exploitation	shall mean actions including but not limited to the deliberate misplacement, misappropriation or wrongful, temporary or permanent use of belongings or money with or without consent of a person using services. The illegal or improper use of a person's	5/2/13		TCA 33-2-402 (8)	80.2.1; 80.2.2; 80.2.3; 100.1.1; 100.1.11



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	resources or status for another's benefit or advantage is considered exploitation.				
Exploitation	shall mean actions included but not limited to deliberate misplacement, misappropriation, or wrongful temporary or permanent use of a person's belongings or money with or without consent. DIDD also considers it exploitation to illegally or improperly use a person or a person's resources for another's profit or advantage.	6/1/12			80.4.7
External Policies	shall mean policies that apply to entities outside of DIDD, including but not limited to, policies pertaining to entities that provide waiver services, as well as state funded services.	2/3/12			30.1.1
Extortion	shall mean when an employee of an organization uses force, threat or undue influence to demand money or favors from an entity that has a business relationship with the employer in order to influence a decision or take some action.	10/13/10	4/16/18		101
Extortion	shall refer to when a person uses coercion upon another person with the intent to obtain property, services, any advantage, or immunity; unlawfully restrict another's freedom of action; or in an effort to obtain something of value for any entity, impair the entity from the free exercise or enjoyment of any right or privilege secured by the United States Constitution, Constitution of Tennessee, or the laws of the state.	4/16/18			10.1.1
Family Medical Leave Act (FMLA)	shall mean the federal law requiring covered employers to provide employees job-protection and unpaid leave for qualified medical and family reasons.	6/27/16			10.1.5
Family Member	shall mean the employee's mother, father, grandmother, grandfather, sister, brother, son, daughter, or spouse, whether the relationship is by blood, by marriage, or by adoption.	10/13/10			10.1.1
Federal Financial Assistance (FFA)	shall mean assistance that non-federal entities receive or administer in the form of grants, loans, loan guarantees, property (including donated surplus property), cooperative agreements, interest subsidies, insurance, food commodities, direct appropriations, and other assistance.	10/1/12	6/27/16		10.2.7
Federal Financial Assistance (FFA)	shall mean: 1. Grants and loans of federal funds; 2. The grant or donation of federal property and interests in property; 3. The detail of federal personnel;	6/27/16			10.2.7



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	<p>4. The sale and lease of, and the permission to use (on other than a casual or transient basis), federal property or any interest in such property without consideration or at a nominal consideration, or at a consideration which is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale or lease to the recipient; and,</p> <p>5. Any federal agreement, arrangement, or other contract which has as one of its purposes the provision of assistance.</p>				
Federal Financial Participation (FFP)	shall mean the funding mechanism under which Title XIX Medicaid dollars are accessed (via matching) to reimburse agencies for certain administrative activities.	2/3/12			
Fiscal Accountability Review (FAR)*	shall mean the Fiscal Accountability Review Unit in the Office of Internal Audit in the Department of Intellectual and Developmental Disabilities.		8/2/12		70.1.1
Fiscal Accountability Review (FAR)*	shall mean the Fiscal Accountability Review Unit in the Office of Quality Management in the Department of Intellectual and Developmental Disabilities.	8/2/12			70.1.1
Fiscal Director	shall mean that State Agency employee, regardless of his or her particular title, who serves as the Agency's chief financial officer.	3/13/17		CPO	20.1.1
Form	shall mean a printed or otherwise mass duplicated document of standard form as distributed by a department for the purpose of gathering information.	11/13/15			30.1.8
Former Class Member	shall mean an individual who met the requirements in the definition of the class specified in the United State of America v. State of Tennessee et.al. (Arlington Developmental Center).	10/15/12			80.5.2; 80.5.4
FoUser	shall mean a person who is authorized to an information system, whether employed by DIDD or not. This includes, but is not limited to, full- and part-time employees of DIDD, all DIDD third parties, interns, volunteers, contractors, vendors, or any others who work on the behalf of DIDD, who work on DIDD premises, or who remotely connect their computing platforms to the State of Tennessee's and/or DIDD's computing platforms.	4/27/18			40.1.2
Fraud	shall mean, for the purpose of this policy, the deception or misrepresentation made by a person with the knowledge that the deception could result in an unauthorized benefit to	2/23/15			70.2.1; 80.4.5



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	himself or another person. For purposes of this definition, no proof of specific intent to defraud is required.				
Fraud	<p>For the purpose of this policy, shall mean the deception or misrepresentation made by a person with the knowledge that the deception could result in an unauthorized benefit to himself or another person. For purposes of this definition, no proof of specific intent to defraud is required. Examples of fraud include:</p> <ul style="list-style-type: none">• Billing for items or services not provided• "Upcoding" claims - billing at a higher rate than is appropriate for the item or service provided• "Unbundling" claims - separately billing procedures instead of using a more appropriate global billing procedure• Billing twice for the same items or services provided• A person "knows" or "knowingly" has actual knowledge of any fraudulent, wasteful or abusive action• A person "knows" or "knowingly" acts in a deliberate ignorance of the truth or falsity of the information• A person "knowingly" acts in reckless disregard of the truth or falsity of the information	8/3/12	2/23/15		70.2.1
Full Duty	shall mean the employee's pre-injury or illness duties and task. The employee is released by the treating health care provider to resume assigned job duties without restrictions or with restrictions that do not prevent the employee from performing the Essential Functions of the employee's regular job duties (e.g., a lifting restriction of 50 pounds when the job duties require lifting 25 pounds). The agency does not require a "full" or "100%" release to return to work.	6/27/16			10.1.5
Glasgow Coma Scale (GCS)	shall mean a neurological scale that aims to give a reliable, objective way of recording the conscious state of a person.	3/23/12			90.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Governing Body	shall mean the group of persons responsible for directing the operation of the ICF/IID within a particular location. Each region will have a governing body responsible for the state operated ICF/IID within that region.	11/15/13			100.1.2
Grand Divisions	shall mean the distinct (3) three geographic areas of the State of Tennessee, known as Eastern, Middle and Western as designated by Tennessee Code Annotated § 4-1-201.	2/3/12			
Grier Order	shall mean the Grier Revised Consent Decree, a court-ordered settlement that was the result of a class action lawsuit called <i>Grier vs. Wadley</i> . The Grier order outlines requirements which ensure adequate notice and procedural protection upon the denial of Medicaid services to an eligible person.	2/23/15			80.4.5
Group Account	shall mean an account to which multiple users or processes share logon credentials.	4/27/18			40.1.2
Health Care Management Systems	shall mean an organized health care delivery system.	2/2/12			
Health Care Operations	shall mean activities related to quality assessment and improvement, the competence or qualifications of health care professionals, health insurance benefits, medical review, legal services, auditing functions, business planning and development, business management and general administrative services.	11/13/15			60.3.2, 60.3.3, 60.3.4, 60.3.5
Health Care Plan	shall mean a plan of care developed from an analysis of health related data that identifies specific outcomes with accompanying interventions.	3/23/12			90.1.1
Health Care Provider	shall mean a registered nurse who is responsible for developing the health care plan after gathering and analyzing health-related data, identifying outcomes, and designing interventions. The Health Care Provider is also responsible for ensuring the implementation of the health care plan as well as conducting periodic reviews and/or revisions of the health care plan.	3/23/12			90.1.1
Health Care Surveillance	shall mean the continuous, systematic collection, analysis and interpretation of health-related data needed for the planning, implementation, and evaluation of the health of a person or a group of persons.	3/23/12			90.1.1
Health Information	shall mean information whether oral or recorded in any form or medium that is created or	11/13/15			60.3.2, 60.3.3,



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	received and relates to the past, present, or future physical or mental health or condition of an individual; the provision of health care to an individual, or past, present or future payment for the provision of health care to an individual.				60.3.4, 60.3.5.
Health Information Portability and Accountability Act (HIPAA)*	shall mean a federal law enacted by the United States Congress in 1996 to address the security and privacy of health data.	3/23/12			50.2.1, 80.4.4
Health Insurance Portability and Accountability Act (HIPAA)	shall mean Privacy Rule establishes national standards to protect individuals' medical records and other personal health information and applies to health plans, health care clearinghouses, and those health care providers that conduct certain health care transactions electronically. The Rule requires appropriate safeguards to protect the privacy of personal health information, and sets limits and conditions on the uses and disclosures that may be made of such information without patient authorization. The Rule also gives patients rights over their health information, including rights to examine and obtain a copy of their health records, and to request corrections.	6/1/12			90.1.2; 100.1.23
Health Risk Screening Tool (HRST)	shall mean an instrument used by trained licensed nurses to identify the person's health care risk level. Levels are rated using the following categories: (1) Functional Status, (2) Behavior, (3) Physiological, (4) Safety, and (5) Frequency of Service. Based on the person's risk factors in these categories, a risk level is assigned, ranging from one (1) through six (6).	3/23/12			90.1.1
Health Surveillance	shall mean observations, data collection, analysis, and the use of devices to record a process or activity.	3/23/12			90.1.1
Help Desk	shall mean the DIDD information and assistance resource responsible for troubleshooting problems with computers, equipment, and state-approved application systems.	1/31/13	4/27/18		40.1.2
Home and Community Based Services Waiver or waiver*	shall mean a Home and Community Based Services waiver for persons with intellectual disabilities that include the following: 1. Home and Community Based Services Waiver for the Mentally Retarded and	6/1/12	8/3/12		80.3.7; 90.1.2



