

ARChoices Provider Services Requirements

Attendant Care Services (AC) - The following requirements must be met by attendant care providers prior to Division of Provider Services and Quality Assurance (DPSQA) certification. The AC provider must:

1. hold a current Arkansas State Board of Health Class A and/or Class B license **or** Private Care Agency license;
2. all owners, principals, employees, and contract staff must comply with criminal background checks according to Arkansas State Law at 20-33-213 and 20-38-101 et seq.; and
3. employ and supervise direct care staff who:
prior to providing an ARChoices service, have received instruction regarding the general needs of the elderly and adults with physical disabilities; possess the necessary skills to perform the specific services required to meet the needs of the beneficiary the direct care staff member is to serve; and
4. are placed under bond by the provider or are covered by the professional medical liability insurance of the provider.

Each provider must maintain adequate documentation to support that direct care staff meets the training and, as applicable, testing requirements according to licensure, agency policy, and DPSQA certification.

Attendant care service providers who hold a current Arkansas State Board of Health Class A and/or Class B license or Private Care Agency license must recertify with DPSQA every three years; however, the provider must submit a copy the agency's current license to DPSQA each year when the license is renewed. Providers are required to submit a copy of the renewed license to DPSQA. Use the ARChoices provider certification application to apply as a new provider or to recertify.

Adult Day Services (ADS) - Adult day services facilities are licensed by the Office of Long-Term Care (OLTC) to provide care and supervision to meet the needs of four or more adults who have functional impairments for periods of less than 24 hours but more than two hours per day in a place other than the client's home.

To be certified by DPSQA as an Arkansas ADS provider, you must be a person, corporation, partnership, association, or organization licensed by the Arkansas Department of Human Services, Office of Long-Term Care as a long-term ADS facility. Providers in the designated trade area cities in states that border Arkansas must be licensed and/or certified by the appropriate state agency as an ADS Facility. ADS facilities wanting to be certified as a provider for these services should complete the ARChoices provider certification application.

Adult Day Health Services (ADHS) - To be certified as a ADHS provider in Arkansas, you must be a person, corporation, partnership, association, or organization licensed by Arkansas Department of Human Services, Office of Long Term Care as a long-term ADHS facility. ADHS facilities are licensed to provide a continuing, organized program of rehabilitative, therapeutic, and supportive health services, social services, and activities to individuals who are functionally impaired and who, due to the severity of their functional impairment, are not capable of fully independent living. ADHS

programs provide rehabilitative and health services directed toward meeting the health restoration and maintenance needs of the client that cannot be provided by adult day services programs.

Home-Delivered Meals (HDM) - To be certified by DPSQA services as a provider of Home-Delivered Meals, you must:

- A. Be a nutrition services provider whose kitchen is approved by the Arkansas Department of Health and whose meals are approved by a registered dietitian who has verified by nutrient analysis that meals provide 33 1/3 percent of the dietary reference intakes established by the Food and Nutrition Board of the National Academy of Sciences; comply with the Dietary Guidelines for Americans; and Aging and Adult Services Policy 206 Nutrition Services.
- B. Comply with all federal, state, county, and local laws and regulations concerning the safe and sanitary handling of food, equipment, and supplies used in the storage, preparation, handling, service, delivery, and transportation of meals.
- C. If applicable, assure that the provider's intermediate source of delivery meets or exceeds federal, state, and local laws regarding food transportation and delivery.
- D. Procure and have available all necessary licenses, permits, and food handlers' cards as required by law.

Personal Emergency Response System (PERS) - PERS is a 24-hour, seven-day-a-week, in-home electronic support system that provides two-way verbal and electronic communication with an emergency control center. PERS allows people who are elderly, infirm, or homebound to secure immediate help in the event of physical, emotional, or environmental emergency. To be certified by DPSQA as a PERS provider, you must:

- A. provide, install and maintain FCC approved equipment which meets all Underwriter Laboratories Safety Standards;
- B. designate or operate an emergency response center to receive signals and respond according to specified operating protocol;
- C. establish a response system for each client and ensure responders receive necessary instruction and training; and
- D. ensure that equipment is installed by qualified individuals who also provide instruction and training to clients.

Respite Care (RC) –Facility-Based and In-Home

Facility-based respite care may be provided outside the client's home on a short- or long-term basis by licensed residential care facilities, nursing facilities, adult day services facilities, adult day health services facilities, level II assisted living facilities, and hospitals.

In-home respite care may be provided by licensed personal care or home health agencies and certified attendant care agencies. Reimbursement will be made for direct care rendered according to the client's person-centered service plan by trained respite workers employed and supervised by certified in-home respite providers.

To be certified by DPSQA as a respite provider, a provider must hold a current Class A and/or Class B license to provide personal care or home health services as issued by the state licensing authority or a current ARChoices certification issued by DPSQA; employ and supervise direct-care staff trained and qualified to provide respite care services; and, agree to the provider assurances of the ARChoices waiver services.

In addition, **facility-based respite care** providers must be one or more of the following: a licensed adult day services facility, a licensed adult day health services facility, a licensed nursing facility, a licensed residential care facility, a licensed level II assisted living facility, or a licensed hospital and agree to the provider assurances of the ARChoices waiver services.