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

In times when OPI funding allows, the OPI case manager may request a waiver for the temporary addition of service plan hours in excess of the 8 hour per 14-day service period cap. **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 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.
* Case Manager (CM) completes waiver request form and submits to Contract Liaison (CL). **Waiver form write-up should include: why temporary hours are needed; total number of extra hours per 14 day service period you are requesting; which I/ADL tasks will be performed, and how many extra hours are needed for each task; and timeframe that includes a start and end date. In addition, CM should make sure there are enough CAPS assessed hours available to cover requested increase in hours.**
* 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 adds signed waiver and places in I drive file “Waiver requests”
* CL adds waiver request to google tracking sheet
* CM adds additional approved waivered hours to service plan with approved end date and sets a **custom tickler** reminder in Oregon ACCESS **OR** on worker calendar to reduce hours once approved waiver period ends.

\*Custom tickler snapshot below:



* CM monitors client’s progress weekly, 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, begin date, end date, and contact information. (Please circle the appropriate CL or use delete).
* 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.