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	Developmentally Disabled (#0128.R04.01) and any amendments thereto; 2. Home and Community Based Services Waiver for Persons with Mental Retardation (#0357.R02.01) and any amendments thereto; and 3. Self Determination Waiver Program (#0427.R01.03) and any amendments thereto.				
Home and Community Based Services (HCBS) Waiver or waiver*	shall mean a waiver approved for Tennessee by the Centers for Medicare and Medicaid Services to provide services to a specified number of Medicaid eligible individuals who have an intellectual disability and who meet criteria for Medicaid reimbursement in an Intermediate Care Facility for People with Intellectual Disabilities. The HCBS waivers for people with Intellectual Disabilities in Tennessee are operated by the Department of Intellectual Disabilities with oversight from TennCare, the state Medicaid agency.	8/3/12			70.1.1; 80.1.1; 80.1.2; 80.3.2; 80.3.4; 80.3.5; 80.3.6; 80.3.7; 80.3.8; 80.4.1; 80.4.3; 80.4.4; 80.4.5; 80.4.6; 80.4.7; 80.5.1; 80.5.3; 80.5.4; 80.5.5
Home and Community Based Services (HCBS) Waiver or waiver*	shall mean a waiver program approved for Tennessee by the Centers for Medicare and Medicaid Services to provide services to a specified number of Medicaid eligible individuals who have an intellectual disability and who meet criteria for Medicaid reimbursement of care in an Intermediate Care Facility for Individuals with Intellectual Disabilities. The waivers for people with intellectual disabilities in Tennessee are operated by the Department of Intellectual and Developmental Disabilities with oversight from TennCare, the state Medicaid agency.	1/1/16	pending		30.1.6
Home and Community Based Services (HCBS) Waiver or Waiver	shall mean a waiver program approved for Tennessee by the Centers for Medicare and Medicaid Services to provide services to a specified number of Medicaid eligible individuals who have an intellectual disability and who meet criteria for Medicaid reimbursement of care in an Intermediate Care Facility for Individuals with Intellectual Disabilities. The 1915(c) waivers for people with intellectual disabilities in Tennessee are	Pending			30.1.6



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	operated by the Department of Intellectual and Developmental Disabilities with oversight from TennCare, the state Medicaid agency.				
Home Manager	shall mean the residential supervisor responsible for ensuring the efficient operation of the home, including the assignment of DSPs, to assure adequate coverage to meet the needs of the persons residing in the home.	9/15/15			100.1.7
Hostile Environment	Hostile environment occurs when a victim is subjected to unwelcome and severe or pervasive comments based on race, color, national origin, age (over 40), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by civil rights laws. A hostile environment may also be created by innuendos, touching, or other conduct that creates an intimidating or offense workplace.	3/6/06			06.100.30.01
Housing Costs Subsidy	shall mean state funding provided by the Department of Intellectual and Developmental Disabilities to assist individuals who receive Supported Living Services with making lease or rent payments and payments for certain utility and related services specified in section D.1.c and d.	4/15/14	4/21/17		80.5.2
Housing Costs Subsidy	shall mean state funding provided by the Department of Intellectual and Developmental Disabilities to assist individuals who receive Supported Living Services with making lease or rent payments and payments for certain utility and related services specified in section VI.A.1-4.	4/21/17			80.5.2
Housing Subsidy	shall mean a state-funded subsidy provided by the Department of Intellectual and Developmental Disabilities prior to September 1, 2007, to assist individuals who received Supported Living services with making lease, rent, or mortgage payments.	10/15/12			80.5.2
Human Resources	shall mean the DIDD Office of Human Resources.	6/27/16			10.1.4 (pending); 10.1.5
Human Rights Committee (HRC)	shall mean the group of appointed persons responsible for ensuring that appropriate mechanisms and safeguards are in place to promote and protect individual rights and that any limitations of rights will not occur without due process. The Human Rights Committee	9/15/15			100.1.5



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	meets on a regular basis to review and approve support plans that include restrictive interventions, review support guidelines, review psychotropic medication usage, and review complaints of rights violations and other rights-related issues.				
ICF/IID	shall mean an intermediate care facility for persons with intellectual or developmental disabilities. For purposes of this policy, the term ICF/IID shall include the DIDD-operated community homes, Greene Valley Developmental Center and the Harold Jordan Center	8/19/16			100.1.1
Immediate Family	shall mean spouse, children, stepchildren, siblings, parents, grandparents, grandchildren, stepparents, foster parents, and parents-in-law (per DOHR Leave and Attendance rules and regulations, Chapter 5, Instance of Death in the Employee's Family).	11/27/12			100.1.16
Immediate Jeopardy	shall mean issues that have caused or have the potential to cause imminent harm to the person supported. These issues require immediate corrective action by the provider.	3/15/13			80.4.6
Immediate Jeopardy Sanction Letter	shall mean a written document that describes the violation committed by the provider that placed the person(s) supported in jeopardy, actions taken to ensure the safety of the person(s) supported and the sanction to be imposed.	3/15/13			80.4.6
Improper Payment	shall mean any payment that should not have been made or that was made in an incorrect amount under statutory, contractual, administrative, or other legally applicable requirements. Incorrect amounts include overpayments and underpayments. An improper payment includes any payment that was made to an ineligible recipient, payment for non-covered services, duplicate payments, payments for services not received, and payments that are for the incorrect amount. In addition, when an Agency's review is unable to discern whether a payment was proper because of insufficient or lack of documentation, this payment must also be considered an improper payment.	2/23/15			80.4.5
Incident Management Coordinator (IMC)	shall mean the ICF/IID or Harold Jordan Center employee who is responsible for ensuring the implementation of this policy.	5/28/13			100.1.1
Incident Review Committee (IRC)	shall mean an ICF/IID or Harold Jordan Center committee with a defined membership and meeting schedule assigned to monitor the reporting of incidents, review incidents and investigations reports, provide recommendations and identify trends regarding reportable	5/28/13			100.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	incidents.				
Incident Risk Review	shall mean an analysis of data conducted by the person's Circle of Support for the purpose of developing a plan designed to prevent or reduce risk of harm to a person supported.	5/28/13			100.1.1
Independent Review by a Qualified Physician	shall mean a medical review of a death covered under this policy through which a qualified physician unaffiliated with treatment of deceased individual will conduct a detailed medical review of the records to render evidenced based, objective determinations as to the cause of death and associated contributing factors.	6/1/12			90.1.2; 100.1.23
Independent Support Coordinator	shall mean the person responsible for developing the Individual Support Plan and participating in the development of, monitoring and assuring implementation of the Individual Support Plan; who provides Support Coordination services to the person, and who meets the qualifications for the Support Coordinator as specified in the HCBS Waiver for Persons with Intellectual Disability.	6/1/12	8/1/17		80.4.7
Independent Support Coordinator (ISC) or Case Manager	shall mean a person who provides support coordination services to a person supported and who is responsible for developing, monitoring and assuring the implementation of the Individual Support Plan (ISP) and who assists the person supported in identifying, seeking, obtaining, coordinating and using both paid services and natural supports to enhance the person's independence, integration in the community and productivity as specified in the ISP.	8/1/17			80.4.7
Independent Support Coordinator (ISC) or Case Manager (CM)	shall mean a person who provides support coordination services to an enrollee; who is responsible for developing, monitoring, and assuring the implementation of the Plan of Care; who assists the enrollee in identifying, selecting, obtaining, coordinating, and using both paid services and natural supports to enhance the enrollee's independence, integration in the community, and productivity as specified in the ISP.	8/15/13	7/1/13		80.3.4
Independent Support Coordinator (ISC) or Case Manager (CM)	shall mean a person who provides support coordination services to a person supported; who is responsible for developing, monitoring, and assuring the implementation of the Plan of Care; who assists the person supported in identifying, selecting, obtaining,	3/23/12	8/15/13		80.3.4, 90.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	coordinating, and using both paid services and natural supports to enhance the person's independence, integration in the community, and productivity as specified in the ISP.				
Indirect Conflict of Interest	shall mean when an employee of an organization serves on a governing board or is also employed by an outside entity that has a business relationship with the employer or is regulated by the employer where information gained through the employer is used.	10/13/10	4/16/18		10.1.1
Indirect Conflict of Interest	shall mean when a DIDD employee serves on a governing board or is also employed by an outside entity that has a business relationship with the Department or is regulated by the Department where information gained through the Department is used.	4/16/18			10.1.1
Indirect Treatment Relationship	shall mean a relationship between an individual and a health care provider in which health care is provided based on the orders of and on behalf of another health care provider.	11/13/15			60.3.4
Individual Bank Account Program	shall mean a DIDD sponsored program whereby persons residing in DIDD operated ICFs/IID may have individual checking accounts at a bank of their choosing or as defined in the person's individual support plan.	9/14/16			100.1.11
Individual Cost Neutrality Cap	shall mean a financial limit on the total annual cost (i.e., ISP year and waiver year) of a person's Medicaid waiver services in the Statewide Waiver, equal to the average cost of private ICF/IID as determined by the Tennessee Office of the Comptroller.	8/21/15			80.3.4; 80.3.7
Individual Support Plan (ISP)	shall mean a person-centered document ant provides a comprehensive description of the person supported as well as guidance for how to accomplish unique outcomes that are important to the person in achieving a good quality of life in the setting in which they reside.	6/25/11	3/23/12		100.1.3; 100.1.8
Individual Support Plan (ISP)	shall mean a person-centered document that provides an individualized, comprehensive description of the person supported, as well as guidance for achieving unique outcomes that are important to the person in achieving a good quality of life in the setting in which they reside.	3/23/12	8/15/13		80.3.4; 80.3.6; 90.1.1
Individual Support Plan (ISP)	shall mean Tennessee's format for the federally required plan of care. The ISP is a person-centered document that provides an individualized, comprehensive description of the	6/1/12	8/1/17		80.4.7



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	person as well as guidance for achieving outcomes that are important to the person in achieving a good quality of life in the setting in which they reside. The ISP clearly describes the needs of the person and the services and supports required to meet those needs. The ISP also serves as the vehicle for justifying the person's need for services so that services can be authorized by the DIDD Regional Offices.				
Individual Support Plan (ISP)	shall mean a person-centered document that provides a comprehensive description of the person supported as well as guidance for how to accomplish unique outcomes that are important to the person in achieving a good quality of life in the setting in which the person chooses to reside.	8/1/17			80.4.7
Individual Support Plan (ISP)	shall mean a person-centered document that provides an individualized, comprehensive description of the person supported, as well as, guidance for achieving unique outcomes that are important to and for the person in achieving their vision of a preferred life in the setting in which they reside.	8/15/13			80.3.4
Individual Support Plan (ISP)	shall mean a person centered document that provides an individualized, comprehensive description of the person supported as well as guidance for how to accomplish unique outcomes that are important to the individual in achieving a good quality of life in the setting in which they reside.	9/15/15			100.1.5; 100.1.10; 100.1.13; 100.1.14; 100.1.18
Individual User Account	shall mean an account associated with one and only one user who is the only user who knows or possesses the required authentications to access the network, application, or server associated with that account.	4/27/18			40.1.2
Individually identifiable Health Information	shall mean health information that identifies an individual or that can be used to identify an individual.	11/13/15			60.3.2, 60.3.3, 60.3.4, 60.3.5
Initial Agency Death Review	Shall mean an internal review, conducted by the Provider, of the person's tenure with the agency and circumstances surrounding the death to identify any preventable systemic conditions that may have contributed to the death of the person that require immediate intervention in order to protect other individuals	Pending			100.1.23



