

Proposed Amendments to Tennessee’s Section 1915(c) Home and Community-Based Services Waivers:

Opportunity for Public Comment

This document provides formal notice and opportunity for public input regarding proposed changes to each of Tennessee’s Section 1915(c) home and community-based services (HCBS) waivers:

Waiver TN.0128.R06.06

Statewide Home and Community Based Services (or “SW”) waiver

Waiver TN.0357.R04.00

Comprehensive Aggregate Cap Home and Community Based Services (or “CAC”) Waiver

Waiver TN.0427.R03.02

Tennessee Self-Determination (or “SD”) Waiver Program

The currently approved waiver applications are available here: [TennCare 1915\(c\) HCBS Waivers \(tn.gov\)](https://www.tn.gov)

These waivers are operated by the Department of Intellectual and Developmental Disabilities (DIDD) under an Interagency Agreement with TennCare, the State Medicaid Agency.

The requested effective date of these changes is **October 1, 2023**.

The primary purpose of these waiver submissions is to add/revise employment services to align across Long-Term Services and Supports (LTSS) HCBS programs.

Except as otherwise noted, the proposed changes are applicable across each of the three 1915(c) waivers.

The summary of proposed changes **which were NOT previously included in prior public notice** includes:

1. Adjustments to Appendix C: Participant Services including:

- a. Deleting the Supported Employment-Individual Employment Supports service and breaking out the following components of Supported Employment-Individual Employment Supports into separate, standalone services, with revisions to each service definition and provider specifications to align employment services across LTSS HCBS programs:
 - Supported Employment Individual-Discovery
 - Supported Employment Individual-Exploration
 - Supported Employment Individual-Job Coaching
 - Supported Employment Individual-Job Development
- b. Adding Supported Employment Individual-Benefits Counseling as a new service to align employment services across LTSS HCBS programs.
- c. Revising the Supported Employment-Small Group Employment Supports definition and provider specifications to align this service across LTSS HCBS programs.
- d. Adding references to the TennCare Rule definitions for Individualized Integrated Employment (IIE) and Self-Employment (SE) in the Supported Employment service definitions. IIE and SE are defined below:

Individualized Integrated Employment: Sustained paid employment in a competitive or customized job with an employer for which an individual is compensated at or above the state's minimum wage and is not less than the customary rate paid by the employer for the same or similar work performed by other employees who are not individuals with disabilities, not including supervisory personnel or individuals providing services to the employee with a disability, and who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills; or (ii) in the case of an individual who is self-employed, yields an income that is comparable to the income received by other individuals who are not individuals with disabilities, and who are self-employed in similar occupations or on similar tasks and who have similar training, experience, and skills; and (iii) is eligible for the level of benefits provided to other employees; and (iv) is engaged, preferably, in full-time work; and

- is at a location that is typically found in the community; and
 - o to be typically found in the community, an employment location should be found in the competitive labor market and not formed for the specific purpose of employing individuals with disabilities.
- where the employee interacts with other persons who are not individuals with disabilities (not including supervisory personnel or individuals who are providing services to such employee) to the same extent that individuals who are not

individuals with disabilities and who are in comparable positions interact with other persons; and

- *that, as appropriate, presents opportunities for advancement that are similar to those for other employees who are not individuals with disabilities and who have similar positions; and*
- *that is not paid employment or training in a business enterprise owned or operated by a provider of the individual's employment services.*

Individualized Integrated Self-Employment: *Sustained paid self-employment that is home-based or conducted in an integrated setting(s) where net income in relation to hours worked is equivalent to no less than the state's minimum wage, after a reasonable self-employment start-up period.*

- e. Revising the Support Coordination definition in the CAC and SW waivers to align Support Coordination visit requirements with those in Employment and Community First CHOICES after the PHE and Appendix K flexibilities end.
 - f. Updating service definition limits for Community Participation, Facility-Based Day Supports, Intermittent Employment and Community Integration Wraparound Supports, Supported Employment-Individual services, and Supported Employment-Small Group to indicate that Benefits Counseling is not included in the combined annual billing limits for employment and day services.
 - g. Adding language to the Residential Habilitation service definition in the CAC and SW waivers to introduce a new flexible residential service rate option to incentivize provider outcomes that align with the State's VBP and System Transformation values.
2. Revising language in Appendix D: Participant-Centered Planning and Service Delivery to align Support Coordination/Case Management visit requirements with those in Employment and Community First CHOICES after the PHE and Appendix K flexibilities end.
3. Adjustments to Appendix E: Participant Direction of Services in the SD waiver to align Case Management visit requirements with those in Employment and Community First CHOICES after the PHE and Appendix K flexibilities end.
4. Adjustments to Appendix I-2.a. Rate Determination Methods including:
- a. Revisions where applicable to reflect employment service changes indicated above, including the addition of a transition payment to incentivize transition from Supported Employment Small Group to IIE or SE supports and also to align this incentive across LTSS HCBS programs.

- b. Adding language to introduce a new flexible residential service rate option for the Residential Habilitation service in the CAC and SW waivers to incentivize provider outcomes that align with the State's VBP and System Transformation values.
- 5. Adjustments to Appendix J to reflect projected changes in waiver service utilization based on more current experience and expected changes related to these amendments.

Appendix C: Participant Services
C-1: Summary of Services Covered (1 of 2)

The State is making the following revisions and additions to Participant Service definitions and limits:

Appendix C: Participant Services

C-1/C-3: Service Specification

[Return to Summary of Services](#)

State laws, regulations and policies referenced in the specification are readily available to CMS upon request through the Medicaid agency or the operating agency (if applicable).

Service Type:

[Other Service](#)

As provided in 42 CFR §440.180(b)(9), the state requests the authority to provide the following additional service not specified in statute.

Service Title:

[Supported Employment Individual-Benefits Counseling](#)

Service Definition (Scope):

Max characters 12000

[Supported Employment Individual \(SE Ind\)-Benefits Counseling is designed to inform the individual \(and guardian, conservator and/or family, if applicable\) of the multiple pathways to ensuring Individualized Integrated Employment \(IIE\) or Self-Employment \(SE\), as defined in TennCare Rule, results in increased economic self-sufficiency \(net financial benefit\) through the use of various work incentives. This service should also repudiate myths and alleviate fears and concerns related to seeking and working in IIE or SE through an accurate, individualized assessment. The service provides information to the individual \(and guardian, conservator and/or family, if applicable\) regarding the full array of available work incentives for essential benefit programs including SSI, SSDI, Medicaid, Medicare, 1915\(c\) waivers, housing subsidies, food stamps, etc.](#)

[The service also will provide information and education to the person \(and guardian, conservator and/or family, if applicable\) regarding income reporting requirements for public benefit programs, including the Social Security Administration.](#)

[Benefits Counseling provides work incentives counseling and planning services to persons actively considering or seeking IIE or SE, or career advancement in either of these types of employment.](#)

[This service is provided by a certified Community Work Incentives Coordinator \(CWIC\) or certified Work Incentive Practitioner \(WIP-C\). In addition to ensuring this service is not otherwise available to the individual under section 110 of the Rehabilitation Act of 1973, or the IDEA \(20 U.S.C. 1401 et seq.\), the waiver may not](#)

fund this service if CWIC Benefits Counseling services funded through the Federal Work Incentives Planning and Assistance (WIPA) program are available to the individual.

Benefits Counseling must be provided in a manner that supports the person's communication style and needs, including, but not limited to, age-appropriate communications, translation/interpretation services for persons of limited English-proficiency or who have other communication needs requiring translation including sign language interpretation, and ability to communicate with a person who uses an assistive communication device.

These services are designed to support the achievement of IIE and SE outcomes consistent with the individual's personal and career goals, as determined through Exploration, Discovery and/or other similar career planning processes and which include an introduction to the variety of work incentives available to individuals receiving Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI), Medicaid and/or Medicare.

As part of the provision of this service, the provider shall be responsible for working with the person, the person's ISC/Case Manager and Circle of Support (COS) to explore how Enabling Technology (ET) could be used to support the person's achievement of individualized goals and outcomes and increase the person's independence in or across environments, including home, community, work, volunteering, and travel; helping to educate the person supported and his/her Conservator, as applicable and COS in order to ensure an informed choice regarding the potential use of ET; and the implementation of ET supports as part of the delivery of this service, as appropriate, when approved as part of the person's ISP.

The SE Ind-Benefits Counseling provider shall be responsible for any Personal Assistance (PA) needs during the time that SE Ind-Benefits Counseling services are provided; however, PA may not comprise the entirety of the SE Ind-Benefits Counseling service(s) being provided.

Transportation during the provision of SE Ind-Benefits Counseling is included in the rates paid for these services. Transportation of the person to and from SE Ind-Benefits Counseling is included in the rates paid for these services when such transportation is needed by the person.

A person's ISP may include more than one non-residential service (SE Ind services; Supported Employment- Small Group Employment Supports; Community Participation Supports; Intermittent Employment and Community Integration Wrap-Around Supports; Facility-Based Day Supports); however, they may not be billed for during the same period of time (e.g., the same 15 minute or hour unit of time).

Specify applicable (if any) limits on the amount, frequency, or duration of this service:

Benefits Counseling services are paid for on an hourly basis and limited in the following ways:

- a. Initial Benefits Counseling for someone actively considering or seeking IIE or SE, or career advancement in these types of employment: up to twenty (20) hours. This service may be authorized no more than once every two (2) years (with a minimum of two 365-day intervals between services).
- b. Supplementary Benefits Counseling for someone evaluating an IIE job offer/promotion or SE opportunity: up to an additional six (6) hours. This service may be authorized up to three (3) times per year if needed.
- c. PRN (pro re nata/as needed) Problem-Solving services for someone to maintain IIE or SE: up to eight (8) hours per situation requiring PRN assistance. This service may be authorized up to four (4) times per year if necessary for the individual to maintain IIE or SE.

The Waiver will not cover SE-Ind Benefits Counseling services which are otherwise available to the individual under section 110 of the Rehabilitation Act of 1973, or the IDEA (20 U.S.C. 1401 et seq.). If one or more of these services are authorized, documentation is maintained that the service is not available to the individual under a program funded under section 110 of the Rehabilitation Act of 1973 or the IDEA (20 U.S.C. 1401 et seq.).

SE-Ind Benefits Counseling shall not be provided during the same time period that the person is receiving Personal Assistance, Respite, or services under a 504 Plan or Individual Education Program (IEP), is being homeschooled, or any combination thereof, or as a substitute for education services which are available pursuant to the Individual with Disabilities Education Act (IDEA), but which the person or his/her legal representative has elected to forego. Except for students who have graduated prior to May 2014, employment and day services for school aged persons (i.e., under the age of 22) are limited to regular school break periods.

These services are only for individuals seeking or engaged in IIE or SE.

These services do not include supporting paid employment or training in a sheltered workshop or similar facility-based setting. However, those individuals who are currently employed by a provider to fulfill a contract authorized pursuant to TCA 71-4-701 et seq. may continue to receive supported employment services for paid employment or training until the contract expires or the person loses the employment for any other reason. At that point, any supported employment services the person receives must fully align with best practices in competitive integrated employment and the State's commitment to Employment First and will no longer be used to support employment or training in a business enterprise owned or operated by or affiliated with a provider of these services. In limited circumstances where the person is working in an integrated employment arrangement, but the provider agency is serving as the Employer of Record (EOR), providers will be permitted to bill for Employment Supports while EOR responsibilities are transitioned from the provider to the business/entity offering the integrated employment opportunity, in order to ensure that employment is not disrupted.

These services do not include payment for supervisory activities rendered as a normal part of the business setting and supports otherwise available to employees without disabilities filling the same or similar positions in the business.

