

Process: OPI waiver request for temporary increase in service plan hours:

When OPI funding allows, waiver requests for a temporary addition of service plan hours in excess of the 8 hour per 14-day service period cap will be considered. **The need for additional support must be temporary, and is generally requested after a hospitalization, injury that is expected to heal, nursing facility stay, or other setback from which the consumer is expected to recover or return to their baseline.** If case managers have a client with a temporary need that does not fit this description, please consult with your Contract Liaison to discuss your client's need for additional hours.

The following process should be followed:

- The Case Manager (CM) completes a waiver request form and submits it to the Contract Liaison (CL). The Waiver form write-up should include: **Why the temporary increase in hours is needed; The total number of extra hours per 14 day service period requested; Which I/ADL tasks will be performed, including how many extra hours are needed for each task; and the time frame with a start and end date.** In addition, the CM should make sure there are enough CAPS assessed hours available to cover the requested increase in hours.
- The CL approves or denies the request and notifies the CM by email. If approved, the CL sends a copy of the signed waiver for the client file.
- The CL narrates approval in Oregon ACCESS noting the hours approved and timeframe.
- The CM adds additional approved increase in hours and approved end date to the service plan.
- The CM can either set a **custom tickler** reminder in Oregon ACCESS **OR** on their work calendar to reduce hours once the approved waiver period ends.

*Custom tickler snapshot below:

Worker: TATE,JACKIE L (hsjlt02) Link to an Case Case : [dropdown]

Date Created: 08/13/2019 Description: [text box] Alert Date: 00/00/0000 [calendar icon]

Created By: hsjlt02

Message: [text area]

Sort by
Alert Date Alphabet Worker

Tickler Created for	Description	Date Created	Alert Date
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Create Delete Save Close

- The CM submits the 546 to the OPI voucher team or In Home Agency with information on hours and approved time frame to alert them of temporary hours increase.
- The CM sends the approval letter to the client indicating the approved hours, what hours can be used for, begin date, end date, and contact information. (Please circle or highlight the approving CL and remove the other).
- The CM sends a new 4105 to the HCW on what hours have changed.
- The CM monitors the client's progress weekly and will reduce service plan hours if the client's condition has improved significantly and will narrate this action.
- Waivers must end by the approved end date. If an extension is needed, the CM must submit a new waiver request.

Letter Template

Dear (OPI participant),

Your request to temporarily increase your service hours has been approved.

An increase of _____ extra hours per 14 day pay period has been approved, making your total hours per pay period _____ hours. This increase is temporary and starts on _____ (date) and ends on _____ (date). However, the end date may change based on an improvement in your condition.

The purpose of the temporary increase in hours is to address a temporary need. These additional hours can be used for the following tasks:

When the time period expires, your case manager will return your hours to your previous level of no more than 8 hours per 14 day pay period.

If you have any questions, please direct them to your case manager or feel free to contact the Multnomah County Contract Liaison who approved your waiver. Fern Dalton, fern.dalton@multco.us or Patrica Munoz, patricia.munoz@multco.us

Sincerely,

(Case manager name)

(Contact information)