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Inter-departmental	shall mean any transfer of staff between departments in the DIDD ICF/IID and the Day One ICF/IID unit at HJC.	11/27/12			100.1.15
Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)	shall mean, for the purposes of this policy, a licensed facility approved for Medicaid reimbursement that provides specialized services for individuals with intellectual disabilities or related conditions and that complies with current federal standards and certification requirements.	10/22/13			80.5.5
Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)	shall mean, for the purposes of this policy, state-operated and owned residential facilities for people with intellectual disabilities.	4/2/13	10/22/13		80.4.1
Intermediate Care Facility for individuals with Intellectual Disabilities (ICF/IID)	shall mean a DIDD owned and operated residential facility for persons with intellectual disabilities.	9/14/16			100.1.11
Intern	shall mean an advanced student or graduate in a professional field gaining supervised practical experience in a profession or occupation. Interns shall not be paid or otherwise compensated by the Department.	5/15/13			10.1.2; 10.4.1
Internal Operating Guideline(s)	shall mean an internal document that is intended to provide guidance or direction to regional or facility staff responsible for implementing departmental policies or expectations.	4/3/17			30.1.7
Internal Policies	shall mean policies that apply to employees of the DIDD, including but not limited to Central Office and Regional Office staff, DIDD Intermediate Care Facilities for individuals with Intellectual Disabilities (ICFIID) staff as well as Harold Jordan Center (HJC) staff.	11/6/12			30.1.1
Internship	shall mean a formal program to provide interns with supervised practical experience in a profession or occupation.	5/15/13			10.4.1
Interpretation	shall mean the process of understanding and analyzing a spoken message and re-expressing that message faithfully, accurately, and objectively into another language,	10/1/12			80.4.8



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	taking the cultural and social context into account.				
Interpreter	shall mean a person whose task is to facilitate the understanding of communication between people who do not speak the same language.	10/1/12			80.4.8
Interventions	shall mean the selection of strategies based on the knowledge that certain actions produce a desired effect. Interventions are planned, safe, legal, and compatible with medical orders.	3/23/12			90.1.1
Invalid Sample	shall mean any sample that appears to have evidence of dilution, contamination, or tampering, before, during or after test collection, and the specific adulterant is not identified.	Pending			10.1.4
Inventory	shall mean a record, either electronic or paper, used to account for personal property. Items that are liable to be used up or depleted, such as shampoo, favorite snacks, cigarettes or paper, are not included unless specified by the person's Circle of Support.	9/15/15			100.1.5
Investigation*	shall mean a formal procedure for the review and examination of allegations of abuse, neglect, or exploitation of an individual receiving services and supports through DIDD.	9/4/12	5/2/13		80.2.2, 80.2.3
Investigation	shall mean a formal procedure for the review and examination of allegations of abuse, neglect, exploitation, serious injury of unknown cause or suspicious injury and/or death of an individual receiving services and supports through DIDD.	5/2/13	2/10/16		80.2.2, 80.2.3
Investigation	shall mean a formal procedure for the collection, review and examination of evidence regarding allegations of abuse, neglect, exploitation, serious injury of unknown cause, or suspicious injury or unexpected or unexplained death of an individual receiving services and supports through DIDD.	2/10/16			80.2.2; 80.2.3
Investigations Hotline or "A/N/E Investigations Hotline"	shall mean the regional toll-free telephone number for reporting incidents to the DIDD regional Office of Investigations. This number is answered 24 hours a day.	5/28/13			100.1.1
Investigations Review Committee (DIDD Central Office)	shall mean the committee in DIDD's Central Office responsible for reviewing investigations on a discretionary basis.	5/28/13			100.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Investigation Review Committee (IRC)	shall mean a committee comprised of DIDD employees and representatives of outside entities as designated below, the purpose of which is to review Final Investigation Reports as originally submitted and make decisions to uphold, modify or overturn the original conclusions.	10/22/13			80.2.3
Investigations Review Committee for Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)	shall mean a committee of employees of the ICF/IID or Harold Jordan Center with a defined membership and meeting schedule responsible for reviewing each final investigation report and recommending appropriate remedial and corrective actions to the administrator.	5/28/13			100.1.1
Least Privilege (Minimum Necessary)	shall mean that only the minimum level of access or privileges required to perform an individual's authorized job duties are granted.	4/27/18			40.1.2
Legislative Fiscal Review Committee	shall mean a group of state legislators who review cost and revenue associated with state business and imparts knowledge of the fiscal affairs of the State of Tennessee to members of the Tennessee General Assembly.	1/13/15			20.2.1
Licensed Nurse	shall mean a person currently licensed as a Licensed Practical Nurse (LPN) or a Licensed Registered Nurse (RN) by the Tennessee Board of Nursing.	3/23/12			90.1.1
Limited Data Set	Shall mean protected health information that excludes specified direct identifiers of an individual, relatives, employers or household members of the individual.	11/13/15			60.3.4, 60.3.5
Limited English Proficient (LEP)	shall mean people who do not speak English as their primary language, and who therefore have limited ability to read, speak, or understand the English language.	9/4/12			10.2.7; 80.4.8
Litigation Hold Track System	shall mean the official record of compliance monitoring activities.	12/15/14			40.1.1
Logical Access Controls	shall mean tools and protocols for identification, authentication, authorization, and accountability (tracing actions to specific users, devices, or processes) in computer information systems.	4/27/18			40.1.2
Mandated Technical	shall mean a requirement that a provider receive training and assistance from DIDD or	3/15/13	6/2/17		80.4.6



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Assistance	secure training and assistance from a source identified by the provider and approved by DIDD.				
Mandated Technical Assistance	shall mean a non-monetary sanction which requires that a provider receive training and assistance from DIDD or secure training and assistance from a source identified by the provider (at the provider's expense) and approved by DIDD. This level of sanction requires the approval of the Statewide Quality Management Committee (SQMC) and the Regional Director or designee before imposition.	6/2/17			80.4.6
Mandatory Overtime	shall mean the time that a staff member is required to work over thirty seven and a half (37.5) hours per week, paid as straight time up to forty (40) hours and paid at time-and-a-half for over forty (40) hours per week. (Management may require employees who are eligible to accrue compensatory (comp) time instead of being paid for overtime hours between thirty seven and a half (37.5) and forty (40) hours).	9/15/15			100.1.7
Meaningful Access	shall mean the provision of communicative assistance necessary to allow affected persons to participate in DIDD services or activities.	10/1/12			80.4.8
Media Advisory	shall mean a brief written or electronic announcement to the general media about an activity or upcoming event.	5/3/17			50.1.1
Media Event or News Conference	shall mean a collective interview given to journalists and other members of media outlets to make an announcement and/or answer questions.	4/15/14			50.1.1
Media or Media Outlets	shall mean communication channels through which news, entertainment, education, data or promotional messages are disseminated to the public, including but not limited to, newspapers, television stations and channels, radio stations and programs, billboard companies, direct mail, and internet sites and companies.	4/15/14			50.1.1
Medical Item or Service	shall mean an item or service that is provided, ordered, or prescribed by a licensed health care provider, and is primarily intended for a medical and or behavioral purpose.	8/15/13			80.3.4
Medical Necessity	shall mean the quality of being "medically necessary" as defined by Tennessee Code Annotated 71-5-144 and applies to TennCare enrollees.	8/15/13			80.3.4; 80.3.7



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Medical Necessity Determination	shall mean a decision made by the department Director of Health Services or Plans Review Unit regarding whether a requested medical item or service satisfies the definition of medical necessity contained in Tennessee Code Annotated 71-5-144, and satisfies the definition of services specified in the approved waiver, otherwise not available to enrollees under the approved Medicaid state plan.	8/15/13			80.3.4
Medically Necessary	shall mean medical items and services as defined in Tennessee Code Annotated 71-5-144. No enrollee shall be entitled to receive and the department shall not be required to pay for any items or services that fail fully to satisfy all criteria of “medically necessary” items or services as defined in this statute or the approved waiver.	8/15/13			80.3.4
Merchant Category Codes (MCCs)	shall mean the specific Merchant Category Code, assigned by an acquiring financial institution, that identifies the primary goods or services a supplier provides.	3/13/17		CPO	20.1.1
Metadata	shall mean information associated with an electronic record that is usually not visible on the face of the document. Examples are the date the document was last altered, the name or other ID of the drafter of the document, formulas used in a spreadsheet, etc. The general rule is that the metadata must also be preserved.	12/15/14			40.1.1
Minimum Necessary Standard	shall mean protected health information must be to that which is necessary to accomplish the intended purpose of the use, disclosure or request, also refers to the responsibility of the covered entity to limit access of its workforce to protected health information.	11/13/15			60.3.2, 60.3.3, 60.3.4, 60.3.5
Minor Injury	shall mean any apparent or confirmed physical harm which does not require assessment and treatment beyond basic first aid that could be administered by a lay person. For purposes of this policy, a minor injury may be self-inflicted or inflicted by another person; it may be accidentally or intentionally cause; the action may have been witnessed or not; and the cause of the injury may be known or unknown.	5/28/13			100.1.1
Minor Injury of Unknown Cause	shall mean any minor injury that is not alleged or suspected to be the result of abuse or neglect; the infliction of the injury was not witnessed by any person; and the cause of the injury could not be explained by staff or the person supported.	5/28/13			100.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Misappropriation	shall mean the deliberate misplacement, exploitation, or wrongful, temporary or permanent use of belongings or money without consent.	9/14/16			100.1.11
Mistreatment	shall mean, per ICF/IID regulations, shall include the behavior or any provider practices or behaviors that result in any type of exploitation of the persons supported, such as financial, physical, sexual, or criminal. For purposes of this definition CMS Interpretive Guideline Tag W149 is applicable. Mistreatment also refers to the use of behavioral management techniques outside of their use as approved by the Human Rights Committee and the ICF/IID provider and Harold Jordan policies and procedures.	5/28/13			100.1.1
Mitigating Circumstances	shall mean an event or absence that deserves consideration when determining whether or not to approve leave that was not approved in advance (e.g., emergency, natural disaster).	11/27/12			100.1.16
Mobile Communication Devices	shall mean any device that is used to communicate with and through the State's voice and data network. Examples include cell phones, iPads, NetBooks, Wireless Hotspots, and other Personal Digital Devices or tablets.	1/31/13	4/27/18		40.1.2
Modified Diet	shall mean alterations to the texture or consistency of food or fluid that enable the person to take in adequate oral nutrition and to eat safely.	2/2/12			100.1.13
Money Follows the Person (MFP)	shall mean the federal demonstration grant which provides eligible individuals residing in ICF/IIDs or nursing facilities the opportunity to transition to home and community based settings with services and supports, subject to program eligibility guidelines.	6/30/14			80.5.5
Moratorium	shall mean a prohibition on new admissions in to a program or expansion of provider services.	3/15/13			80.4.6
Mortality Nurse	Shall mean a licensed Registered Nurse trained in the death review process and completion of the Clinical Death Summary	Pending			100.1.23
Nationwide Criminal Background Check	shall mean a criminal history background check using the criminal history record system maintained by the Federal Bureau of Investigation based on fingerprint identification or any other method of positive identification.	10/22/13		42 USCS §5119c(8)	10.1.2
Natural Support	shall mean supports that enhance people's feelings of belonging and facilitate a safety net	4/27/18			10.1.2