Non-residential habilitation services (SE-Ind (except as noted below); Small Group ES; Community Participation Supports; IE&CI Wrap-Around Supports; FB Day Supports) and either the Residential SNA-Homebound (HB) or the Non-Residential HB Service, when combined, may involve no more than 5,832 quarter hour units/year and no more than 240 quarter hour units in a fourteen day billing period. The Residential SNA-HB and the Non-Residential HB Service are paid on a per diem basis and each day shall be considered as 24 quarter hour units for the purposes of including this service in the annual and billing period limits. Under SE-Ind, authorizations of Benefits Counseling, Exploration, Discovery, and Job Development are not included in these limits.

These services will not duplicate other services provided through the Waiver or the Medicaid State Plan.

Federal financial participation is not claimed for incentive payments, subsidies, or unrelated vocational training expenses such as the following:

- Incentive payments made to an employer to encourage or subsidize the employer's participation in supported employment;
- Payments that are passed through to users of supported employment services; or
- Payments for training that is not directly related to an individual's supported employment program.

A provider of SE-Ind Benefits Counseling services may also receive Social Security's Ticket to Work Outcome and Milestone payments. These payments do not conflict with CMS regulatory requirements and do not constitute an overpayment of Federal dollars for services provided.

Service Delivery Method (check each that applies):

- Participant-directed as specified in Appendix E
- Provider managed

Specify whether the service may be provided by (check each that applies):

- Legally Responsible Person
- Relative
- Legal Guardian

Provider Specifications:

Provider Category	Provider Type
Agency	Waiver service agency
Individual	Legally Responsible Person

Service Type: Other Service
Service Name: Supported Employment Individual-Benefits Counseling
Provider Category: Agency

Provider Type: Waiver Service Agency

Provider Qualifications

License (specify):

N/A

Certificate (specify):

N/A

Other Standard (specify):

The provider must meet the general requirements for all waiver service providers:

1. Staff who have direct contact with or direct responsibility for the service recipient shall be able to effectively read, write, and communicate verbally in English and shall be able to read and understand instructions, perform record-keeping, and write reports.
2. Any waiver service provider who is responsible for transporting a service recipient shall ensure that the driver has a valid driver's license and automobile liability insurance.
3. Staff who have direct contact with or direct responsibility for the service recipient shall pass a criminal background check performed in accordance with a process approved by the Department of Intellectual and Developmental Disabilities (DIDD).
4. Staff who have direct contact with or direct responsibility for the service recipient shall not be listed in the Tennessee Department of Health Abuse Registry or the Tennessee Sexual Offender Registry.
5. Waiver service providers shall not have been excluded from participation in the Medicare or Medicaid programs.
6. All providers must comply with TennCare-approved policies, procedures, and rules for waiver service providers, including quality monitoring requirements.

This service is provided by a certified Community Work Incentives Coordinator (CWIC) or certified Work Incentive Practitioner (WIP-C).

Verification of Provider Qualifications

Entity Responsible for Verification:

Department of Intellectual and Developmental Disabilities

Frequency of Verification:

Annually

Service Type: Other Service
Service Name: Supported Employment Individual-Benefits Counseling
Provider Category: Individual

Provider Type: Legally Responsible Person

Provider Qualifications

License (specify):

N/A

Certificate (specify):

N/A

Other Standard (specify):

The provider must meet the general requirements for all waiver service providers:

1. Staff who have direct contact with or direct responsibility for the service recipient shall be able to effectively read, write, and communicate verbally in English and shall be able to read and understand instructions, perform record-keeping, and write reports.
2. Any waiver service provider who is responsible for transporting a service recipient shall ensure that the driver has a valid driver's license and automobile liability insurance.
3. Staff who have direct contact with or direct responsibility for the service recipient shall pass a criminal background check performed in accordance with a process approved by the Department of Intellectual and Developmental Disabilities (DIDD).
4. Staff who have direct contact with or direct responsibility for the service recipient shall not be listed in the Tennessee Department of Health Abuse Registry or the Tennessee Sexual Offender Registry.
5. Waiver service providers shall not have been excluded from participation in the Medicare or Medicaid programs.
6. All providers must comply with TennCare-approved policies, procedures, and rules for waiver service providers, including quality monitoring requirements.

This service is provided by a certified Community Work Incentives Coordinator (CWIC) or certified Work Incentive Practitioner (WIP-C).

Verification of Provider Qualifications

Entity Responsible for Verification:

Department of Intellectual and Developmental Disabilities

Frequency of Verification:

Annually

Appendix C: Participant Services

C-1/C-3: Service Specification

[Return to Summary of Services](#)

State laws, regulations and policies referenced in the specification are readily available to CMS upon request through the Medicaid agency or the operating agency (if applicable).

Service Type:

Other Service

As provided in 42 CFR §440.180(b)(9), the state requests the authority to provide the following additional service not specified in statute.

Service Title:

Supported Employment Individual-Discovery

Service Definition (Scope):

Max characters 12000

~~A Supported Employment Individual-Discovery (SE-Ind Discovery) is a time-limited and targeted service for a person who wishes to pursue Individualized Integrated Employment (IIE) or Self-Employment (SE) as defined in TennCare Rule, but for whom more information is needed to determine the following prior to pursuing IIE or SE:~~

- ~~o Strongest interests toward one or more specific aspects of the labor market;~~
- ~~o Skills, strengths and other contributions likely to be valuable to employers or valuable to the community if offered through SE;~~
- ~~o Conditions necessary for successful employment or SE.~~

~~Discovery involves a comprehensive analysis of the person in relation to the three bullets above. Activities include observation of person in familiar places and activities, interviews with family, friends and others who know the person well, observation of the person in an unfamiliar place and activity, identification of the person's strong interests and existing strengths and skills that are transferable to IIE or SE, Discovery also involves identification of conditions for success based on experience shared by the person and others who know the person well, and observation of the person during the Discovery process. The information developed through Discovery allows for activities of typical life to be translated into possibilities for IIE or SE.~~

~~Discovery results in the production of a detailed written Profile, using a standard template prescribed by DIDD, which summarizes the process, learning and recommendations to inform identification of the person's IIE or SE goal(s) and strategies to be used in securing this employment or SE for the person.~~

~~If Discovery is paid for through the Waiver, the person should be assisted by his or her ISC/DIDD Case Manager to apply to Vocational Rehabilitation (VR) for services to obtain IIE or SE. The Discovery Profile ~~should~~ will be shared with VR staff to facilitate the expeditious development of an Individual Plan for Employment (IPE). Discovery shall be limited to no more than 90 calendar days from the date of service initiation, unless extenuating circumstances warrant an extension. This service is expected, on average, to involve 50 hours of service.~~

~~For Exploration & Discovery, the provider shall document each date of service, the activities performed that day, and the duration of each activity. ~~Each service culminates in a written report summarizing the process and outcomes, using a standard template prescribed by DIDD.~~ The written report Profile is due no later than 14~~

calendar days after the last date of service is concluded. Exploration & Discovery are paid on an outcome basis, after the written report is received and approved, and the provider submits documentation detailing each date of service, the activities performed that day, and the duration of each activity.

These services are designed to support the achievement of IIE and SE outcomes consistent with the individual's personal and career goals, as determined through Exploration, Discovery and/or other similar career planning processes and which include an introduction to the variety of work incentives available to individuals receiving Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI), Medicaid and/or Medicare.

As part of the provision of this service, the provider shall be responsible for working with the person, the person's ISC/Case Manager and Circle of Support (COS) to explore how Enabling Technology (ET) could be used to support the person's achievement of individualized goals and outcomes and increase the person's independence in or across environments, including home, community, work, volunteering, and travel; helping to educate the person supported and his/her Conservator, as applicable and COS in order to ensure an informed choice regarding the potential use of ET; and the implementation of ET supports as part of the delivery of this service, as appropriate, when approved as part of the person's ISP.

The SE Ind-Discovery provider shall be responsible for any Personal Assistance (PA) needs during the time that SE Ind-Discovery services are rendered at any given time; however, PA may not comprise the entirety of the SE Ind-Discovery service(s) being provided.

Transportation during the provision of SE Ind-Discovery is included in the rates paid for these services. Transportation of the person to and from SE Ind-Discovery is included in the rates paid for these services when such transportation is needed by the person.

A person's ISP may include more than one non-residential service (SE Ind services; Supported Employment-Small Group Employment Supports; Community Participation Supports; Intermittent Employment and Community Integration Wrap-Around Supports; Facility-Based Day Supports); however, they may not be billed for during the same period of time (e.g., the same 15 minute or hour unit of time).

Specify applicable (if any) limits on the amount, frequency, or duration of this service:

Max characters 6000

~~o Discovery:~~ After an individual has received the Discovery service for the first time, re-authorization may occur a maximum of once every three years (with a minimum of three 365-day intervals between services), and only if the person, at the time of re-authorization, is not already engaged in ~~individualized integrated employment~~IIE or ~~self-employment~~SE, or other services to obtain such employment, and the person has a goal to obtain ~~individualized integrated employment~~IIE or ~~self-employment~~SE within 12 months.

The Waiver will not cover SE-Ind Discovery services which are otherwise available to the individual under section 110 of the Rehabilitation Act of 1973, or the IDEA (20 U.S.C. 1401 et seq.). If one or more of these services are authorized, documentation is maintained that the service is not available to the individual under a program funded under section 110 of the Rehabilitation Act of 1973 or the IDEA (20 U.S.C. 1401 et seq.).

SE-Ind Discovery shall not be provided during the same time period that the person is receiving Personal Assistance, Respite, or services under a 504 Plan or Individual Education Program (IEP), is being homeschooled, or any combination thereof, or as a substitute for education services which are available pursuant to the Individual with Disabilities Education Act (IDEA), but which the person or his/her legal representative has elected to forego. Except for students who have graduated prior to May 2014, employment and day services for school aged persons (i.e., under the age of 22) are limited to regular school break periods.

These services are only for individuals seeking or engaged in IIE or SE.

These services do not include supporting paid employment or training in a sheltered workshop or similar facility-

based setting. However, those individuals who are currently employed by a provider to fulfill a contract authorized pursuant to TCA 71-4-701 et seq. may continue to receive supported employment services for paid employment or training until the contract expires or the person loses the employment for any other reason. At that point, any supported employment services the person receives must fully align with best practices in competitive integrated employment and the State's commitment to Employment First and will no longer be used to support employment or training in a business enterprise owned or operated by or affiliated with a provider of these services. In limited circumstances where the person is working in an integrated employment arrangement, but the provider agency is serving as the Employer of Record (EOR), providers will be permitted to bill for Employment Supports while EOR responsibilities are transitioned from the provider to the business/entity offering the integrated employment opportunity, in order to ensure that employment is not disrupted.

These services do not include payment for supervisory activities rendered as a normal part of the business setting and supports otherwise available to employees without disabilities filling the same or similar positions in the business.

Non-residential habilitation services (SE-Ind (except as noted below); Small Group ES; Community Participation Supports; IE&CI Wrap-Around Supports; FB Day Supports) and either the Residential SNA-Homebound (HB) or the Non-Residential HB Service, when combined, may involve no more than 5,832 quarter hour units/year and no more than 240 quarter hour units in a fourteen day billing period. The Residential SNA-HB and the Non-Residential HB Service are paid on a per diem basis and each day shall be considered as 24 quarter hour units for the purposes of including this service in the annual and billing period limits. Under SE-IES, authorizations of Benefits Counseling, Exploration, Discovery, and Job Development are not included in these limits.

These services will not duplicate other services provided through the Waiver or the Medicaid State Plan.

