

**STAR Caregiver Program
FCG Case Management
& Assigning of New Cases**

Processing Workflow

1. Star Caregiver referrals that come through ADRC Helpline, will be entered into ADRC call module and PDF reports with caregiver information and with care recipient information will be emailed to family.caregiver@multco.us with subject: "Star Caregiver". Star Caregiver referrals coming from a District Centers will need to follow the same procedure as the ADRC Helpline. The procedure in entering both consumers in the ADRC is available on the ADS Provider page under: CS: Information & Assistance-Instructions for Recording Caregiver/Care Recipients in ADRC
2. STAR Caregiver Coordinator (Loriann) calls and screens caregiver for eligibility and completes a narrative email report and securely emails it with the PDF reports from the ADRC to the District Center's STAR Caregiver Consultant, with a cc: to their Supervisor/Manager.
3. Trained and certified consultants at will receive referrals based on agency capacity, match for consumer and geographic considerations.
4. STAR Caregiver Consultant contacts caregiver within 3 working days to schedule the first home visit. If the consultant is unavailable the consultant/supervisor/manager will notify ADS within one business day, via secure email, to family.caregiver@multco.us with subject: "Star Caregiver".
5. STAR Caregiver Consultant duties:
 - Complete a UCR for every STAR Caregiver client
 - Open an Oregon Access case for every STAR Caregiver client. Complete same tabs in Oregon Access that is required for all Family Caregiver clients. For OAA Service tab use "CG Access Training" in the service tab.
 - Narrate in Oregon Access each contact (home visits and phone calls) with the Star Caregiver client. Note which session was conducted in the narration. i.e. "Session 1 of Star Caregiver intervention conducted"
 - Keep Pretreatment Problem Survey, ABC Problem Solving Plan, Pleasant Events Plan, Progress Notes for each session, and the Post-Treatment Problem Survey, in the client's hard file to be reviewed as needed.
 - At the end of the 6 interventions the STAR Care Consultant will retain all protocol paperwork in the client's file for potential review. Consultants will continue to make monthly calls for 4 months as required in the STAR Caregiver protocol and narrate in Oregon Access that these calls have been made.
 - Closing a case: After the final follow up call is made the Star Caregiver Consultant closes the Star Caregiver case in Oregon Access using the standard Oregon Access closure process (see ADS website's provider page under FCSP for instructions). **If there are other services being provided to the client through the Family Caregiver Support Program, the Consultant will end the**

Star Caregiver services but not close the case in Oregon Access. To end services in Oregon Access, enter the end date for the “training service” in the OAA Service Tab. The consultant will then unassign themselves as a worker in the Case Overview tab of Oregon Access.

6. District Centers will invoice hours and report the billed hourly units and contracted unit rate on the monthly as noted in their contract. Service code: 3S

FAQ

Q-How do I register a Star Caregiver client in the UCR?

A-Complete the Star Caregiver client information and Care Recipient information on the UCR. There is a box added under “Registration” on the UCR form for “Star Caregiver” clients. The updated UCR form is available at the ADS Provider Page under CS: Case Management –UCR Form

Q-I have a Star C client from last fiscal year-do I need to enter them in Oregon Access even though I’m just doing the last 4 phone calls?

A-Yes, all Star Caregiver clients receiving any assistance as of July 01, 2013 needs to be entered in Oregon Access.

Q-How do I complete the Oregon Access file for Star Caregiver clients?

A- Follow the procedures for completing a file for a FCSP caregiver client (see provider page on ADS website). The only addition is for the “service” in the OAA tab choose “TRAINING” for Star Caregiver clients.

Narrate your Star Caregiver visits-i.e. “Conducted first visit of Star Caregiver Protocol”. Details of the protocol are not needed but if there is a non-Star Caregiver issue has come up or a follow up is needed please narrate this information.

Q-Can a Star Caregiver also receive Family Caregiver Support Case Management services?

A-Yes. If a STAR Caregiver needs both services at the same time, the caregiver will have one person handling the FCSP services and another person doing the STAR Caregiver Services. Both people will assign themselves in the caregiver’s Oregon Access file and follow the Oregon Access procedures.

Q-I have a STAR Caregiver client who needs Family Caregiver Support Program (FCSP) Services –how do I refer the client for FCSP?

A- If the caregiver client lives in your service area go through your agencies’ process of assigning another FCSP Case Manager to assist the client.

Q- What if the caregiver lives in another District Center’s area and wants FCSP services?

A-Refer the caregiver to the District Center where they live by one of the following:

- a) Give the caregiver the District Center name and phone number for them to call to request caregiver services
- b, Send the District Center a referral for caregiver services via secure email on behalf of the client

c) Call the District Center and phone in the caregiver referral.

Q-What if a Star Caregiver Consultant thinks it is important to also take on the role as a FCSP Case Manager?

A-An exception will need to be requested by contacting the STAR Caregiver Coordinator. A valid exception may be due to language/cultural abilities. If an exception is granted the Star Caregiver services and FCSP services MUST be provided separately and billed separately-i.e. After a Star Caregiver session is completed the worker can then offer FCSP services and note the time separately.

Q-Do I need a release of information for Star Caregiver clients?

A-Yes, use your agency release form.

Q- What activities are allowable to bill for under the STAR Caregiver

Program? A-You can bill for the following under the STAR Caregiver

Program:

- Time spent with client providing STAR Caregiver Intervention
- travel time to and from a client's home
- Paperwork related to the STAR Caregiver Interventions.
- filling, copying, mailing letters to clients
- phone calls with STAR Caregiver client
- other tasks directly related to the client case