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	for them. Natural supports are chosen by the person, and the relationship is voluntary, mutual, and typically long term. Designation of an individual as a natural support by the person provides confirmation of the importance of the relationship to the person. As defined by a person receiving supports, a natural support is a friend or someone you (choose to) hang out with off of the clock.				
Natural Supports	shall mean family members and close (constant, stable, steady, long-lasting, and established) friends of the person supported. A natural support can be someone who is relatively new in the life of the person supported. Natural supports are not paid by DIDD or by contracted providers.	8/1/17			80.4.7
Neglect	shall mean {defined in TCA 33-2-402 (9)} the failure to provide goods or services necessary to avoid physical harm, mental anguish or mental illness, which result in injury or probable risk of serious harm. Neglect towards a person served includes being on duty while impaired or under the influence of alcohol, illegal substances or prescription drugs without a valid current prescription for the drug. If a staff person has a valid current prescription for a drug and is impaired while on duty from the prescription drug, this too shall be considered neglect. Neglect would also include inattention to duties by staff that results in physical harm, mental anguish or mental illness, injury or probable risk of harm.	9/4/12	5/2/13	TCA 33-2-402 (9)	80.2.1; 100.1.1
Neglect	shall mean failure to provide goods or services necessary to avoid physical harm, mental anguish or mental illness, which results in injury or probable risk of serious harm. Neglect towards a person supported includes being on duty while impaired or under the influence of illegal substances or prescription drugs without a valid current prescription for the drug. If a staff person has a valid current prescription for a drug and is impaired while on duty from the prescription drug, this may be considered neglect.	Pending			80.2.1
Neglect	shall mean the failure to provide goods or services necessary to avoid physical harm, mental anguish or mental illness, which results in injury or probable risk of serious harm.	5/2/13		TCA 33-2-102 (9)	80.2.2; 80.2.3; PM 2015 Project
Network Server	shall mean a computer server, usually run by either State OIR or a Department, upon	12/15/14			40.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	which documents or records are stored. These servers are backed up on a daily, weekly, monthly basis.				
Non-Competitive Procurement	shall mean a contract or amendment request that is not procured through the State's RFP process. This type of procurement requires prior approval by the State Contracting Office based on departmental justification that such agreement is in the best interest of the state.	1/13/15			20.2.1
Non-essential Employee	shall mean a full-time state employee who is not required as a condition of employment to live in state-owned housing located at the employee's official workstation for the convenience of the appointing authority. Non-essential employees include all DIDD employees who are not a Chief Officer or a medical practitioner. In accordance with F&A Policy 16, non-essential employees are required to pay a monthly rental fee for housing provided on DIDD-owned properties.	4/1/16			20.1.2
Non-routine Events	shall mean events that would vary from the regular routine and that reasonably could be anticipated and planned for in advance so that supports could be arranged. Significant events may require the ISP to be amended.	8/1/17			80.4.7
Non-Workforce Members	shall mean individuals who are not State employees under direct supervision of DIDD staff or other State agencies (e.g. vendors, researchers, etc.).	4/27/18			40.1.2
Nondiscrimination Laws	shall mean laws that prohibit discrimination and require covered entities to provide individuals an equal opportunity to participate in a program activity, regardless of race, color, national origin, age, or disability. For the purpose of this policy, nondiscrimination laws shall include:	10/1/12			10.2.7
Nursing Facility	shall mean a Medicaid certified nursing facility.	6/30/14			80.5.5
Occupational Illness	shall mean a disease arising out of and in the course of employment, but not an ordinary disease of life to which the general public is exposed outside of the employment.	6/27/16			10.1.5
Occupational Injury	shall mean an accident arising out of and in the course of employment.	6/27/16			10.1.5
Office of Communications and	shall mean the office in the Department of Intellectual and Developmental Disabilities with the primary responsibility of communicating with the media and external entities or	4/15/14			50.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
External Affairs (OCEA)	individuals on behalf of the Department.				
Office of Inspector General (OIG) List of Excluded Individuals/Entities	shall mean the list of individuals and entities excluded from participation in federally funded health care programs pursuant to sections 1128 and 1156 of the Social Security Act.	10/22/13	4/27/18	OIG	10.1.2
Office of Open Records Counsel (OORC)	shall mean the office of the Tennessee Comptroller of the Treasury serving citizens, media and governmental entities as a resource for issues concerning Tennessee's public records laws	5/22/17			60.5.1
Office Space	shall mean a room or significant portion of a room in the service recipient's residence which has been designated for staff use and is not consistently accessible to the service recipient. The presence of a computer, telephone, fax, or other home office equipment in the residence shall not constitute an office if the service recipient is allowed unrestricted access to the area of the home where such is located and has use of the area and the equipment.	9/17/12			80.4.3
OIR	shall mean the Department of Finance and Administration Office for Information Resources.	1/31/13	4/27/18		40.1.2
Online Banking Program	shall mean the Bank's online portal that provides Cardholders, State Agency P-Card Program Coordinators, and the Statewide P-Card Program Administration Team the ability to view and download statement information, update and manage accounts, set limits and permissions, reset passwords, and process Cardholder requests.	3/13/17		CPO	20.1.1
Open Enrollment	shall mean a designated period of time, determined by DIDD during which entities may apply to become providers.	6/9/14			80.1.1
Opportunity for Recoupment Review (ORR)	shall mean the DIDD process that allows the provider to request a review and submit additional documentation that may reduce or eliminate a recoupment.	2/3/12	8/2/12		
Opportunity for Recoupment Review	shall mean an informal administrative review of recoupment findings to be conducted by the DIDD Director of Risk Management (formally DIDD Director of Internal Audit), the	8/2/12			70.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
(ORR)	DIDD Regional Director or designee, or Assistant Commissioner of Quality Management or designee.				
Opportunity for Recoupment Review (ORR)	shall mean the DIDD process that allows the provider to request a review and submit additional documentation that may reduce or eliminate a recoupment.	2/23/15			80.4.5
Outcomes*	shall mean personal outcomes that are centered on the person supported, not on programs or program categories. The focus is on the items and issues that matter most to the person. Organizations that are working on personal outcomes recognize the connections between services/supports and interventions and the person.	3/23/12			90.1.1
P-Card Account	shall mean the unique account number assigned to a Cardholder as determined by the Bank.	3/13/17		CPO	20.1.1
P-Card Program	shall mean the program established by the State and managed by the Central Procurement Office whereby Cardholders and Virtual P-Card Users make purchases on behalf of the State of Tennessee.	3/13/17		CPO	20.1.1
Participant Direction of Waiver Services	shall mean the process whereby a service recipient directs the provision of a service that is specified in the Self-Determination Waiver Program as one which is available to be participant-directed by the service recipient in accordance with waiver requirements.		8/10/12		P-013
Participant Direction of Waiver Services	shall mean the process whereby a person-supported directs the provision of a service that is specified in the Self-Determination Waiver Program as one which is available to be participant-directed by the person-supported in accordance with waiver requirements.	8/10/12			80.3.8
Pass-through Entity	shall mean a non-federal entity that provides a federal award to a subrecipient to carry out a federal program or service.	10/1/12			10.2.7
Patient Safety Standards	shall mean an approved model that is data driven, and is practical to implement and administer with a person centered approach. These standards encompass leadership commitment and support, performance improvement actions and results, and creativity and innovation.	3/23/12			90.1.1
Pattern of Unsatisfactory	shall mean a repeating frequency of unscheduled leave, either approved or unapproved,	11/27/12			100.1.16



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Attendance	that is predictable (e.g., on the past 3 absences or “off” days, the employee has called in to take an extra day, or the employee tends to take off on Fridays).				
Payment	Shall mean activities undertaken in order to obtain reimbursement, including determinations of eligibility or coverage, billing and claims management, financial necessity, utilization review and collections.	11/13/15			60.3.2, 60.3.3, 60.3.4, 60.3.5
Person Centered Planning	shall mean the process which focuses on a person in terms of who they are, what they want in life, and how their desired outcomes may be accomplished. Based on the values of human rights, inter-dependence, social inclusion, and responsible choice, this process discovers the person’s gifts, skills and capacities while balancing what is important to and important for the person now and in the future.	6/1/12	8/1/17		80.4.7
Person Centered Planning	shall mean the process by which the ISP is developed to identify the needs and preferences of the person supported as described by the person, in collaboration with the COS so that the person may receive needed services and supports in the manner they prefer. The process is led by the person supported to the greatest extent possible or they are supported in leading this process to the greatest extent possible.	8/1/17			80.4.7
Person Supported	shall mean, for the purposes of HIPAA policies, a person who applies for, requests or receives support and services from DIDD and who protected health information is used, maintained and transmitted.	11/13/15			60.3.1; 60.3.3
Personal Allowance	shall mean cash or the equivalent which belongs to the service recipient, is kept in the service recipient's residence, and is intended for the service recipient's purchase of personal items such as clothing, grooming supplies, entertainment equipment, leisure activities, and refreshments during community activities.	9/17/12			80.4.3
Personal Brand	shall mean how a person or entity is perceived by others.	3/23/12			50.2.1
Personal Computer	shall mean a state owned computer or other related computer equipment that may be used by an employee in the course of a business day. Personal computer may also be used in reference to a laptop or iPad. Other related computer equipment may include external storage devices that can be attached to your computer for storage of data,	1/31/13	4/27/18		40.1.2