Federal financial participation is not claimed for incentive payments, subsidies, or unrelated vocational training expenses such as the following:

- Incentive payments made to an employer to encourage or subsidize the employer's participation in supported employment;
- Payments that are passed through to users of supported employment services; or
- Payments for training that is not directly related to an individual's supported employment program.

A provider of SE-Ind Discovery services may also receive Social Security's Ticket to Work Outcome and Milestone payments. These payments do not conflict with CMS regulatory requirements and do not constitute an overpayment of Federal dollars for services provided.

Service Delivery Method (check each that applies):

- Participant-directed as specified in Appendix E
- Provider managed

Specify whether the service may be provided by (check each that applies):

- Legally Responsible Person
- Relative
- Legal Guardian

Provider Specifications:

Provider Category	Provider Type
Agency	Waiver service agency
Individual	Legally Responsible Person

Service Type: Other Service

Service Name: Supported Employment Individual-Discovery

Provider Category: Agency

Provider Type: Waiver Service Agency

Provider Qualifications

License (specify):

N/A

Certificate (specify):

N/A

Other Standard (specify):

The provider must meet the general requirements for all waiver service providers:

1. Staff who have direct contact with or direct responsibility for the service recipient shall be able to effectively read, write, and communicate verbally in English and shall be able to read and understand instructions, perform record-keeping, and write reports.
2. Any waiver service provider who is responsible for transporting a service recipient shall ensure that the driver has a valid driver's license and automobile liability insurance.
3. Staff who have direct contact with or direct responsibility for the service recipient shall pass a criminal background check performed in accordance with a process approved by the Department of Intellectual and Developmental Disabilities (DIDD).
4. Staff who have direct contact with or direct responsibility for the service recipient shall not be listed in the Tennessee Department of Health Abuse Registry or the Tennessee Sexual Offender Registry.
5. Waiver service providers shall not have been excluded from participation in the Medicare or Medicaid programs.
6. All providers must comply with TennCare-approved policies, procedures, and rules for waiver service providers, including quality monitoring requirements.

Agency-employed staff delivering Supported Employment-Individual Discovery services shall also be required to meet the following qualifications:

The staff person shall have successfully obtained training to qualify as a Job Developer as prescribed in TennCare protocol.

Verification of Provider Qualifications

Entity Responsible for Verification:

Department of Intellectual and Developmental Disabilities

Frequency of Verification:

Annually

Service Type: Other Service

Service Name: Supported Employment Individual-Discovery

Provider Category: Individual

Provider Type: Legally Responsible Person

Provider Qualifications

License (specify):

N/A

Certificate (specify):

N/A

Other Standard (specify):

The provider must meet the general requirements for all waiver service providers:

1. Staff who have direct contact with or direct responsibility for the service recipient shall be able to effectively read, write, and communicate verbally in English and shall be able to read and understand instructions, perform record-keeping, and write reports.
2. Any waiver service provider who is responsible for transporting a service recipient shall ensure that the driver has a valid driver's license and automobile liability insurance.
3. Staff who have direct contact with or direct responsibility for the service recipient shall pass a criminal background check performed in accordance with a process approved by the Department of Intellectual and Developmental Disabilities (DIDD).
4. Staff who have direct contact with or direct responsibility for the service recipient shall not be listed in the Tennessee Department of Health Abuse Registry or the Tennessee Sexual Offender Registry.
5. Waiver service providers shall not have been excluded from participation in the Medicare or Medicaid programs.
6. All providers must comply with TennCare-approved policies, procedures, and rules for waiver service providers, including quality monitoring requirements.

Agency-employed staff delivering Supported Employment-Individual Discovery services shall also be required to meet the following qualifications:

The staff person shall have successfully obtained training to qualify as a Job Developer as prescribed in TennCare protocol.

**Verification of Provider Qualifications
Entity Responsible for Verification:**

Department of Intellectual and Developmental Disabilities

Frequency of Verification:

Annually

Appendix C: Participant Services

C-1/C-3: Service Specification

Return to Summary of Services

State laws, regulations and policies referenced in the specification are readily available to CMS upon request through the Medicaid agency or the operating agency (if applicable).

Service Type:

Other Service

As provided in 42 CFR §440.180(b)(9), the state requests the authority to provide the following additional service not specified in statute.

Service Title:

Supported Employment Individual-Exploration

Service Definition (Scope):

Max characters 12000

A-Supported Employment Individual-Exploration (SE Ind-Exploration) is a time-limited and targeted service designed to help a person make an informed choice about whether s/he wishes to pursue Individualized Integrated Employment (IIE) or Self-Employment (SE), as defined above in TennCare Rule. Exploration is not appropriate for participants who already know they want to pursue IIE or SE.

Exploration includes career exploration activities to identify a person's specific interests and aptitudes for paid work, including experience and skills transferable to IIE or SE. Exploration also includes exploration of IIE or SE opportunities in the local area that are specifically related to the person's identified interests, experiences and/or skills through 4 to 5 uniquely arranged business tours, informational interviews and/or job shadows. Each person seeking IIE who is receiving this service should participate in business tours, informational interviews and/or job shadows uniquely selected based on his or her individual interests, aptitudes, experiences, and skills most transferable to employment. All persons should not participate in the same experiences. Each business tour, informational interview and/or job shadow shall include time for set-up, prepping the person for participation, and debriefing with the person after each opportunity.

Exploration also includes introductory education on work incentives for people receiving publicly funded benefits (e.g., SSI, SSDI, Medicaid, Medicare, etc.), and includes introductory education on how SE-IES work (including Vocational Rehabilitation (VR) services). Educational information is provided to the person and the legal guardian/conservator and/or most involved family member(s), if applicable, to ensure legal guardian/conservator and/or family support for the person's choice to pursue IIE or SE. The educational aspects of this service shall include addressing any concerns, hesitations or objections of the person and the legal guardian/conservator and/or most involved family member(s), if applicable.

Self-Employment Exploration includes but is not limited to: Initial meeting with job coach or job developer to discuss SE goals, collecting information to assist the person in making an informed choice on the pursuit of SE, and feasibility study and consultation with local advisory agencies. This may consist of virtual or in-person meetings with job developer and advisory agencies with the goal of informing the person on SE. At the conclusion of SE Exploration, the individual will choose whether to continue pursuing SE. Additionally, the job developer will work to identify supports needed, discuss fading of paid job supports, and the expectations of job developer and job seeker. Completion and approval of the SE Exploration template is required for completion. Benefits counseling is mandatory during this phase through VR or the waiver.

Exploration shall be completed no more than sixty (60) 30 calendar days from the date of service initiation, unless extenuating circumstances warrant an extension. Exploration service is expected to involve, on average, 40 hours of service. For Exploration & Discovery, the provider shall document each date of service, the activities performed that day, and the duration of each activity. Each service culminates in a written report summarizing the process and outcomes, using a standard template prescribed by DIDD. The written report is due no later than 14 calendar days after the last date of service is concluded. Exploration & Discovery are paid on an outcome basis, after the written report is received and approved, and the provider submits documentation detailing each date of service, the activities performed that day, and the duration of each activity.

As part of the provision of this service, the provider shall be responsible for working with the person, the person's ISC/Case Manager and Circle of Support (COS) to explore how Enabling Technology (ET) could be used to support the person's achievement of individualized goals and outcomes and increase the person's independence in or across environments, including home, community, work, volunteering, and travel; helping to educate the person supported and his/her Conservator, as applicable and COS in order to ensure an informed choice regarding the potential use of ET; and the implementation of ET supports as part of the delivery of this service, as appropriate, when approved as part of the person's ISP.

The SE Ind-Exploration provider shall be responsible for any Personal Assistance (PA) needs during the time that SE Ind-Exploration services are rendered at any given time; however, PA may not comprise the entirety of the

SE Ind-Exploration service(s) being provided.

Transportation during the provision of SE Ind-Exploration is included in the rates paid for these services. Transportation of the person to and from SE Ind-Exploration is included in the rates paid for these services when such transportation is needed by the person.

A person's ISP may include more than one non-residential service (SE Ind services; Supported Employment-Small Group Employment Supports; Community Participation Supports; Intermittent Employment and Community Integration Wrap-Around Supports; Facility-Based Day Supports); however, they may not be billed for during the same period of time (e.g., the same 15 minute or hour unit of time).

Specify applicable (if any) limits on the amount, frequency, or duration of this service:

Max characters 6000

~~Exploration:~~ After an individual has received the Exploration service for the first time, re-authorization may occur a maximum of once each per year for Exploration for IIE or Exploration for SE (with a minimum 365-day interval between services) and only if the person, at the time of re-authorization, is not already engaged in individualized integrated employment IIE or self-employment SE, or other services to obtain such employment.

The Waiver will not cover SE-Ind Exploration services which are otherwise available to the individual under section 110 of the Rehabilitation Act of 1973, or the IDEA (20 U.S.C. 1401 et seq.). If one or more of these services are authorized, documentation is maintained that the service is not available to the individual under a program funded under section 110 of the Rehabilitation Act of 1973 or the IDEA (20 U.S.C. 1401 et seq.).

SE-Ind Exploration shall not be provided during the same time period that the person is receiving Personal Assistance, Respite, or services under a 504 Plan or Individual Education Program (IEP), is being homeschooled, or any combination thereof, or as a substitute for education services which are available pursuant to the Individual with Disabilities Education Act (IDEA), but which the person or his/her legal representative has elected to forego. Except for students who have graduated prior to May 2014, employment and day services for school aged persons (i.e., under the age of 22) are limited to regular school break periods.

These services are only for individuals seeking or engaged in IIE or SE.

These services do not include supporting paid employment or training in a sheltered workshop or similar facility-based setting. However, those individuals who are currently employed by a provider to fulfill a contract authorized pursuant to TCA 71-4-701 et seq. may continue to receive supported employment services for paid employment or training until the contract expires or the person loses the employment for any other reason. At that point, any supported employment services the person receives must fully align with best practices in competitive integrated employment and the State's commitment to Employment First and will no longer be used to support employment or training in a business enterprise owned or operated by or affiliated with a provider of these services. In limited circumstances where the person is working in an integrated employment arrangement, but the provider agency is serving as the Employer of Record (EOR), providers will be permitted to bill for Employment Supports while EOR responsibilities are transitioned from the provider to the business/entity offering the integrated employment opportunity, in order to ensure that employment is not disrupted.

These services do not include payment for supervisory activities rendered as a normal part of the business setting and supports otherwise available to employees without disabilities filling the same or similar positions in the business.

Non-residential habilitation services (SE-Ind (except as noted below); Small Group ES; Community Participation Supports; IE&CI Wrap-Around Supports; FB Day Supports) and either the Residential SNA-Homebound (HB) or the Non-Residential HB Service, when combined, may involve no more than 5,832 quarter hour units/year and no more than 240 quarter hour units in a fourteen day billing period. The Residential SNA-HB and the Non-Residential HB Service are paid on a per diem basis and each day shall be considered as 24 quarter hour units for the purposes of including this service in the annual and billing period limits. Under SE-Ind, authorizations of

Benefits Counseling, Exploration, Discovery, and Job Development are not included in these limits. These services will not duplicate other services provided through the Waiver or the Medicaid State Plan. Federal financial participation is not claimed for incentive payments, subsidies, or unrelated vocational training expenses such as the following:

- Incentive payments made to an employer to encourage or subsidize the employer's participation in supported employment;
- Payments that are passed through to users of supported employment services; or
- Payments for training that is not directly related to an individual's supported employment program.

A provider of SE-Ind Exploration services may also receive Social Security's Ticket to Work Outcome and Milestone payments. These payments do not conflict with CMS regulatory requirements and do not constitute an overpayment of Federal dollars for services provided.

