



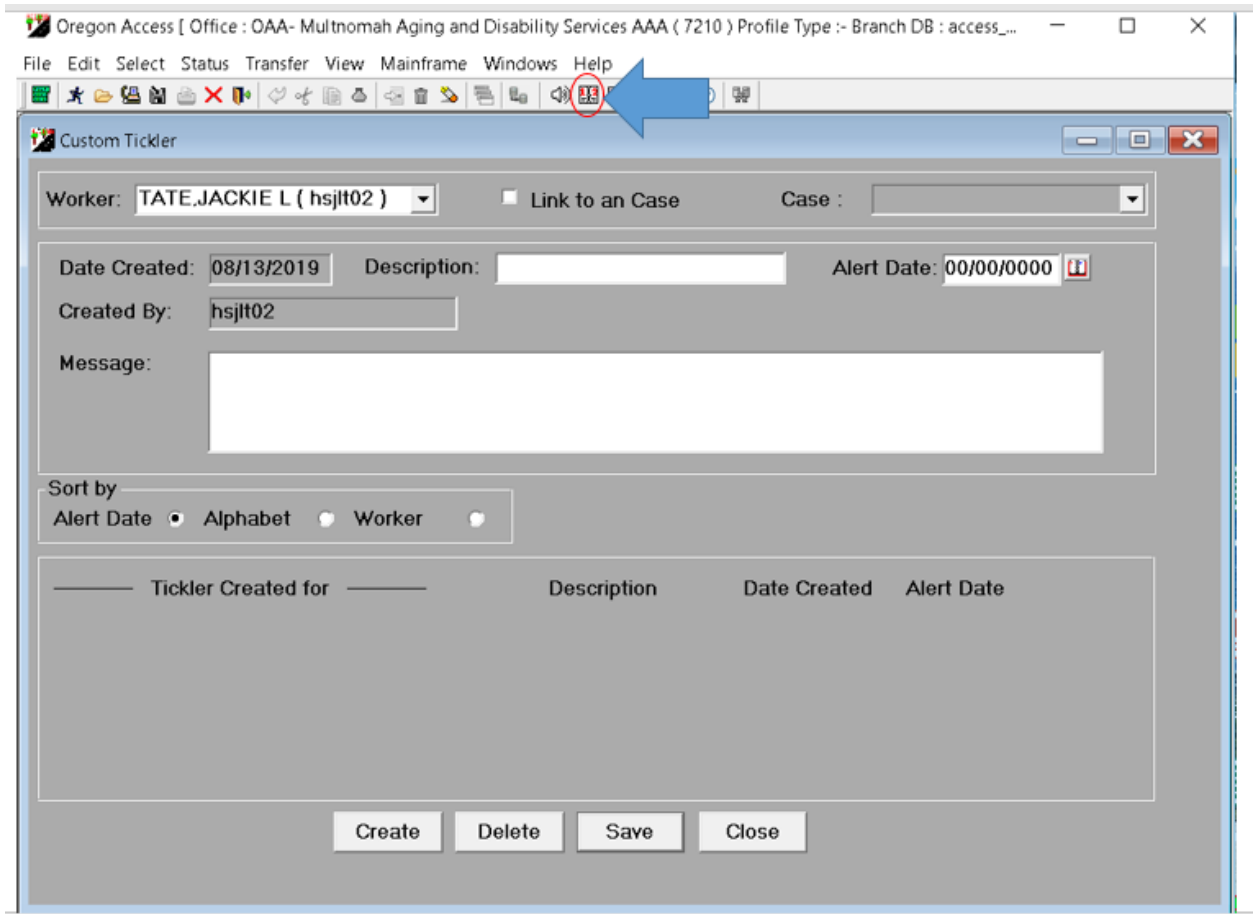
OPI waiver request process for temporary increase in service plan hours

Waivers for the **temporary addition of service plan hours** in excess of the 8 hour per 14 day pay period cap may sometimes be requested by the OPI case manager. **The need for additional support must be temporary, and is generally requested after a hospitalization, injury that is expected to heal, nursing home stay, or other setback from which the consumer is expected to recover or return to 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.

When ADVSD community services notifies OPI program staff that waiver requests to temporarily increase service plan hours are being accepted:

- Waiver form is posted on ADVSD provider page under CS: Waiver Request
- Case Manager (CM) **first confirms that funds are available** and completes waiver request form and submits to Contract Liaison (CL). **Waiver form write up should include: why temporary hours are needed, what tasks will be performed, how it matches CAPS assessed needs, is within CAPS assessed hours and the timeframe that includes a start and end date.**
- CL approves or denies request and notifies CM by email. If approved, CL sends copy of signed waiver for client file.
- CL narrates approval in Oregon ACCESS for client with hours approved and timeframe.
- CL scans signed waiver and places in I drive file "Waiver requests"
- CL adds waiver request to google tracking sheet
- CM adds additional approved waived hours to service plan with approved end date and either sets up a **custom tickler** reminder in Oregon ACCESS or on worker calendar to reduce hours once approved waiver period ends.

*Custom tickler snapshot on next page:



- CM monitors client's progress weekly and reduces service plan hours if client condition has improved significantly and narrates this action.
- CM submits 546 to voucher clerk or In-Home Agency with information on hours and approved time frame to alert them of temporary hours increase.
- CM sends approval letter to client with approved hours, what hours can be used for and begin and end date, and contact information.
- CM sends new 4105 to HCW on what hours have changed
- Waivers must end by approved end date. If extension needed, CM must apply with new waiver request.

Letter Template

Dear OPI participant,

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

An increase in _____ waived hours per 14 day pay period has been approved making your total hours per pay period _____ hours. This increase is temporary and starts _____ date and ends _____ date. However, end date may change based on improvement in 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 service hours 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. Carolyn McGrath, carolyn.mcgrath@multco.us or Jackie Tate, jackie.tate@multco.us

Sincerely,

Case manager name
Contact information