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	printers, fax machines and/or copiers that are attached to the network.				
Personal Electronic Devices	shall mean items including, but not limited to, personal pagers, cell phones, blue tooth devices, electronic tablets, iPods, and MP3 players.	9/15/15			100.1.22
Personal Fund Accounts	shall mean money or other financial assets, including earned and unearned income, which is used to pay personal expenses of the person supported. This includes any monthly income received from governmental benefits, employment, donations, gifts, training stipends and other financial benefits that can be used solely for the person's needs and leisure activities as defined by the individual support plan.	9/14/16			100.1.11
Personal Funds	shall mean financial resources, including earned and unearned income, which is used to pay for a person's personal expenses.	9/17/12			80.4.3
Personal Funds Ledger	shall mean an individualized record summarizing financial information (e.g. debits) for a person supported.	9/17/12			80.4.3
Personal Funds Management	shall mean the oversight and management of any and all earned or unearned income that a provider representative payee (or staff of a provider that is not the representative payee) receives on behalf of the person supported.	9/17/12			80.4.3
Personal Outcomes and Actions	Shall mean statements within the ISP concerning what the person is working to accomplish within the ISP year. Personal outcomes and actions are developed by the person and his/her COS, starting with what is important to the person and balancing with what is important for the person's health, safety, and well-being, when necessary. They must be observable and measurable. Actions are specific steps needed to attain an outcome.	9/15/15			100.1.14
Personal Outcomes and Actions	shall mean the written statements within the ISP of what the person is working to accomplish within the ISP year. Personal Outcomes and Actions are developed by the person and his/her COS, starting with what is important to the person and balancing that with what is important for the person which includes their health, safety, and well-being when necessary. They must be observable and measurable actions with specific steps needed to attain the outcome.	9/1/16			100.1.8



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Personal Property	shall mean all items given as gifts, or purchased by or for a person, such as adaptive equipment, clothing, personal grooming items, and personal effects.	9/15/15			100.1.5
Personal Representative	shall mean a person who may be next of kin, legal representative, Executor of the person's estate or will, or an Administrator of the person's estate or will.	11/13/15			60.3.4, 60.3.5
Physical Safeguards	shall mean physical measures, policies, and procedures to protect a covered entity's electronic information systems and related buildings and equipment, from natural and environmental hazards, and unauthorized intrusion.	8/10/12			80.4.4
Pitch	shall mean a direct communication to a writer, reporter, blogger or editor in an effort to persuade him/her to cover a story.	4/15/14			50.1.1
Plan of Care	shall mean the Individual Support Plan.	8/15/13			80.3.4
Plans Review Unit	shall mean the departmental unit responsible for reviewing individual support plans (ISP) in accordance with approved medical necessity protocols to pre-authorize or deny covered waiver services.	6/27/12	8/15/13		80.3.4
Plans Review Unit	shall mean the department unit responsible for reviewing individual support plans (ISP) in accordance with approved DIDD protocols to pre-authorize or deny covered waiver services.	8/15/13			80.3.4; 80.3.7
Policy Author	shall mean the program staff member with expertise in the content topic of the policy. This staff member will be responsible for composition and facilitation of the workgroup developing a draft of a new policy or a revision to an existing policy. This person is also responsible for presenting the policy draft to the Policy Committee.	2/3/12	11/4/14		30.1.1; 30.1.2
Policy Author	shall mean the policy division staff member responsible for writing the policy. This staff member will be responsible for composition and facilitation of the workgroup developing a draft of a new policy or a revision to an existing policy. This person is also responsible for presenting the policy draft to the Policy Committee.	11/04/14			30.1.1; 30.1.2
Policy Committee	shall mean the group of DIDD staff members appointed by the Deputy and Assistant Commissioners to review and make recommendations to the Commissioner regarding approval of DIDD policies.	11/04/14			30.1.1; 30.1.2;



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Policy Committee	Shall mean the group of DIDD staff appointed by the Deputy and Assistant Commissioners to review and make recommendations to the Commissioner regarding approval of DIDD policies.	Pending			30.1.6
Policy Exemption Review Committee (PERC)	shall mean a committee comprised of DIDD employees as described below, who are vested with the authority from the Commissioner to review exemption requests as originally submitted and make decisions to approve or deny the requests.	5/2/17	pending		30.1.6
Policy Exemption Review Committee (PERC)	Shall mean the group of DIDD staff comprised of DIDD employees as described below, who are vested with the authority from the Commissioner to review exemption requests and make decisions to approve, deny, or deem the request unnecessary.	Pending			30.1.6
Policy Workgroup	shall mean the group of knowledgeable programmatic staff who are selected to participate in the development of new or revision of existing departmental policy, procedure, or guiding document.	5/2/17			30.1.1; 30.1.2
Post	shall mean comment made to a user's social networking page or site. For example, Facebook users can post to another user's "wall".	3/23/12			50.2.1
Pre-Admission Evaluation (PAE)*	shall mean the Medicaid data collection form used to document that the person supported meets the initial level of care criteria for reimbursement of services through an HCBS waiver, an ICF/IID, or a nursing facility.	8/3/12			80.3.2; 80.3.6; 80.4.5
Preliminary Death Review Committee (PDRC)	Shall mean a designated group of persons in the DIDD Regional Office that includes the Regional Office Director of Nursing or designee, Regional Office Director or designee, and the Regional Office Compliance Director or designee	Pending			100.1.23
Preliminary Death Review Team	shall mean a designated group of persons in the DIDD Regional Office that includes the Regional Office Director of Nursing or designee, Regional Office Director or designee, and the Regional Office Compliance Director or designee who review initial information about a death to determine if it meets criteria for a death review.	6/1/12			90.1.2
Preliminary Screening	shall mean an initial check to make sure an applicant's name does not appear on certain designated registries maintained by DIDD or other State or federal departments or	10/22/13	4/27/18		10.1.2



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	agencies.				
Press Release or News Release	shall mean a formal statement to the general media about an event, occurrence, issue, position or other item that is deemed ostensibly newsworthy.	4/15/14			50.1.1
Primary Care Provider (PCP)*	shall mean the terminology used inter-changeably in reference to a person's Physician or Advanced Practice Nurse or Physician's Assistant.	3/23/12			90.1.1
Private Intermediate Care Facility for Persons with Individual Intellectual Disabilities (ICF/IID)	shall mean a facility for persons with intellectual disabilities that is owned and operated by an entity other than the State.	8/1/11			80.2.1
Private ICF/IID	shall mean intermediate care facilities for persons with intellectual disabilities that are owned and operated by entities other than the state.	6/1/12			90.1.2; 100.1.23
Processes	shall mean information system processes that operate on a user's behalf. [E.g. a process that establishes an Internet connection when a browser is opened by a user; a process that runs batch jobs, etc.]	4/27/18			40.1.2
Program Participant	shall mean an individual who is receiving HCBS waiver services or an individual who is receiving services in state-operated Intermediate Care Facility for Individuals with Intellectual or Developmental Disabilities.	7/6/12			80.4.1
Program Participant Experience Survey	shall mean the process by which the experience of individuals who receive HCBS waiver services or ICF/IID services is assessed through face-to-face interviews with the program participant or through other means (e.g., telephone interview, mail-in questionnaire) approved by DIDD.	7/6/12			80.4.1
Progress Review	shall mean a written survey of how the person supported has moved toward accomplishing the personal outcomes and actions, as well as a look at other areas of the ISP and the person's life. A progress review is the integrated product of a discussion that occurs at least quarterly throughout the ISP year.	9/1/16			100.1.8