Service Delivery Method (check each that applies):

- Participant-directed as specified in Appendix E
- Provider managed

Specify whether the service may be provided by (check each that applies):

- Legally Responsible Person
- Relative
- Legal Guardian

Provider Specifications:

Provider Category	Provider Type
Agency	Waiver service agency
Individual	Legally Responsible Person

Service Type: Other Service

Service Name: Supported Employment Individual-Exploration

Provider Category: Agency

Provider Type: Waiver Service Agency

Provider Qualifications

License (specify):

N/A

Certificate (specify):

N/A

Other Standard (specify):

The provider must meet the general requirements for all waiver service providers:

1. Staff who have direct contact with or direct responsibility for the service recipient shall be able to effectively read, write, and communicate verbally in English and shall be able to read and understand instructions, perform record-keeping, and write reports.
2. Any waiver service provider who is responsible for transporting a service recipient shall ensure that the driver has a valid driver's license and automobile liability insurance.
3. Staff who have direct contact with or direct responsibility for the service recipient shall pass a criminal background check performed in accordance with a process approved by the Department of Intellectual and

Developmental Disabilities (DIDD).

4. Staff who have direct contact with or direct responsibility for the service recipient shall not be listed in the Tennessee Department of Health Abuse Registry or the Tennessee Sexual Offender Registry.

5. Waiver service providers shall not have been excluded from participation in the Medicare or Medicaid programs.

6. All providers must comply with TennCare-approved policies, procedures, and rules for waiver service providers, including quality monitoring requirements.

Agency-employed staff delivering Supported Employment Individual-Exploration services shall also be required to meet the following qualifications:

The staff person shall have qualified as a Job Coach by either:

(1) qualifying as a Job Developer as listed in TennCare protocol; or

(2) successfully completing a competency-based training course covering best practices in job coaching and consultation, pre-approved by TennCare and covering, at minimum, specific content prescribed in TennCare protocol.

Verification of Provider Qualifications

Entity Responsible for Verification:

Department of Intellectual and Developmental Disabilities

Frequency of Verification:

Annually

Service Type: Other Service

Service Name: Supported Employment Individual-Exploration

Provider Category: Individual

Provider Type: Legally Responsible Person

Provider Qualifications

License (specify):

N/A

Certificate (specify):

N/A

Other Standard (specify):

The provider must meet the general requirements for all waiver service providers:

1. Staff who have direct contact with or direct responsibility for the service recipient shall be able to effectively read, write, and communicate verbally in English and shall be able to read and understand instructions, perform record-keeping, and write reports.

2. Any waiver service provider who is responsible for transporting a service recipient shall ensure that the driver has a valid driver's license and automobile liability insurance.

3. Staff who have direct contact with or direct responsibility for the service recipient shall pass a criminal background check performed in accordance with a process approved by the Department of Intellectual and Developmental Disabilities (DIDD).

4. Staff who have direct contact with or direct responsibility for the service recipient shall not be listed in the Tennessee Department of Health Abuse Registry or the Tennessee Sexual Offender Registry.

5. Waiver service providers shall not have been excluded from participation in the Medicare or Medicaid programs.

6. All providers must comply with TennCare-approved policies, procedures, and rules for waiver service providers, including quality monitoring requirements.

Agency-employed staff delivering Supported Employment Individual-Exploration services shall also be required to meet the following qualifications:

The staff person shall have qualified as a Job Coach by either:

(1) qualifying as a Job Developer as listed in TennCare protocol; or

(2) successfully completing a competency-based training course covering best practices in job coaching and consultation, pre-approved by TennCare and covering, at minimum, specific content prescribed in TennCare protocol.

Verification of Provider Qualifications

Entity Responsible for Verification:

Department of Intellectual and Developmental Disabilities

Frequency of Verification:

Annually

Appendix C: Participant Services

C-1/C-3: Service Specification

Return to Summary of Services

State laws, regulations and policies referenced in the specification are readily available to CMS upon request through the Medicaid agency or the operating agency (if applicable).

Service Type:

Other Service

As provided in 42 CFR §440.180(b)(9), the state requests the authority to provide the following additional service not specified in statute.

Service Title:

Supported Employment Individual-Job Coaching

Service Definition (Scope):

Max characters 12000

Supported Employment Individual-Job Coaching (SE Ind-JC) consists of Job Coaching for Individualized Integrated Employment (IIE) and Job Coaching for Self-Employment (SE).

JC for IIE includes identifying, through job analysis, and providing services and supports that assist the person individual in maintaining IIE or SE as defined above in TennCare Rule.

JC for IIE includes supports provided to the person-individual and his/her supervisor and/or co-workers, either remotely (via technology) or face-to-face. Supports during each phase of employment must be guided by a JC Fading Plan which incorporates an appropriate mix of best practices for the person-individual to achieve fading goals as identified in the Plan (e.g., systematic instruction utilizing task analysis to teach the person-individual to independently complete as much of his/her job duties as possible; high or low tech assistive technology; and effective engagement of natural supports including co-workers and supervisor(s) as needed). If progress on fading ceases at some point, adaptations to job duties, negotiated with the supervisor/employer, may be utilized

to allow fading to continue if no reduction in hours or hourly pay results.

JC ~~can also include supports for persons participating in individualized, integrated SE, which for SE~~ includes identification and provision of services and supports that assist the ~~person-individual~~ in maintaining SE. ~~JC for SE includes supports provided to the individual, either remotely (via technology) or face-to-face.~~ Supports must enable the ~~person-individual~~ to successfully operate the business (with assistance from other sources of professional services or suppliers of goods necessary for the type of business). JC supports should never supplant the ~~person's-individual's~~ role or responsibility in all aspects of the business. Supports during each phase of SE must be guided by a JC Fading Plan which incorporates an appropriate mix of best practices for the ~~person-individual~~ to achieve fading goals as identified in the Plan (e.g., systematic instruction utilizing task analysis to teach the ~~person-individual~~ to independently complete as much of his/her roles and responsibilities as possible; high or low tech assistive technology; and effective engagement of any business partners and/or associates and/or suppliers of goods or services). If progress on fading ceases at some point, business plan adaptations may be utilized to allow fading to continue, if no reduction in paid hours or net hourly pay results.

If ~~a person's~~the individual's support needs are 1 hour per week or less, JC through monthly ~~SM-Stabilization and Monitoring~~ will be authorized as defined and stated above. This requires a minimum of 1 monthly face-to-face contact with the supported employee and ability of the provider to respond as needed to prevent loss of ~~IIE/SE~~ and where necessary, pursue a change in service authorization as needed to address longer term challenges to avoiding loss of ~~IIE/SE~~.

The amount of time authorized for either type of ~~SE Ind~~-JC is a percentage of the ~~person's-individual's~~ hours engaged in ~~employment-IIE~~ or SE, based on need.

~~These services are designed to support the achievement of IIE and SE outcomes consistent with the individual's personal and career goals, as determined through Exploration, Discovery and/or other similar career planning processes and which include an introduction to the variety of work incentives available to individuals receiving Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI), Medicaid and/or Medicare.~~

~~As part of the provision of this service, the provider shall be responsible for working with the person, the person's ISC/Case Manager and Circle of Support (COS) to explore how Enabling Technology (ET) could be used to support the person's achievement of individualized goals and outcomes and increase the person's independence in or across environments, including home, community, work, volunteering, and travel; helping to educate the person supported and his/her Conservator, as applicable and COS in order to ensure an informed choice regarding the potential use of ET; and the implementation of ET supports as part of the delivery of this service, as appropriate, when approved as part of the person's ISP.~~

~~The SE Ind-JC provider shall be responsible for any Personal Assistance (PA) needs during the time that SE Ind-JC services are rendered at any given time; however, PA may not comprise the entirety of the SE Ind-JC service(s) being provided.~~

~~Transportation during the provision of SE Ind-JC is included in the rates paid for these services. Transportation of the person to and from SE Ind-JC is included in the rates paid for these services when such transportation is needed by the person. Time spent transporting the person to/from the job site, when needed, in SE Ind-JC is considered authorized service time and it is expected that the Job Coach will use this time with the person, as needed, to engage in conversation to identify/address employment-related issues and questions, and to provide support, guidance and positive reinforcement that contributes to the person maintaining IIE or SE.~~

~~A person's ISP may include more than one non-residential service (SE Ind services; Supported Employment-Small Group Employment Supports; Community Participation Supports; Intermittent Employment and Community Integration Wrap-Around Supports; Facility-Based Day Supports); however, they may not be billed for during the same period of time (e.g., the same 15 minute or hour unit of time).~~

Specify applicable (if any) limits on the amount, frequency, or duration of this service:

Max characters 6000

☞JC services do not include supports for volunteering or any form of unpaid internship, work experience or employment.

☞JC shall not be provided in excess of actual need and cannot be billed for more hours than the individual, engaged in employment or self-employmentSE, has worked in a billing period.

The Waiver will not cover SE Ind-JC services which are otherwise available to the individual under section 110 of the Rehabilitation Act of 1973, or the IDEA (20 U.S.C. 1401 et seq.). If one or more of these services are authorized, documentation is maintained that the service is not available to the individual under a program funded under section 110 of the Rehabilitation Act of 1973 or the IDEA (20 U.S.C. 1401 et seq.).

SE Ind-JC shall not be provided during the same time period that the person is receiving Personal Assistance, Respite, or services under a 504 Plan or Individual Education Program (IEP), is being homeschooled, or any combination thereof, or as a substitute for education services which are available pursuant to the Individual with Disabilities Education Act (IDEA), but which the person or his/her legal representative has elected to forego. Except for students who have graduated prior to May 2014, employment and day services for school aged persons (i.e., under the age of 22) are limited to regular school break periods.

These services are only for individuals seeking or engaged in IIE or SE.

These services do not include supporting paid employment or training in a sheltered workshop or similar facility-based setting. However, those individuals who are currently employed by a provider to fulfill a contract authorized pursuant to TCA 71-4-701 et seq. may continue to receive supported employment services for paid employment or training until the contract expires or the person loses the employment for any other reason. At that point, any supported employment services the person receives must fully align with best practices in competitive integrated employment and the State's commitment to Employment First and will no longer be used to support employment or training in a business enterprise owned or operated by or affiliated with a provider of these services. In limited circumstances where the person is working in an integrated employment arrangement, but the provider agency is serving as the Employer of Record (EOR), providers will be permitted to bill for Employment Supports while EOR responsibilities are transitioned from the provider to the business/entity offering the integrated employment opportunity, in order to ensure that employment is not disrupted.

These services do not include payment for supervisory activities rendered as a normal part of the business setting and supports otherwise available to employees without disabilities filling the same or similar positions in the business.

Non-residential habilitation services (SE-Ind (except as noted below); Small Group ES; Community Participation Supports; IE&CI Wrap-Around Supports; FB Day Supports) and either the Residential SNA-Homebound (HB) or the Non-Residential HB Service, when combined, may involve no more than 5,832 quarter hour units/year and no more than 240 quarter hour units in a fourteen day billing period. The Residential SNA-HB and the Non-Residential HB Service are paid on a per diem basis and each day shall be considered as 24 quarter hour units for the purposes of including this service in the annual and billing period limits. Under SE-Ind, authorizations of Benefits Counseling, Exploration, Discovery and Job Development are not included in these limits.

These services will not duplicate other services provided through the Waiver or the Medicaid State Plan.

Federal financial participation is not claimed for incentive payments, subsidies, or unrelated vocational training expenses such as the following:

•Incentive payments made to an employer to encourage or subsidize the employer's participation in supported employment;

•Payments that are passed through to users of supported employment services; or

•Payments for training that is not directly related to an individual's supported employment program.

A provider of SE-Ind JC services may also receive Social Security's Ticket to Work Outcome and Milestone

payments. These payments do not conflict with CMS regulatory requirements and do not constitute an overpayment of Federal dollars for services provided.

Service Delivery Method (check each that applies):

- Participant-directed as specified in Appendix E
- Provider managed

Specify whether the service may be provided by (check each that applies):

- Legally Responsible Person
- Relative
- Legal Guardian

Provider Specifications:

Provider Category	Provider Type
Agency	Waiver service agency
Individual	Legally Responsible Person

Service Type: Other Service

Service Name: Supported Employment Individual-Job Coaching

Provider Category: Agency

Provider Type: Waiver Service Agency

Provider Qualifications

License (specify):

N/A

Certificate (specify):

N/A

Other Standard (specify):

The provider must meet the general requirements for all waiver service providers:

1. Staff who have direct contact with or direct responsibility for the service recipient shall be able to effectively read, write, and communicate verbally in English and shall be able to read and understand instructions, perform record-keeping, and write reports.
2. Any waiver service provider who is responsible for transporting a service recipient shall ensure that the driver has a valid driver's license and automobile liability insurance.
3. Staff who have direct contact with or direct responsibility for the service recipient shall pass a criminal background check performed in accordance with a process approved by the Department of Intellectual and Developmental Disabilities (DIDD).
4. Staff who have direct contact with or direct responsibility for the service recipient shall not be listed in the Tennessee Department of Health Abuse Registry or the Tennessee Sexual Offender Registry.
5. Waiver service providers shall not have been excluded from participation in the Medicare or Medicaid programs.
6. All providers must comply with TennCare-approved policies, procedures, and rules for waiver service providers, including quality monitoring requirements.

Agency-employed staff delivering Supported Employment Individual-Job Coaching services shall also be required to meet the following qualifications:
The staff person shall have qualified as a Job Coach by either:

(1) qualifying as a Job Developer as listed in TennCare protocol; or
(2) successfully completing a competency-based training course covering best practices in job coaching and consultation, pre-approved by TennCare and covering, at minimum, specific content prescribed in TennCare protocol.

Verification of Provider Qualifications
Entity Responsible for Verification:

Department of Intellectual and Developmental Disabilities

Frequency of Verification:

Annually

Service Type: Other Service
Service Name: Supported Employment Individual-Job Coaching
Provider Category: Individual

Provider Type: Legally Responsible Person

Provider Qualifications

License (specify):

N/A

Certificate (specify):

N/A

Other Standard (specify):

The provider must meet the general requirements for all waiver service providers:

1. Staff who have direct contact with or direct responsibility for the service recipient shall be able to effectively read, write, and communicate verbally in English and shall be able to read and understand instructions, perform record-keeping, and write reports.
2. Any waiver service provider who is responsible for transporting a service recipient shall ensure that the driver has a valid driver's license and automobile liability insurance.
3. Staff who have direct contact with or direct responsibility for the service recipient shall pass a criminal background check performed in accordance with a process approved by the Department of Intellectual and Developmental Disabilities (DIDD).
4. Staff who have direct contact with or direct responsibility for the service recipient shall not be listed in the Tennessee Department of Health Abuse Registry or the Tennessee Sexual Offender Registry.
5. Waiver service providers shall not have been excluded from participation in the Medicare or Medicaid programs.
6. All providers must comply with TennCare-approved policies, procedures, and rules for waiver service providers, including quality monitoring requirements.

Agency-employed staff delivering Supported Employment Individual-Job Coaching services shall also be required to meet the following qualifications:

The staff person shall have qualified as a Job Coach by either:

- (1) qualifying as a Job Developer as listed in TennCare protocol; or
- (2) successfully completing a competency-based training course covering best practices in job coaching and consultation, pre-approved by TennCare and covering, at minimum, specific content prescribed in TennCare protocol.

Verification of Provider Qualifications

Entity Responsible for Verification:

Department of Intellectual and Developmental Disabilities

Frequency of Verification:

Annually

Appendix C: Participant Services

C-1/C-3: Service Specification

Return to Summary of Services

State laws, regulations and policies referenced in the specification are readily available to CMS upon request through the Medicaid agency or the operating agency (if applicable).

Service Type:

Other Service

As provided in 42 CFR §440.180(b)(9), the state requests the authority to provide the following additional service not specified in statute.

Service Title:

Supported Employment Individual-Job Development

Service Definition (Scope):

Max characters 12000

~~Support to obtain IIE or SE as defined above. The JD strategy should reflect best practices and whether customized employment is being sought. JD can also include SE Start-Up which is support in establishing SE or a microenterprise, through implementation of a viable and comprehensive business plan. SE Start Up may include: (a) aid to the person in identifying potential business opportunities; (b) assistance in the development of a business plan, including potential sources of business financing and other assistance in including potential sources of business financing and other assistance in developing and launching a business; (c) identification of the supports that are necessary in order for the person to operate the business. The outcome of this service is expected to be the achievement of an IIE or SE outcome consistent with the person's personal and career goals. This service will be paid on an outcome basis once the person has completed 2 calendar weeks of IIE or SE. Outcome payment amounts are tiered based upon the assessed level of need for the individual being served.~~

Supported Employment Individual-Job Development (SE-Ind JD) consists of JD Plan or Self-Employment (SE) Plan and JD Start-Up or SE Start-Up.

JD Plan or SE Plan is a time-limited and targeted service designed to create a clear and detailed plan for JD or for the start-up phase of SE. This service is limited to thirty (30) calendar days from the date of service initiation for JD Plan and is limited to ninety (90) calendar days from the date of service initiation for SE Plan. This service includes a planning meeting involving the individual and other key people who will be instrumental in supporting the individual to become employed in individualized integrated employment (IIE) or SE as defined in TennCare Rule. For SE Plan, the following additional items are required, and the service is expected to take around 50 hours to complete:

- Attend one of the small business orientation classes if not completed during SE Exploration – options listed under SE Exploration.
- Complete Feasibility Study with business mentor.

- Completion of SE Plan Template and business plan. This should promote further questions for start-up consultant, person supported, etc.
- Contacting sources of start-up capital, beginning process of obtainment. (Plan to Achieve Self-Support (PASS), Vocational Rehabilitation (VR), Loans, Crowdsourcing).
- Identifying licensure needed, inspections, liability insurance, etc. – and begin process of licensure. Reference the following site to determine if licensure is required: Registration and Licensing (tn.gov)
- Identifying total cost and how to obtain all resources and licensure needed. Confirm funding.
- Final consultation with job developer and the advisor to review SE Plan and business plan and give further recommendations prior to start-up.
- Benefits counseling consultation – if individual did not elect to pursue SE Exploration, ensure benefits counseling is received during this phase
- A final template verifying not only SE Plan, but resources, funding, licensure needed, how it was obtained, and next steps. Submission and approval of the template is required and will need approval at the completion of this phase. The expected outcome of this phase is to obtain all needed goods, licensure, services, and assistive/enabling technology necessary for a person to start their business. A final meeting with person supported, job developer, and advisor is required before completion. The business plan and completed SE Plan Template need to be submitted to Employment Specialist in order to complete service.

This service culminates in a written plan, using a template prescribed by DIDD that incorporates the results of Exploration and/or Discovery, if previously authorized. The written plan is due no later than thirty (30) calendar days after the service commences. For SE goals, this service results in the development of a SE business plan, including potential sources of business financing (such as VR, Small Business Administration loans, PASS plans), given that Medicaid funds may not be used to defray the capital expenses associated with starting a business. This service is paid on an outcome basis, after the written plan is received and approved, and the provider submits documentation detailing each date of service, the activities performed that day, and the duration of each activity.

JD Start-Up or SE Start-up is a time-limited service designed to implement a JD or SE Plan as follows:

o JD Start-Up is support to obtain an individualized competitive or customized job in an integrated employment setting in the general workforce, for which an individual is compensated at or above the minimum wage, but ideally not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities. The JD strategy should reflect best practices and adjusted based on whether the individual is seeking competitive or customized employment.

o SE Start-Up is support in implementing a SE business plan.

The outcome of this service is expected to be the achievement of an IIE or SE outcome consistent with the individual's personal and career goals, as determined through Exploration and/or Discovery if authorized, and as identified in the JD or SE Plan that guides the delivery of this service.

This service will be paid on an outcome basis once the person begun participation in IIE or SE. First payment for SE Start-Up will be following ten (10) business days "open." SE business "open" means the first day of offering the sale of goods or services. Proof of licensure is needed for SE outcome, indicating active SE. Outcome payment amounts for JD Start-Up are tiered based upon the assessed level of challenge anticipated to achieve the intended outcome of this service for the individual being served. The outcome payment amounts for SE Start-Up are not tiered. Outcome payments for both Start-Up services are also paid over three phases (two calendar weeks, six calendar weeks, and ten calendar weeks following the start of IIE or SE, so long as employment or SE is sustained) to incentivize retention of the job or SE situation.

These services are designed to support the achievement of IIE and SE outcomes consistent with the individual's personal and career goals, as determined through Exploration, Discovery and/or other similar career planning processes and which include an introduction to the variety of work incentives available to individuals receiving

Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI), Medicaid and/or Medicare.

As part of the provision of this service, the provider shall be responsible for working with the person, the person's Case Manager and Circle of Support (COS) to explore how Enabling Technology (ET) could be used to support the person's achievement of individualized goals and outcomes and increase the person's independence in or across environments, including home, community, work, volunteering, and travel; helping to educate the person supported and his/her Conservator, as applicable and COS in order to ensure an informed choice regarding the potential use of ET; and the implementation of ET supports as part of the delivery of this service, as appropriate, when approved as part of the person's ISP.

The SE Ind-JD provider shall be responsible for any Personal Assistance (PA) needs during the time that SE Ind-JD services are rendered at any given time; however, PA may not comprise the entirety of the SE Ind-JD service(s) being provided.

Transportation during the provision of SE Ind-JD is included in the rates paid for these services. Transportation of the person to and from SE Ind-JD is included in the rates paid for these services when such transportation is needed by the person.

A person's ISP may include more than one non-residential service (SE Ind services; Supported Employment-Small Group Employment Supports; Community Participation Supports; Intermittent Employment and Community Integration Wrap-Around Supports; Facility-Based Day Supports); however, they may not be billed for during the same period of time (e.g., the same 15 minute or hour unit of time).

Specify applicable (if any) limits on the amount, frequency, or duration of this service:

Max characters 6000

o ~~Job Development (JD) Plan or SE Plan: including Self-Employment Start-Up:~~ After an individual has received the service for the first time, re-authorization may occur a maximum of once ~~per every three years~~ (with a minimum of ~~three~~ 365-day intervals between services), and only if the person, at the time of re-authorization, is not already engaged in ~~individualized integrated employment (IIE) or self-employment (SE)~~, or other services to obtain such employment, and the person has a goal to obtain ~~individualized integrated employment (IIE) or self-employment (SE)~~ within ~~9-12~~ months.

o ~~JD Start-Up or Self-Employment (SE) Start-up:~~ After an individual has received the service for the first time, re-authorization may occur a maximum of once per year (with a minimum 365-day interval between services), and only if the person, at the time of re-authorization, is not already engaged in IIE or SE, or other services to obtain such employment, and the person has a goal to obtain IIE or SE within nine (9) months. ~~Medicaid funds may not be used to defray the expenses associated with starting up or operating a business.~~

Job Development may not include placement services of an employment agency or business/financial services.