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Prohibited or Dishonest Political Activity	shall mean when an employee of an organization uses his/her state employer paid time or official position to campaign or affect the result of an election.	10/13/10			101
Prospective Employee	shall mean someone who has applied for a job but has not yet been hired.	10/22/13	4/27/18		10.1.2
Prospective Employee	shall mean someone who has applied for a job with the department but has not yet been hired.	4/27/18			10.1.2
Protected Health Information (PHI)	shall mean information about health status, provision of health care, or payment for health care that can be linked to a specific individual. This includes any part of a person's medical record or payment history. PHI may be transmitted by or maintained in electronic media or transmitted by or maintained in any other form or medium.	11/13/15			60.3.1, 60.3.2, 60.3.3, 60.3.4, 60.3.5
Provider	shall mean an entity who may seek reimbursement or payments from the Department for delivering HCBS waiver or state funded services and supports.	11/13/15			60.3.1; 10.2.8
Provider	shall mean an organization or entity that has completed the process required to become contracted with DIDD for the provision of state funded services and/or one or more HCBS waiver services.	6/27/16			10.2.7
Provider Account	shall mean an account assigned to an individual non-workforce member who is a provider or employee of a provider agency that renders services to individuals supported by DIDD.	4/27/18			40.1.2
Provider Agreement	shall mean a signed agreement between DIDD, the Department of Finance and Administration, Division of Health Care Finance and Administration, the Bureau of TennCare and an approved provider that specifies the terms and conditions a provider must meet to receive reimbursement for services provided.	3/15/13			80.1.1, 80.1.2; 80.4.5; 80.4.6
Provider Agreement	shall mean a signed agreement between DIDD, the Bureau of TennCare and an approved provider that specifies the terms and conditions a provider must meet to receive reimbursement for services provided.	1/1/16	pending		30.1.6
Provider Agreement	Shall mean a signed agreement between DIDD, the Division of TennCare and an approved provider that specifies the terms and conditions a provider must meet to receive reimbursement for services provided.	Pending			30.1.6
Provider Development	shall mean the group of DIDD employees who reviews applications of potential providers	6/9/14			80.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Committee	of state funded and/or HCBS waiver services and makes recommendation for the Commissioner or designee's consideration.				
Provider Development Committee	shall mean the DIDD employees appointed to review applications of potential providers of state funded and/or HCBS waiver services and makes recommendations for the Commissioner or designee's consideration.	6/9/14			80.1.1, 80.1.2
Provider Development Coordinator	shall mean an individual in each of the respective DIDD regional offices designated by the Regional Director or designee to coordinate and develop the provision of services for new providers in their respective regions.	6/9/14			80.1.1; 80.1.2
Provider Enrollment Coordinator	shall mean an individual assigned to coordinate the New Provider Enrollment and Expansion process.	1/1/16			80.1.2
Provider Enrollment Coordinator	shall mean a DIDD Central Office employee assigned to coordinate the New Provider Enrollment application process.	6/9/14			80.1.1, 80.1.2
Public Domain	shall mean information that is not privileged or confidential and is openly available to everyone.	3/23/12			50.2.1
Public Information Officer (PIO)	shall mean the Commissioner's designee from the Office of Communications and External Affairs to serve as the primary spokesperson and media representative for DIDD.	4/15/14			50.1.1
Public Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID)	shall mean a DIDD- operated state-owned intermediate care facility for persons with intellectual disabilities.	8/1/11			80.2.1
Public Records	shall mean All documents, papers, letters, maps, books, photographs, microfilms, electronic data processing files and output, films, sound recordings, or other material, regardless of physical form or characteristics, made or received pursuant to law or ordinance or in connection with the transaction of official business by DIDD.	5/22/17			60.5.1
Public Records Request Coordinator (PRRC)	shall mean the individual designated in section VI. B. 1. a of this policy who has the responsibility to ensure public record requests are routed to the appropriate records custodian and are fulfilled in accordance with the TPRA and this policy. The Public Records	5/22/17			60.5.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	Request Coordinator may also be a records custodian.				
Publication	shall mean any form, newsletter, stationary, greeting card, report or printed material produced for distribution outside the department for which the printed material is printed, including those printed at facilities not operated by the state and state funds are used for preparation or printing.	11/13/15			30.1.8
Purchasing Card or P-Card	shall mean a commercial card that allows organizations to take advantage of the existing credit card infrastructure to make electronic payments for goods or services. A P-Card is similar to a consumer credit card, but the card-using organization must pay the card issuer in full each month. In these State Agency Procedures, the term "Purchasing Card" or "P-Card" shall also include "Virtual Purchasing Cards" or "Virtual P-Cards" as the context requires.	3/13/17		CPO	20.1.1
Purchasing Card Profile	shall mean the unique profile associated with a Cardholder that contains monetary or MCC limits on the Cardholder 's ability to make purchases on behalf of the State.	3/13/17		CPO	20.1.1
Qualified HCBS Waiver Residential Service	shall mean one of the following HCBS waiver services: 1. Supported Living. 2. Medical Residential. 3. Residential Habilitation. 4. Intensive Behavioral Residential Services.	10/15/12	6/29/15		80.5.3
Qualified HCBS Waiver Residential Service	shall mean one of the following HCBS waiver services: 1. Supported Living services provided in a home that has three (3) or fewer persons supported. 2. Medical Residential services provided in a home that has three (3) or fewer persons supported. 3. Residential Habilitation services provided in a home that has three (3) or fewer person supported.	6/29/15			80.5.4
Qualified Intellectual Disability Professional	shall mean the staff member whose job is to coordinate, facilitate, and document all Circle of Support (COS) meetings and the entire Individual Support Plan (ISP) process which	9/15/15			100.1.18



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
(QIDP)/Case Manager as Defined by 42 CFR 483.430	includes the planning and development of the ISP. A Qualified Intellectual and Developmental Disabilities Professional as defined in 42 CFR 483.430.				
Qualified Intellectual Disabilities Professional (QIDP)	shall mean a Qualified Intellectual Disabilities Professional as defined in 42 CFR 483.430.	8/3/12			80.3.2
Qualified Intellectual Disabilities Professional (QIDP) or Case Manager (CM)	shall mean the staff member who coordinates, facilitates and documents all Circle of Support (COS) meetings and the entire Individual Support Plan process which includes the planning and development of the ISP.	9/1/16			100.1.8
Quality	shall mean the degree of excellence for maintaining standards in services and supports.	12/15/15			100.1.21
Quality Improvement Committee (QIC)	shall mean a group of people composed of staff and persons supported from the DIDD ICF/IID delegated to monitor, evaluate and improve the quality of services and supports at the ICF/IID.	12/15/15			100.1.21
RACF ID	shall mean a user ID, or logon ID that is issued to an employee and is used to access the network via a computer.	1/31/13			40.1.2
Rebill	shall mean the process by which a provider authorizes the reduction of a future payment by the recoupment amount.	2/23/15			80.4.5
Recipient	shall mean a non-federal entity that receives and expends federal financial assistance directly from a federal awarding agency to carry out a federal program or service.	10/1/12			10.2.7
Record	Record shall mean a compilation of information: 1. In a digital form, usually in the form of word processing documents, spreadsheets, emails and databases, and/or 2. A paper document containing information.	12/15/14			40.1.1
Records Custodians	shall mean the employees of DIDD lawfully responsible for the direct custody and care of public records. The records custodians are not necessarily the original preparers or	5/22/17			60.5.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	receivers of the records.				
Recoupment	shall mean shall mean the recovery of money paid to an approved provider due to the provider's failure to comply with DIDD or TennCare requirements for service provision or documentation of such.	2/23/15			80.4.5
Recoupment Letter	shall mean a written document that describes the violation committed by the provider or the improper payment and the recoupment to be applied.	2/23/15			80.4.5
Recruitment	shall mean soliciting persons receiving services with the DIDD provider network for business purposes. It includes directly soliciting, contacting, visiting or otherwise approaching persons or their legal representatives for the purpose of suggesting, advising, urging or coercing the person or legal representatives to change providers for the intended purpose of increasing the provider's clientele base and business revenue. Employees of DIDD or DIDD service providers may not use the information that is learned or obtained during his/her employment in a subsequent employment situation to directly and explicitly solicit, approach or recruit a person to change from one provider to another provider.	6/01/12			80.4.7
Reference Check	shall mean the act of contacting previous employers or references of an applicant to determine his or her job history, schools attended by the applicant to verify education, or other organizations or entities to confirm certifications or credentials.	10/22/13			10.1.2
Reference Check	shall mean the act of contacting previous employers of a job applicant to determine his or her job history. Reference check may also include checking with schools attended by the applicant to verify education.		10/23/13		10.1.2
Region	shall mean one of three (3) geographic areas of the State of Tennessee known as East, Middle and West.	6/9/14			80.1.1, 80.1.2
Regional Office Director	shall mean the person appointed by the Commissioner who has oversight over the operations of the DIDD Regional Office.	5/2/17			30.1.6
Regional P-Card Administrative Contact	shall mean the Fiscal Office or Administrative Office employee who is responsible for collecting Cardholder Packets in their region or at their regional work location, verifying	3/13/17		CPO	20.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	that Cardholder Packets are complete, and sending them to the Central Fiscal Office.				
Regional Quality Management Committee (RQMC)	shall mean a group of DIDD staff who meet on a regular basis to review provider performance issues and determine the need and frequency for agency team follow-up.	1/1/16			80.1.2
Representative Payee (Rep Payee)	shall mean an individual or organization that receives Social Security and/or Supplemental Security Income (SSI) payments for a person who requires assistance with the management of their personal funds.	9/17/12			80.4.3
Representative Payee	shall mean an individual or organization designated by the Social Security Administration to receive Social Security and/or supplemental Security Income (SSI) benefits on behalf of a person who requires assistance to manage his/her money.	9/14/16			100.1.11
Request for Proposal (RFP)	shall mean a formal request to competitively procure a professional service.	1/13/15			20.2.1
Requestor	shall mean a person seeking access to a public record, whether it is for inspection or duplication.	5/22/17			60.5.1
Resident Employee	shall mean an employee occupying or dwelling in DIDD-owned property.	4/1/16			20.1.2
Response Team	shall mean the group of individuals identified by each Department as responsible for developing, implementing and monitoring compliance with litigation holds.	12/15/14			40.1.1
Restricted Intervention	shall mean a restrictive behavior analytic procedure that may only be prescribed by a Behavior Analyst and must be approved by a behavior support committee and a Human Rights Committee, and appears on the DIDD list of restricted procedures.	Pending			PM 2015 Project
Retaliation	shall mean overt or covert acts of reprisal, interference, restraint, penalty, discrimination, intimidation, or harassment against a person or persons exercising their rights under this policy.	3/6/06			06.100.30.01
Return to Work	shall mean a short-term or temporary modification of an employee's work schedule and/or job duties, or temporary transitional job tasks in order to accommodate restrictions imposed by the employee's treating physician, medical provider, and/or mental health provider. This return-to-work program is not reinstatement or	6/27/16			10.1.5



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	reemployment.				
Review	shall mean a methodical examination, audit or survey.	2/23/15			80.4.5
Rights	shall mean protections, benefits, services or assistance to which a person is legally entitled.	6/25/11			100.1.3
Rights Restriction	shall mean any action imposed on a person supported in response to a risk to their health, safety or finances that limits or prevents the person supported from freely exercising his or her human and civil rights and privileges. Rights restrictions must be approved by the Human Rights Committee and should be temporary and include a plan for fading and removal.	Pending			PM 2015 Project
Rotation List	shall mean an alphabetized list of the names of all DSPs working within a home, used by the Home Manager or designee to call upon DSPs to arrange overtime.	9/15/15			100.1.7
Sanction	shall mean financial or other measures imposed on a provider for failure to comply with TennCare or DIDD rules, regulations, or policies.	3/15/13			80.4.6
Sanction Letter	shall mean a written document that describes the violation committed by the provider, any history of action by DIDD staff to ameliorate the situation, and the sanction to be imposed.	3/15/13			80.4.6
Saving a Record	shall mean the process by which a document or record is saved on the computer or other device upon which it was created.	12/15/14			40.1.1
Scope of Services	shall mean the package of specific services which the provider seeks to provide.	6/9/14			80.1.1, 80.1.2
Section 1557 of the Patient Protection and Affordable Care Act	(42 U.S.C. 18116), which provides that an individual shall not be excluded from participation in, be denied the benefits of, or be subjected to discrimination on the grounds prohibited under Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq. (race, color, national origin), Title IX of the Education Amendments of 1972, 20 U.S.C. 1681 et seq. (sex), the Age Discrimination Act of 1975, 42 U.S.C. 6101 et seq. (age), or Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 794 (disability), under any health program or activity, any part of which is receiving federal financial assistance, or under any program or activity that is administered by an Executive Agency or any entity established	10/1/12			10.2.7