The Waiver will not cover SE-Ind JD services which are otherwise available to the individual under section 110 of the Rehabilitation Act of 1973, or the IDEA (20 U.S.C. 1401 et seq.). If one or more of these services are authorized, documentation is maintained that the service is not available to the individual under a program funded under section 110 of the Rehabilitation Act of 1973 or the IDEA (20 U.S.C. 1401 et seq.).

SE-Ind JD shall not be provided during the same time period that the person is receiving Personal Assistance, Respite, or services under a 504 Plan or Individual Education Program (IEP), is being homeschooled, or any combination thereof, or as a substitute for education services which are available pursuant to the Individual with Disabilities Education Act (IDEA), but which the person or his/her legal representative has elected to forego. Except for students who have graduated prior to May 2014, employment and day services for school aged persons (i.e., under the age of 22) are limited to regular school break periods.

These services are only for individuals seeking or engaged in IIE or SE.

These services do not include supporting paid employment or training in a sheltered workshop or similar facility-based setting. However, those individuals who are currently employed by a provider to fulfill a contract authorized pursuant to TCA 71-4-701 et seq. may continue to receive supported employment services for paid employment or training until the contract expires or the person loses the employment for any other reason. At that point, any supported employment services the person receives must fully align with best practices in competitive integrated employment and the State's commitment to Employment First and will no longer be used to support employment or training in a business enterprise owned or operated by or affiliated with a provider of these services. In limited circumstances where the person is working in an integrated employment arrangement, but the provider agency is serving as the Employer of Record (EOR), providers will be permitted to bill for Employment Supports while EOR responsibilities are transitioned from the provider to the business/entity offering the integrated employment opportunity, in order to ensure that employment is not disrupted.

These services do not include payment for supervisory activities rendered as a normal part of the business setting and supports otherwise available to employees without disabilities filling the same or similar positions in the business.

Non-residential habilitation services (SE-Ind (except as noted below); Small Group ES; Community Participation Supports; IE&CI Wrap-Around Supports; FB Day Supports) and either the Residential SNA-Homebound (HB) or the Non-Residential HB Service, when combined, may involve no more than 5,832 quarter hour units/year and no more than 240 quarter hour units in a fourteen day billing period. The Residential SNA-HB and the Non-Residential HB Service are paid on a per diem basis and each day shall be considered as 24 quarter hour units for the purposes of including this service in the annual and billing period limits. Under SE-IES, authorizations of Benefits Counseling, Exploration, Discovery, and Job Development are not included in these limits.

These services will not duplicate other services provided through the Waiver or the Medicaid State Plan.

Federal financial participation is not claimed for incentive payments, subsidies, or unrelated vocational training expenses such as the following:

- Incentive payments made to an employer to encourage or subsidize the employer's participation in supported employment;
- Payments that are passed through to users of supported employment services; or
- Payments for training that is not directly related to an individual's supported employment program.

A provider of SE-Ind JD services may also receive Social Security's Ticket to Work Outcome and Milestone payments. These payments do not conflict with CMS regulatory requirements and do not constitute an overpayment of Federal dollars for services provided.

Service Delivery Method (check each that applies):

Participant-directed as specified in Appendix E

Provider managed

Specify whether the service may be provided by (check each that applies):

Legally Responsible Person

Relative

Legal Guardian

Provider Specifications:

Provider Category	Provider Type
Agency	Waiver service agency
Individual	Legally Responsible Person

Service Type: Other Service
Service Name: Supported Employment Individual-Job Development
Provider Category: Agency

Provider Type: Waiver Service Agency

Provider Qualifications

License (specify):

N/A

Certificate (specify):

N/A

Other Standard (specify):

The provider must meet the general requirements for all waiver service providers:

1. Staff who have direct contact with or direct responsibility for the service recipient shall be able to effectively read, write, and communicate verbally in English and shall be able to read and understand instructions, perform record-keeping, and write reports.
2. Any waiver service provider who is responsible for transporting a service recipient shall ensure that the driver has a valid driver's license and automobile liability insurance.
3. Staff who have direct contact with or direct responsibility for the service recipient shall pass a criminal background check performed in accordance with a process approved by the Department of Intellectual and Developmental Disabilities (DIDD).
4. Staff who have direct contact with or direct responsibility for the service recipient shall not be listed in the Tennessee Department of Health Abuse Registry or the Tennessee Sexual Offender Registry.
5. Waiver service providers shall not have been excluded from participation in the Medicare or Medicaid programs.
6. All providers must comply with TennCare-approved policies, procedures, and rules for waiver service providers, including quality monitoring requirements.

Agency-employed staff delivering Supported Employment-Individual Job Development services shall also be required to meet the following qualifications:

The staff person shall have successfully obtained training to qualify as a Job Developer as prescribed in TennCare protocol.

Verification of Provider Qualifications

Entity Responsible for Verification:

Department of Intellectual and Developmental Disabilities

Frequency of Verification:

Annually

Service Type: Other Service
Service Name: Supported Employment Individual-Job Development
Provider Category: Individual

Provider Type: Legally Responsible Person

Provider Qualifications

License (specify):

N/A

Certificate (specify):

N/A

Other Standard (specify):

The provider must meet the general requirements for all waiver service providers:

1. Staff who have direct contact with or direct responsibility for the service recipient shall be able to effectively read, write, and communicate verbally in English and shall be able to read and understand instructions, perform record-keeping, and write reports.
2. Any waiver service provider who is responsible for transporting a service recipient shall ensure that the driver has a valid driver's license and automobile liability insurance.
3. Staff who have direct contact with or direct responsibility for the service recipient shall pass a criminal background check performed in accordance with a process approved by the Department of Intellectual and Developmental Disabilities (DIDD).
4. Staff who have direct contact with or direct responsibility for the service recipient shall not be listed in the Tennessee Department of Health Abuse Registry or the Tennessee Sexual Offender Registry.
5. Waiver service providers shall not have been excluded from participation in the Medicare or Medicaid programs.
6. All providers must comply with TennCare-approved policies, procedures, and rules for waiver service providers, including quality monitoring requirements.

Agency-employed staff delivering Supported Employment-Individual Job Development services shall also be required to meet the following qualifications:

The staff person shall have successfully obtained training to qualify as a Job Developer as prescribed in TennCare protocol.

Verification of Provider Qualifications

Entity Responsible for Verification:

Department of Intellectual and Developmental Disabilities

Frequency of Verification:

Annually

Appendix C: Participant Services

C-1/C-3: Service Specification

Return to Summary of Services

State laws, regulations and policies referenced in the specification are readily available to CMS upon request through the Medicaid agency or the operating agency (if applicable).

Service Type:

Other Service

As provided in 42 CFR §440.180(b)(9), the state requests the authority to provide the following additional service not specified in statute.

Service Title:

Supported Employment - Small Group Employment Support

Service Definition (Scope):

Max characters 12000

This service provides employment services and training activities to support successful transition to ~~Individualized Integrated Employment (IIE)~~ or ~~Self-Employment (SE)~~ as defined in TennCare Rule, or to supplement such ~~employment-IIE~~ and/or ~~self-employment-SE~~ when it is only part-time. Service may involve small group career planning and exploration, small group Discovery classes/activities, other educational opportunities related to successful job acquisition and working successfully in ~~individualized-integrated employment-IIE~~. Service may also include employment in integrated business, industry, and community settings. Examples include mobile crews, small enclaves and other small groups participating in integrated employment that is specifically related to the identified interests, experiences and/or skills of each of the persons in the small group and that results in acquisition of knowledge, skills, and experiences that facilitate transition to ~~individualized-integrated employment-IIE~~ or ~~self-employment-SE~~, or that supplement such ~~employment-IIE~~ or ~~self-employment-SE~~ when it is only part-time. Maximum group size is ~~four-three~~ waiver participants.

As part of the provision of this service, the provider shall be responsible for working with the person, the person's ISC/Case Manager and Circle of Support (COS) to explore how Enabling Technology (ET) could be used to support the person's achievement of individualized goals and outcomes and increase the person's independence in or across environments, including home, community, work, volunteering, and travel; helping to educate the person supported and his/her Conservator, as applicable and COS in order to ensure an informed choice regarding the potential use of ET; and the implementation of ET supports as part of the delivery of this service, as appropriate, when approved as part of the person's ISP.

1. Career planning and exploration activities, Discovery classes/activities, other educational opportunities related to successful job acquisition and working successfully in ~~individualized-integrated employment-IIE~~ or ~~self-employment-SE~~ must be conducted in appropriate non-disability-specific settings (e.g. Job Centers, businesses, post-secondary education campuses, libraries, etc.) All settings must meet all HCBS setting standards and must not isolate participants from others who do not have disabilities.
 2. In the enclave model, a small group of people with disabilities (no more than ~~four-three~~ people) is trained and supervised to work among employees who are not disabled at the host company's work site. Persons in the enclave may work as a team at a single work area or may work in multiple areas throughout the company. The Supported Employment—Small Group provider is responsible for training, supervision, and support of participants. The provider is expected to conduct this service in integrated business, industry or community settings that meet all HCBS setting standards and do not isolate participants from others in the setting who do not have disabilities. The experience should allow opportunities for routine interactions with others without disabilities in the setting and involvement from supervisors and co-workers without disabilities (not paid to deliver this service) in the supervision and support of individuals receiving this service.
 3. In the mobile work crew model, a small crew of workers (including no more than ~~four-three~~ persons with disabilities and ideally including workers without disabilities who are not paid support staff) work as a distinct unit and operate as a self-contained business that generates employment for their crew members by selling a service. The crew typically works at several locations within the community. The Supported Employment—Small Group provider is responsible for training, supervision, and support of participants. The provider is expected to conduct this service in integrated business, industry or community settings that meet all HCBS setting standards and do not isolate participants from others who do not have disabilities. The experience should allow opportunities for routine interactions with people without disabilities (including fellow crew members, customers, etc.) in the course of performing services.
- Paid work under Supported Employment—Small Group must be paid in accordance with all applicable federal and state labor laws, with the optimal expectation being wages that are at or above the state minimum wage. Further, the employment must provide an opportunity for participants, whether paid based on productivity or not, to earn an increased hourly wage over time as would be typical for other members of the general

workforce. Supported Employment—Small Group does not include vocational or prevocational services, employment or training provided in facility-based work settings. Supported Employment—Small Group service settings cannot be provider-owned, leased, or operated settings. The settings must be integrated in and support full access of participants to the greater community, including opportunities to learn about and seek ~~individualized integrated employmentIIE or self-employmentSE~~, engage in community life, and control their earned income. ~~The expected outcome of this service is the acquisition of knowledge, skills and experiences that facilitate career development and transition to individualized integrated employment or self-employment, or that supplement such employment and/or self-employment when it is only part-time.~~ The ~~individualized integrated employmentIIE or self-employmentSE~~ shall be consistent with the individual's personal and career goals. Supported Employment—Small Group services shall be provided in a way that presumes all participants are capable of working in ~~individualized integrated employmentIIE and/or self-employmentSE~~. Participants in this service shall be encouraged, on an ongoing basis, to explore and develop their interests, strengths, and abilities relating to ~~individualized integrated employmentIIE and/or self-employmentSE~~. In order to reauthorize this service, the ISP must document that such opportunities are being provided through this service, to the individual, on an on-going basis. The ISP shall also document and address any barriers to the individual transitioning to ~~individualized integrated employmentIIE or self-employmentSE~~ if the person is not already participating in ~~individualized integrated employmentIIE or self-employmentSE~~. Any individual using this service to supplement part-time ~~individualized integrated employmentIIE or self-employmentSE~~ shall be offered assistance to increase hours in ~~individualized integrated employmentIIE and/or self-employmentSE~~ as an alternative or partial alternative to continuing this service.

As a component part of this service, Supported Employment—Small Group service providers shall support individuals in identifying and pursuing ~~any needed supports to take~~ opportunities that will move them into ~~individualized integrated employmentIIE or self-employmentSE~~.

An individual's person-centered support plan may include more than one non-residential habilitation service (Supported Employment-Individual Employment Supports; Supported Employment-Small Group Employment Supports; Community Participation Supports; Intermittent Employment and Community Integration Wrap-Around Supports; Facility-Based Day Supports); however, they may not be billed for during the same period of time (e.g., the same 15 minute or hour unit of time).

Transportation during the provision of these services is included in the rates paid for these services. Transportation of a participant to and from these services is included in the rates paid for these services when such transportation is needed by a participant.

The Supported Employment—Small Group provider shall be responsible for any personal assistance needs during the hours that Supported Employment-Small Group services are provided; however, the personal assistance services may not comprise the entirety of the Supported Employment—Small Group service.

Specify applicable (if any) limits on the amount, frequency, or duration of this service:

- Supported Employment—Small Group does not include vocational or prevocational services, habilitation services, employment or training provided in facility based work settings.
- Supported Employment—Small Group service settings cannot be provider-owned, leased, or operated settings. Tennessee Department of Transportation rest areas, operated by a provider as part of State Use Program, where individuals employed are earning at least minimum wage, are excluded from this requirement.
- Supported Employment—Small Group services exclude services available to an individual under a program funded under section 110 of the Rehabilitation Act of 1973 or the IDEA (20 U.S.C. 1401 et seq.).
- Supported Employment-Small Group Employment Supports shall not be provided during the same time period that the person is receiving Personal Assistance Services, Respite Services, or services under a 504 Plan or Individual Education Program (IEP), is being homeschooled, or any combination thereof, or as a substitute for education services which are available pursuant to the Individual with Disabilities Education Act (IDEA), but which the person or his/her legal representative has elected to forego. Except for students who have graduated

prior to May of 2014, Day Services for school aged persons (i.e., under the age of 22) are limited to regular school break periods.

- Federal financial participation is not claimed for incentive payments, subsidies, or unrelated vocational training expenses such as the following:
 - Incentive payments made to an employer to encourage or subsidize the employer's participation in supported employment;
 - Payments that are passed through to users of supported employment services; or
 - Payments for training that is not directly related to an individual's supported employment program.
- Supported Employment—Small Group does not include supports for volunteering.
- Non-residential habilitation services (Supported Employment-Individual ~~Employment Supports~~services (except as noted below); Supported Employment-Small Group Employment Supports; Community Participation Supports; Intermittent Employment and Community Integration Wrap-Around Supports; Facility-Based Day Supports) and the Non-Residential Homebound Support Service when combined may involve no more than 5,832 quarter hour units/year and no more than 240 quarter hour units in a fourteen day billing period. The Non-Residential Homebound Support Service is paid on a per diem basis and each day shall be considered as 24 quarter hour units for the purposes of including this service in the annual and billing period limits. Under Supported Employment-Individual Employment Supports, authorizations of Benefits Counseling, Exploration, Discovery, and Job Development are not included in these limits.

Service Delivery Method (check each that applies):

Participant-directed as specified in Appendix E

Provider managed

Specify whether the service may be provided by (check each that applies):

Legally Responsible Person

Relative

Legal Guardian

Provider Specifications:

Provider Category	Provider Type
Agency	Waiver service agency
Individual	Legally Responsible Person

Service Type: Other Service

Service Name: Supported Employment Individual-Small Group Employment Supports

Provider Category: Agency

Provider Type: Waiver Service Agency

Provider Qualifications

License (specify):

N/A

Certificate (specify):

N/A

Other Standard (specify):

The provider must meet the general requirements for all waiver service providers:

~~1. All providers shall be at least 18 years of age.~~

12. Staff who have direct contact with or direct responsibility for the service recipient shall be able to

effectively read, write, and communicate verbally in English and shall be able to read and understand instructions, perform record-keeping, and write reports.

~~23.~~ Any waiver service provider who is responsible for transporting a service recipient shall ensure that the driver has a valid driver's license and automobile liability insurance.

~~34.~~ Staff who have direct contact with or direct responsibility for the service recipient shall pass a criminal background check performed in accordance with a process approved by the Department of Intellectual and Developmental Disabilities (DIDD).

~~45.~~ Staff who have direct contact with or direct responsibility for the service recipient shall not be listed in the Tennessee Department of Health Abuse Registry or the Tennessee Sexual Offender Registry.

~~56.~~ Waiver service providers shall not have been excluded from participation in the Medicare or Medicaid programs.

~~67.~~ All providers must comply with TennCare-approved policies, procedures, and rules for waiver service providers, including quality monitoring requirements.

Agency-employed staff delivering Supported Employment-Small Group Employment Supports services shall also be required to meet the following qualifications:

1. The staff person shall have qualified as a Job Coach by either: (1) qualifying as a Job Developer as defined ~~under in Supported Employment Individual Employment Supports TennCare protocol~~; or (2) successfully completing a competency-based training course covering best practices in job coaching and consultation, pre-approved by ~~DIDD-TennCare~~ and covering, at minimum, specific content prescribed in ~~policy by DIDD-TennCare protocol~~. ~~Example of acceptable course is: Training Resource Network, Inc. (TRN) Job Coaching and Consulting Design, Training and Natural Support on-line web course.~~

Verification of Provider Qualifications

Entity Responsible for Verification:

Department of Intellectual and Developmental Disabilities

Frequency of Verification:

Annually

Service Type: Other Service

Service Name: Supported Employment Individual-Small Group Employment Supports

Provider Category: Individual

Provider Type: Legally Responsible Person

Provider Qualifications

License (specify):

N/A

Certificate (specify):

N/A

Other Standard (specify):

The provider must meet the general requirements for all waiver service providers:

~~1. All providers shall be at least 18 years of age.~~

~~12.~~ Staff who have direct contact with or direct responsibility for the service recipient shall be able to effectively read, write, and communicate verbally in English and shall be able to read and understand instructions, perform record-keeping, and write reports.

~~23.~~ Any waiver service provider who is responsible for transporting a service recipient shall ensure that the

driver has a valid driver's license and automobile liability insurance.

~~34.~~ Staff who have direct contact with or direct responsibility for the service recipient shall pass a criminal background check performed in accordance with a process approved by the Department of Intellectual and Developmental Disabilities (DIDD).

~~45.~~ Staff who have direct contact with or direct responsibility for the service recipient shall not be listed in the Tennessee Department of Health Abuse Registry or the Tennessee Sexual Offender Registry.

~~56.~~ Waiver service providers shall not have been excluded from participation in the Medicare or Medicaid programs.

~~67.~~ All providers must comply with TennCare-approved policies, procedures, and rules for waiver service providers, including quality monitoring requirements.

Agency-employed staff delivering Supported Employment-Small Group Employment Supports services shall also be required to meet the following qualifications:

1. The staff person shall have qualified as a Job Coach by either: (1) qualifying as a Job Developer as defined ~~under in Supported Employment Individual Employment Supports~~TennCare protocol; or (2) successfully completing a competency-based training course covering best practices in job coaching and consultation, pre-approved by ~~DIDD-TennCare~~ and covering, at minimum, specific content prescribed in ~~policy by DIDD-TennCare protocol~~. ~~Example of acceptable course is: Training Resource Network, Inc. (TRN) Job Coaching and Consulting- Design, Training and Natural Support on line web course.~~

Verification of Provider Qualifications

Entity Responsible for Verification:

Department of Intellectual and Developmental Disabilities

Frequency of Verification:

Annually

The State is making the following revisions to the Support Coordination definition in the CAC and SW waivers:

Ongoing monitoring by the ISC is accomplished through a stratified approach, based on the person's assessed level of support need, as follows: ~~A person assessed to have level of need 1, 2, or 3 for purposes of reimbursement or not receiving any residential or day service reimbursed based on level of need requires~~ At a minimum, of at least one monthly in-person or telephone contact per calendar month is required, and at least one bi-monthly (every other month) face-to-face contact; at least one visit per quarter shall be conducted in the person's home.

At least once every three months, for level of need 1, 2, or 3 residential services (Supported Living, Residential Habilitation, and Family Model Residential), a visit must occur in the person's home; and for level of need 1, 2, or 3 day or employment services or services not based on level of need, a visit should be coordinated with the person or the person's family to occur every third month in the person's home or in alternate locations as chosen by the person or the person's family. Based on the person's or family's preference as applicable, the home visit may be conducted through videoconference no more frequently than once every six months.

Generally, face-to-face visits should be coordinated with the person supported (and their family, as applicable) to occur in the person's residence. However, for persons not receiving residential services, if requested by the person (or their family, as applicable), visits can be scheduled at alternative locations that are convenient for the person and their family, unless there are specific concerns regarding the person's health and safety which would warrant that the visit is conducted in the home as documented in the person-centered plan.

~~A person assessed to have level of need 4, 5, or 6 for purposes of reimbursement requires a minimum of at least one monthly face-to-face contact per calendar month across all environments and in the person's residence at least quarterly. Based on the person's preference, the required monthly contact may be conducted with the person through videoconference no more frequently than every other month.~~ At least once every three months, for level of need 4, 5, or 6 residential services (Supported Living, Residential Habilitation, Medical Residential, and Family Model Residential), a visit must occur in the person's home; or if only receiving a day or employment service at level of need 4, 5, or 6, a visit should be coordinated with the person or the person's family to occur either in the person's home or in alternate locations as chosen by the person or the person's family.

Generally, face-to-face visits should be coordinated with the person supported (and their family, as applicable) to occur in the person's residence. However, for persons not receiving residential services, if requested by the person (or their family, as applicable), visits can be scheduled at alternative locations that are convenient for the person and their family, unless there are specific concerns regarding the person's health and safety which would warrant that the visit is conducted in the home as documented in the person-centered plan. The level of need for reimbursement of residential services is the overriding determinant of the type and

frequency of contacts. The level of need or employment and day services will determine type and frequency of contacts only if the person receives no residential services. Residential level of reimbursement is the overriding determinant of the contact frequency. Day services level of need will only determine visit frequency if the person receives no residential services.

Generally, face-to-face visits should be coordinated with the person supported (and their family, as applicable) to occur in the person's residence. However, for persons not receiving residential services, if requested by the person (or their family, as applicable), visits can be scheduled at alternative locations that are convenient for the person and their family, unless there are specific concerns regarding the person's health and safety which would warrant that the visit is conducted in the home.

The ISC may, if preferred by the person and/or legal guardian, if applicable, and documented in the ISP, complete some of the minimally required visits using telehealth-specifically online videoconferencing using a tablet or other smart mobile device. If virtual technology is not available to the person, then a telephone contact may be acceptable to allow flexibility per the family's request. All of the following, at a minimum, shall require in-person face-to-face visits, absent extenuating circumstances such when an in-person meeting may negatively impact the person or coordinator's health or safety:

- (1) Annual re-assessment or planning meeting for purposes of updating the ISP;
- (2) When there is a significant change in condition defined as:
 - a. Change in community placement to a residential setting (i.e., Supported Living, Medical Residential) or a change between residential settings;
 - b. Loss or change in primary caregiver or loss of essential social supports for a person not receiving residential services;
 - c. Significant change in physical or behavioral health and/or functional status, including but not limited to hospital (acute or psychiatric) admission for purposes of ensuring appropriate supports are available upon discharge; following any hospital discharge (to ensure the person's needs are being met, ensure co continuity of care, and avoid potential readmission; following any out-of-home placement related to behavior support needs; or
 - d. Repeated instances of reportable events; or
 - e. Any other event that significantly increases the perceived risk to a person.; and
- (3) At any time based on the member's preference for in-person meetings.