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	under Title I of the Affordable Care Act or its amendments.				
Section 504 of the Rehabilitation Act of 1973	as amended (29 USC §794), prohibits discrimination against otherwise qualified individuals on the basis of disability for people who are enrolled in programs and activities receiving financial assistance from HHS 45 CFR 84.	10/1/12			10.2.7
Section 508 of the Rehabilitation Act of 1973	as amended, (29 USC § 794) prohibits discrimination on the basis of disability in electronic information and technology as they relate to programs and activities funded through HHS.	10/1/12			10.2.7
Section C	shall mean the part of the ISP that details the projected annual amount, frequency, and duration of waiver services.	8/15/13			80.3.4
Security Administrator	shall mean a workforce member who is assigned a role or elevated privileges within a DIDD application that allows them to perform identity and access management functions (e.g. creating and disabling user accounts, assigning/modifying/removing account privileges, etc.).	4/27/18			40.1.2
Security Functions	shall include but not be limited to the following: Setting/modifying audit logs and auditing behavior, Setting/modifying boundary protection for system rules, Configuring/modifying access authorizations (i.e., permission, privileges), Setting/modifying authentication parameters, Setting/modifying system configurations and parameters.	4/27/18			40.1.2
Serious Injury	shall mean any injury to a person supported that requires assessment and treatment beyond basic first aid that can be administered by a lay person.	Pending			PM 2015 Project
Serious Injury of Unknown cause	shall mean an injury that requires assessment and treatment beyond basic first aid and that can be administered by a lay person, the cause of which is unknown.	Pending			PM 2015 Project
Server System Administrator	shall mean a user with the highest elevated privileges granted on a server.	4/27/18			40.1.2
Service Account	shall mean an account that is used by systems, services, or applications; not by individuals.	4/27/18			40.1.2
Sexual Harassment	Any unwelcome sexual advance, request for sexual favors, or verbal, written, or physical conduct of a sexual nature by a manager, supervisor, co-worker, or non-employee (third party). Managerial sexual harassment occurs when a manager or supervisor gives or	3/6/06			06.100.30.01



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	withholds a work-related benefit in exchange for sexual favors from an employee or takes an adverse action against an employee for refusing a request for sexual favors. Threatening to take such actions may also be a violation of this policy.				
Shadow Record	shall mean a record maintained by an individual or department which is a duplication of original documents maintained elsewhere.	11/13/15			60.3.2, 60.3.4, 60.3.5
Single Transaction Limit (STL)	shall mean the maximum dollar limit, per purchase transaction, that can be assigned to the physical P-Card. The STL is assigned per Cardholder at the discretion of the Agency Fiscal Director. Per Statewide Policy, the maximum STL that can be assigned to any individual physical P-Card is ten thousand dollars (\$10,000) without approval by the Statewide P-Card Program Administrator. These State Agency Procedures establish the maximum STL as (\$50,000) for the designated State Agency Central Fiscal Office P-Card.	3/13/17		CPO	20.1.1
Single User Software	shall mean software that has no security features for establishing individual user accounts for accessing the software (e.g. Adobe Acrobat Reader).	4/27/18			40.1.2
Social Media	shall mean Internet and mobile-based tools for sharing and discussing information. The term most often refers to activities that integrate technology, telecommunications, and social interaction, with the construction of words, pictures, video, and audio. Examples include but are not limited to:	3/23/12			50.2.1
Social Media Venue	shall mean a web site that leverages social media and communications tools for its visitors. Examples include YouTube, Flickr, Facebook, Wikipedia, Twitter, forums, message boards, etc.	3/23/12			50.2.1
Social Networking	shall mean the use of a variety of web sites that allows users to share content, interact, and develop communities around similar interests.	3/23/12			50.2.1
Sourcing Analyst	shall mean the staff person assigned by General Services Central Procurement Office to review, and approve contract documents.	7/8/16			20.2.1
Special Event	shall mean an activity or series of activities, specific to an identifiable time and place that is produced by DIDD, the State of Tennessee, or an entity or organization with which DIDD works or has a shared purpose and does not occur on a daily, weekly, monthly or	4/15/14			50.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	quarterly basis.				
Special Fund Accounts	shall mean monies donated or designated for a specific or general purpose that are held in trust for use by and for the welfare of residents of DIDD ICFs/IID.	9/14/16			100.1.11
Specialized Adaptive Equipment and Assistive Technology	shall mean devices used to maintain or improve health, enhance function, and/or promote safety and independence. Examples of equipment include mobility aids, positioning equipment, mechanical lifts, augmentative alternative communication devices, adaptive equipment for mealtimes, prostheses, hearing aids and dentures.	9/15/15			100.1.10
Specially Modified Vehicle	shall mean a vehicle that has been substantially modified for transport of an individual who routinely requires the use of a specialized wheelchair of a type such that the individual cannot be safely and appropriately transported without the use of a vehicle that has had substantial modifications (e.g., addition of wheelchair lift, structural modification to raise or lower the roof or floor of the vehicle).	10/1/12			80.5.4
Staff Instructions	shall mean a set of written instructions that provide direction for direct support staff on how to complete specific tasks with the person so they are done consistently each time the task is completed.	2/2/12			100.1.13
State	shall mean the State of Tennessee, including its departments, agencies, and entities that fall under its purview.	3/13/17		CPO	20.1.1
State Agency	shall mean the departments, agencies, and entities of the State of Tennessee other than units of the University of Tennessee or Board of Regents systems.	3/13/17		CPO	20.1.1
State Agency Approver or Approver	shall mean the State Agency Employee who approves P-Card or Virtual P-Card Transactions.	3/13/17		CPO	20.1.1
State Agency P-Card Program Coordinator	shall mean the employee within the State Agency who manages the P-Card Program at the State Agency level.	3/13/17		CPO	20.1.1
State Agency Procedures	shall mean the internal procedures of the State Agency, as approved by the Central Procurement Office and the Comptroller of the Treasury, that govern issuance of a P-Card or authorization to use a Virtual P-Card and documentation,	3/13/17		CPO	20.1.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	supervision, approval, or reconciliation of Transactions.				
State Agency Reconciler	shall mean the State Agency employee responsible for all the functions associated with post-purchase processing P-Card Transactions including account allocation and providing a business purpose when required.	3/13/17		CPO	20.1.1
State Contracting Office	shall mean the state office responsible for approving and processing state contracts for personal, professional and consultant services purchased by the agencies and departments of the executive branch of state government.	1/15/13			20.2.1
State Employment Application Form	shall mean a document used by the State to establish an applicant's qualifications for employment.	10/22/13			10.1.2
State Funded Service	shall mean a service reimbursed with funds appropriated to the Department by the Tennessee State legislature.	8/15/13			80.3.4; 80.3.7
State-licensed Private Investigation Company	shall mean an organization not affiliated with a police force that is licensed by the State of Tennessee under Title 62, Chapter 26 of the Tennessee Code.	10/22/13			10.1.2
Statewide Contract	shall mean a contract for goods or services established by the Chief Procurement Officer that all State Agencies must utilize and that may be used by local governments, higher education and authorized not-for-profit entities.	3/13/17		CPO	20.1.1
Statewide P-Card Program Administration Team	shall mean the team within the Central Procurement Office that is responsible for overseeing the P-Card Program.	3/13/17		CPO	20.1.1
Statewide P-Card Program Administrator	shall mean the employee within the Central Procurement Office who is responsible for managing and overseeing the P-Card Program.	3/13/17		CPO	20.1.1
Statewide Policy	shall mean the Central Procurement Office's Policy Number 2015-010, the Statewide Purchasing Card Policy and Procedures.	3/13/17		CPO	20.1.1
Strategic Technology Solutions (STS)	is the name of the division within the State of Tennessee's Department of Finance & Administration (F&A) that provides planning, resources, execution, and coordination in managing the information systems needs of the State of Tennessee.	4/27/18			40.1.2
STS Enterprise	is the document that defines the information security policies of the State of Tennessee	4/27/18			40.1.2



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Information Security Policy	along with the organization and framework/structure required to communicate, implement, and support these policies. This document applies to all full-and part-time employees of the State of Tennessee, all third parties, contractors or vendors who work on State premises or remotely connect their computing platforms to the State of Tennessee's computing platforms, and any cloud provider storing, processing, or transmitting State data. (See Appendix A.)				
Subject Matter Expert (SME)	shall mean the program staff member with expertise in and responsibility for operation of the business functions described in the content topic of the policy.	4/3/17			30.1.1; 30.1.2; 30.1.7
Subrecipient	shall mean a non-federal entity that receives and expends federal financial assistance from a pass-through entity to carry out a federal program, but does not include an individual that is a beneficiary of such a program. A subrecipient may also be a recipient of other federal assistance directly from a federal agency.	10/1/12			10.2.7
Substantiated Investigation Records Inquiry (SIRI)	shall mean a DIDD database containing the names of persons substantiated of abuse, neglect, and or exploitation of a person supported.	10/22/13	4/27/18		10.1.2
Substantive Change	shall mean all revisions to policy other than "housekeeping" (e.g., reformatting, pagination, spelling, and grammar).	5/2/17			30.1.2
Supported Living	shall mean a residential service that meets the waiver service definition of Supported Living as specified in the following Home and Community Based Services (HCBS) Waivers and that is provided by a qualified provider: a. Statewide Waiver (0128) and any amendments thereto. b. Comprehensive Aggregate Cap Waiver (0357) and any amendments thereto.	10/15/12			80.5.2
Supplier	shall mean a person or legal entity with the legal capacity to enter into contracts and sue and be sued who provides goods or services to the State through a contract or a purchase order.	3/13/17		CPO	20.1.1
Suspicious Injury	shall mean an injury that may have been the result of abuse or neglect or is not consistent with the explanation provided. There must be a reason to suspect the injury was a result	Pending			PM 2015 Project