The State is making the following updates to service definition limits for Community Participation, Facility-Based Day Supports, Intermittent Employment and Community Integration Wraparound Supports, Supported Employment-Individual services, and Supported Employment-Small Group:

The Residential Special Needs Adjustment-Homebound and the Non-Residential Homebound Support Service are paid on a per diem basis and each day shall be considered as 24 quarter hour units for the purposes of including this service in the annual and billing period limits.

Under Supported Employment-Individual Employment Supports, authorizations of Benefits Counseling, Exploration, Discovery, and Job Development are not included in these limits.

The State is making the following addition to the Residential Habilitation service definition in the CAC and SW waivers:

To support the introduction of TennCare and DIDD Value-Based Purchasing (VBP) initiatives, a flexible residential service rate option is available to incentivize provider outcomes that align with system transformation values, such as person-centered practices, independence, community integration, dignity of choice, competitive integrated employment, enabling technology, and workforce development.

Appendix D: Participant-Centered Planning and Service Delivery

D-2: Service Plan Implementation and Monitoring

a. Service Plan Implementation and Monitoring.

Ongoing monitoring by ISCs is accomplished through a stratified approach, based on the person's assessed level of support need, as follows: A person assessed to have level of need 1, 2, or 3 for purposes of reimbursement or not receiving any residential or day service requires a minimum of ~~At least minimum,~~ one monthly in-person or telephone contact per calendar month is required, and at least one bi-monthly (every other month) face-to-face contact; at least one visit per quarter shall be conducted in the person's home.

Commented [E11]: Everywhere this says ISC would be DIDD CM in the SD Waiver

At least once every three months, for level of need 1, 2, or 3 residential services (Supported Living, Residential Habilitation, and Family Model Residential), a visit must occur in the person's home; and for level of need 1, 2, or 3 day or employment services or services not based on level of need, a visit should be coordinated with the person or the person's family to occur every third month in the person's home or in alternate locations as chosen by the person or the person's family. Based on the person's or family's preference as applicable, the home visit may be conducted through videoconference no more frequently than once every six months.

Commented [E12]: CAC and SW only

Generally, face-to-face visits should be coordinated with the person supported (and their family, as applicable) to occur in the person's residence. However, for persons not receiving residential services, if requested by the person (or their family, as applicable), visits can be scheduled at alternative locations that are convenient for the person and their family, unless there are specific concerns regarding the person's health and safety which would warrant that the visit is conducted in the home as documented in the person-centered plan.

A person assessed to have level of need 4, 5, or 6 for purposes of reimbursement requires a minimum of at least one monthly face-to-face contact per calendar month, across all environments and in the person's residence at least quarterly. Based on the person's preference, the required monthly contact may be conducted with the person through videoconference no more frequently than every other month. At least once every three months, for level of need 4, 5, or 6 residential services (Supported Living, Residential

Habilitation, Medical Residential, and Family Model Residential), a visit must occur in the person's home; or if only receiving a day or employment service at level of need 4, 5, or 6, a visit should be coordinated with the person or the person's family to occur either in the person's home or in alternate locations as chosen by the person or the person's family.

Commented [E13]: CAC and SW only

Generally, face-to-face visits should be coordinated with the person supported (and their family, as applicable) to occur in the person's residence. However, for persons not receiving residential services, if requested by the person (or their family, as applicable), visits can be scheduled at alternative locations that are convenient for the person and their family, unless there are specific concerns regarding the person's health and safety which would warrant that the visit is conducted in the home as documented in the person-centered plan. The level of need for reimbursement of residential services is the overriding determinant of the type and frequency of contacts. The level of need or employment and day services will determine type and frequency of contacts only if the person receives no residential services. Residential level of reimbursement is the overriding determinant of the contact frequency. Day services level of need will only determine visit frequency if the person receives no residential services.

Generally, face to face visits should be coordinated with the person supported (and their family, as applicable) to occur in the person's residence. However, for persons not receiving residential services, if requested by the person (or their family, as applicable), visits can be scheduled at alternative locations that are convenient for the person and their family, unless there are specific concerns regarding the person's health and safety which would warrant that the visit is conducted in the home.

The ISC may, if preferred by the person and/or legal guardian, if applicable, and documented in the ISP, complete some of the minimally required visits using telehealth-specifically online videoconferencing using a tablet or other smart mobile device. If virtual technology is not available to the person, then a telephone contact may be acceptable to allow flexibility per the family's request. All of the following, at a minimum, shall require in-person face-to-face visits, absent extenuating circumstances such when an in-person meeting may negatively impact the person or coordinator's health or safety:

- (1) Annual re-assessment or planning meeting for purposes of updating the ISP;
- (2) When there is a significant change in condition defined as:
 - a. Change in community placement to a residential setting (i.e., Supported Living, Medical Residential) or a change between residential settings;
 - b. Loss or change in primary caregiver or loss of essential social supports for a person not receiving residential services;
 - c. Significant change in physical or behavioral health and/or functional status, including but not limited to hospital (acute or psychiatric) admission for purposes of ensuring appropriate supports are available upon discharge; following any hospital discharge (to ensure the person's needs are being met, ensure co continuity of care, and avoid potential readmission; following any out-of-home placement related to behavior support needs; or
 - d. Repeated instances of reportable events; or

- e. Any other event that significantly increases the perceived risk to a person.; and
- (3) At any time based on the member's preference for in-person meetings.

Appendix E: Participant Direction of Services
E-1: Overview (5 of 13)

~~Persons enrolled in this waiver shall be contacted by their DIDD Case Manager at least monthly either in person or by telephone. These individuals shall be visited in their residence face-to-face by their DIDD Case Manager at least quarterly.~~

Commented [E14]: SD waiver only

~~Ongoing monitoring by Case Managers is accomplished through a stratified approach, based on level of support need, as follows: At minimum, one in-person or telephone contact per calendar month is required. At least once every three months, for level of need 1, 2, or 3 day or employment services or services not based on level of need, a visit should be coordinated with the person or the person's family to occur every third month in the person's home or in alternate locations as chosen by the person or the person's family. Based on the person's or family's preference as applicable, the home visit may be conducted through videoconference no more frequently than once every six months. A person assessed to have level of need 4, 5, or 6 for purposes of reimbursement requires at least one face-to-face contact per calendar month across all environments. Based on the person's preference, the required monthly contact may be conducted with the person through videoconference no more frequently than every other month. At least once every three months, if only receiving a day or employment service at level of need 4, 5, or 6, a visit should be coordinated with the person or the person's family to occur either in the person's home or in alternate locations as chosen by the person or the person's family.~~

~~Generally, face-to-face visits should be coordinated with the person supported (and their family, as applicable) to occur in the person's residence. However, for persons not receiving residential services, if requested by the person (or their family, as applicable), visits can be scheduled at alternative locations that are convenient for the person and their family, unless there are specific concerns regarding the person's health and safety which would warrant that the visit is conducted in the home as documented in the ISP.~~

Appendix E: Participant Direction of Services
E-2: Opportunities for Participant-Direction (6 of 6)

~~DIDD case managers assist persons supported in identifying their needs and preferences, and selecting, obtaining, and coordinating services. and Persons enrolled in this waiver shall be contacted by their DIDD Case Manager at least monthly either in person or by telephone. These individuals shall be visited in their residence face-to-face by their DIDD Case Manager at least quarterly.~~

Commented [E15]: SD waiver only

~~Ongoing monitoring by Case Managers is accomplished through a stratified approach, based on level of support need, as follows: At minimum, one in-person or telephone contact per calendar~~

month is required. At least once every three months, for level of need 1, 2, or 3 day or employment services or services not based on level of need, a visit should be coordinated with the person or the person's family to occur every third month in the person's home or in alternate locations as chosen by the person or the person's family. Based on the person's or family's preference as applicable, the home visit may be conducted through videoconference no more frequently than once every six months. A person assessed to have level of need 4, 5, or 6 for purposes of reimbursement requires at least one face-to-face contact per calendar month across all environments. Based on the person's preference, the required monthly contact may be conducted with the person through videoconference no more frequently than every other month. At least once every three months, if only receiving a day or employment service at level of need 4, 5, or 6, a visit should be coordinated with the person or the person's family to occur either in the person's home or in alternate locations as chosen by the person or the person's family.

Generally, face-to-face visits should be coordinated with the person supported (and their family, as applicable) to occur in the person's residence. However, for persons not receiving residential services, if requested by the person (or their family, as applicable), visits can be scheduled at alternative locations that are convenient for the person and their family, unless there are specific concerns regarding the person's health and safety which would warrant that the visit is conducted in the home as documented in the ISP.

Appendix I: Financial Accountability

I-2: Rates, Billing, and Claims

a. Rate Determination Methods.

The State is making the following revisions to Appendix I-2.a.:

For Supported Employment-Individual ~~Services~~ Job Coaching, fee for service job coaching rates are based on a prospective rate model that reflects a sufficient wage for the level of qualified staff required to deliver the service and all other reasonable and anticipated costs involved in providing the service.

For Supported Employment-Individual Services the state proposes to pay on an outcome basis, the following rate determination methods were used:

Job Development: Using information from other states and Vocational Rehabilitation, the average amount of hours necessary for completion of job development plan and start-up and self-employment plan and start-up (securing outcome of paid competitive, integrated employment, consistent with a waiver participants goals, preferences, skills and conditions for success) was determined. This average was used to create three tiered hour levels to reflect waiver participants' varying levels of disability (acuity). For each tier, the average hours expected to be necessary to complete the job development and self-employment start-up services were multiplied by the underlying fee-for-service prospective rate for the qualified job developer to arrive at the three tiered outcome payments.

A one-time incentive payment for full transition of a person from Supported Employment-Small Group services to individualized integrated employment or self-employment shall be paid to the Supported Employment—Small Group provider upon successful transition (defined as successfully completing at least four weeks in the individualized integrated employment or self-employment situation) out of Supported Employment—Small Group services to individualized integrated employment or self-employment.

To support the introduction of TennCare and DIDD Value-Based Purchasing (VBP) initiatives, a flexible residential service rate option is available to incentivize provider outcomes that align with system transformation values, such as person-centered practices, independence, community integration, dignity of choice, competitive integrated employment, enabling technology, and workforce development.

Commented [E16]: CAC and SW waivers only

Appendix J: Cost Neutrality Demonstration

J-2: Derivation of Estimates (4 of 9)

Component management for a waiver service. Enter the component name in the text box provided and click “Add.” Multiple components can be added to each service. To return to the previous screen select “Return to List of Services.”

The State is making the following changes to Appendix J-2 services/components:

List of Services:

<u>Supported Employment – Individual Employment Support</u>	
<u>Supported Employment Individual-Benefits Counseling</u>	manage components
<u>Supported Employment Individual-Discovery</u>	manage components
<u>Supported Employment Individual-Exploration</u>	manage components
<u>Supported Employment Individual-Job Coaching</u>	manage components
<u>Supported Employment Individual-Job Development</u>	manage components

Service Components:

Residential Habilitation (CAC and SW waivers only)

Component Name
<u>VBP Flexible Residential Rate</u>

Supported Employment Individual-Job Coaching

Component Name
<u>Stabilization and Monitoring</u>
<u>Supported Employment Individual</u>
<u>Quality Incentive Payment</u>

Supported Employment Individual-Job Development

Component Name
<u>Job Development Plan</u>
<u>Job Development Start-Up</u>
<u>Self-Employment Plan</u>
<u>Self-Employment Start-Up</u>

Supported Employment-Small Group

Component Name
<u>Small Group to Individualized Integrated</u>
<u>Employment Transition Incentive</u>
<u>Payment</u>