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	of abuse or neglect.				
Tardive Dyskinesia (TD)	shall mean a mostly irreversible neurological disorder of involuntary movements caused by use of antipsychotic or neuroleptic drugs.	3/23/12			90.1.1
Targeted Enrollment	shall mean a designated period of time, determined by DIDD, during which DIDD seeks to enroll providers of specific services.	6/9/14			80.1.1; 80.1.2
Technical Safeguards	shall mean the technology and the policy and procedures for its use that protect EHR and control access to it.	8/10/12			80.4.4
Temporary Accounts	shall mean accounts granted for a limited, specific time period with a defined date for account disablement.	4/27/18			40.1.2
TennCare*	shall mean the single State Medicaid Agency responsible for the administration of the State's Medicaid Program.	2/16/12	6/9/14		80.1.1, 80.1.2, 80.3.1; 80.4.5
TennCare	shall mean the single state agency responsible for administering the State's Medicaid program.	6/9/14			30.1.1; 80.1.1; 80.1.2; 80.3.1
Tennessee Bureau of Investigation (TBI)	shall mean the criminal investigative arm of the State of Tennessee.	10/22/13			10.1.2
Tennessee Felony Offender Registry	shall mean the list of felony offenders who are or have been in the custody of the Tennessee Department of Correction or under the supervision of the Tennessee Board of Probation and Parole.	10/22/13	4/27/18		10.1.2
Tennessee Human Rights Commission (the Commission)	shall mean that independent state agency created in 1963 to encourage, promote and advise the public of their human rights.	10/1/12			10.2.7
Tennessee Public Records Act (TPRA)	shall mean T.C.A. §§ 10-7-501, et seq.	5/22/17			60.5.1
Tennessee Sex Offender Registry	shall mean the list of sex offenders maintained by the Tennessee Bureau of Investigation.	10/22/13	4/27/18		10.1.2
Termination for Cause	shall mean ending the contract agreement when the contractor fails to properly perform its obligations under the contract in a timely or proper manner or if the contractor violates	1/15/13			20.2.1



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	any terms of the contract.				
Termination for Convenience	shall mean ending a contract agreement without cause, based on the convenience terms in the contract.	1/15/13			20.2.1
Terms of Use	shall mean rules which one must agree to abide in order to use a service. Unless in violation of consumer protection laws, such terms are usually legally binding. Also referred to as Terms of Service or Disclaimer.	3/23/12			50.2.1
The Age Discrimination Act of 1975	as amended (42 USC § 6101), prohibits discrimination on the basis of age for people enrolled in programs or services receiving HHS financial assistance 45 CFR 91.	10/1/12			10.2.7
Third Party Administrator (TPA)	shall mean the company contracted by the Division of Claims Administration to handle verification, approval/denial, and payment of compensable claims (medical bills and lost time pay).	6/27/16			10.1.5
Title II of the Americans with Disabilities Act,	Final Rule amending 28 CFR Part 35, prohibits discrimination on the basis of disability in state and local government services.	10/1/12			10.2.7
Title VI of the Civil Rights Act of 1964	as amended (42 USC § 2000d), prohibits discrimination on the basis of race, color, or national origin (45 CFR 80).	10/1/12			10.2.7
Title IX of the Education Amendments of 1972	as amended, (20 USC § 1681) prohibits discrimination on the basis of sex (gender) in Federally-Assisted Education Programs 45 CFR 86.	10/1/12			10.2.7
Transaction	shall mean the purchase of goods or services through use of a P-Card or Virtual P-Card.	3/13/17		CPO	20.1.1
Transition Allowance	shall mean state funding provided by DIDD to persons enrolled in Money Follows the Person (MFP) to purchase basic furniture, appliances, household items or related services necessary to initially establish a residence.	7/5/13	6/30/14		80.5.5
Transition Allowance	shall mean state funding provided to a state individual enrolled in MFP, during an initial transition from a nursing facility to the community, to establish a residence.	6/30/14	6/5/15		80.5.5
Transition Allowance	shall mean an MFP Rebalancing Demonstration Service provided to an eligible individual enrolled in MFP, during an initial transition from a nursing facility to the community to establish a residence.	6/5/15			80.5.5
Transitional Duty	shall mean a restricted or modified duty short-term position, for a defined period, that	6/27/16			10.1.5



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
Assignment	recognizes an employee's temporary limitations during recovery and rehabilitation as set forth by the authorized treating physician. This may also be known as "light duty" or "restricted duty".				
Translator	shall mean an individual who conveys in writing the context of a document from one language to another.	10/1/12			80.4.8
Transportation Costs Subsidy (formerly Class Transportation Subsidy)	shall mean state-funded transportation assistance provided by the Department of Intellectual and Developmental Disabilities to a residential service provider for the transport of an individual in a specialized wheelchair whose transportation needs cannot be safely and appropriately met without the use of a specially modified vehicle.	10/1/12			80.5.4
Treatment	shall mean the provision, coordination or management of health care and related services, including consultations and referrals.	11/13/15			60.3.2, 60.3.4, 60.3.5
Trust Fund Accounts	shall mean monies held in trust for use by and for the welfare or benefit of residents of DIDD ICFs/IID. Trust Fund Accounts include Personal Fund Accounts and Special Fund Accounts.	9/14/16			100.1.11
Trust Fund Custodian	shall mean the individual or individuals with primary fiduciary responsibility for all trust fund accounting activities.	9/14/16			100.1.11
Unapproved Leave	shall mean leave that was not approved by a supervisor or designee prior to the employee taking the leave or sick leave not justified by a physician's note (when requested).	11/27/12			100.1.16
Unauthorized to Work	shall mean a person who is restricted from working by State or federal laws or by human resource or other State or DIDD policies. DIDD Human Resources is the authoritative source for determining whether a worker is authorized to work when on a specific leave.	4/27/18			40.1.2
Unearned Income	shall mean all income which is not earned through employment (e.g., interest from savings accounts or bonds; dividends; gifts and inheritances, rents, Social Security benefits, Railroad Retirement benefits, workers' compensation, unemployment compensation).	9/17/12			80.4.3
Unexpected or Unexplained Death	shall mean any death that did not result from the normal progression of a known medical condition or disease, including but not limited to healthcare or emergency intervention	6/1/12			90.1.2; 100.1.23



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	that is inappropriate, untimely, or inconsistent with physicians' orders, advance directives, or applicable policies or standards governing withholding of medical treatment.				
Use	shall mean the sharing, employment, application, utilization, examination or analysis of individually identifiable health information.	11/13/15			60.3.3, 60.3.4, 60.3.5
Vehicle Protective Barrier	shall mean an individualized support, justified in the person centered ISP, needed to modify a vehicle through the addition of a barrier to protect the occupants during transport of an individual having an established history of aggressive behavior (as described in the person centered ISP) that would reasonably be expected to pose a serious and imminent danger to the occupants during transport or to result in an auto accident.	10/15/12			80.5.3
Vehicle Protective Barrier Subsidy	shall mean a state-funded subsidy provided by the Department of Intellectual and Developmental Disabilities to a residential service provider to install a barrier in a vehicle.	10/15/12			80.5.3
Vendor	shall mean a dealer, distributor, merchant, or other seller providing goods or services that are required for the conduct of a program. These goods or services may be for an organization's own use or for the use of beneficiaries of the federal program.	10/1/12			10.2.7
Virtual Private Network (VPN) Account	shall mean a secure connection for remote access utilizing virtual private network (VPN) and encryption technologies.	4/27/18			40.1.2
Virtual Purchasing Card or Virtual P-Card	shall mean the unique credit card account number, embedded within Edison, which is assigned to a State Agency for payment to suppliers authorized to accept P-Card as the form of payment for approved Edison purchase orders.	3/13/17		CPO	20.1.1
Virtual P-Card User or User	shall mean the State Agency employee who has a buyer or e-procurement role in Edison, has undergone training on reconciliation, and is authorized to use a Virtual P-Card to initiate payment transactions on behalf of the State.	3/13/17		CPO	20.1.1
Vital Documents	shall mean documents that convey important information about, but not limited to, the following subjects: Medicaid waivers, human and civil rights, consent to treatment, financial and medical benefits, individual support plans, and behavior support plans.	10/1/12			80.4.8
Voluntary Buy Out (VBO)	shall mean when an employee of a state organization agrees to leave his/her state	10/13/10			101



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	position in exchange for a severance package.				
Voluntary Overtime	shall mean the time that a staff member agrees to work over thirty seven and a half (37.5) hours per week, paid as straight time up to forty (40) hours and paid at time-and-a-half for over forty (40) hours per week. (Management may require employees who are eligible to accrue compensatory (comp) time instead of being paid for overtime hours between thirty seven and a half (37.5) and forty (40) hours).	9/15/15			100.1.7
Volunteer	shall mean a person who is eighteen (18) years of age or older, who provides service to the Department, or to persons served by the Department, without compensation.	10/22/13	4/27/18		10.1.2
Volunteer	shall mean a person who is eighteen (18) years of age or older, who provides services to the Department where the person has unsupervised direct contact with or direct responsibility for a person supported, or to persons served by the Department, without compensation. Natural supports, visitors or interns are not considered volunteers.	4/27/18			10.1.2
Warning Letter	shall mean a written document citing a provider for violating the provider agreement, policy, regulation, etc., and warning of the consequences of future violations.	3/15/13			80.4.6
Waste	shall mean the extravagant, careless, or needless expenditure of government funds, or the consumption of government property, that results from deficient practices, systems, controls, or decisions. The term also includes improper practices not involving prosecutable fraud.	8/3/12			70.2.1; 80.4.5
Workforce Members	shall mean employees, volunteers, interns, students, contractors and other persons who conduct, or perform work for the department, its offices, or programs onsite under the direct control of the department, office, or program regardless of whether they are paid by the Department of Intellectual and Developmental Disabilities.	11/13/15			10.2.8; 60.3.1; 60.3.2; 60.3.4; 60.3.5
Workforce Members	shall mean all State employees and individuals who are under direct supervision of DIDD staff or other State agencies, whether those individuals receive compensation for their work and contributions to DIDD or not. (E.g. employees, interns, volunteers, etc.)	4/27/18			40.1.2
Workplace Harassment	shall mean any unwelcome verbal, written, or physical conduct that degrades or shows	3/6/06			06.100.30.01



DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL DISABILITIES
OFFICE OF POLICY AND INNOVATION
POLICY DIVISION

APPROVED POLICY DEFINIITIONS 6/18/2018

TERM	DEFINITION	DATE EFFECTIVE	DATE REPEALED	SOURCE	POLICIES
	hostility or aversion towards a person because of that person's race, color, national origin, age (over 40), sex, religion, creed, pregnancy, veteran's status or disability that (1) has the purpose or effect of creating an intimidating, hostile, or offensive work environment; (2) has the purpose or effect of unreasonably interfering with an employee's work performance; or (3). affects an employee's employment opportunities or compensation.				