

## D-Support Coordination Assessment and Care Planning Certification Training

### D-100 Overview

All assessors must be trained and certified by OAAS prior to completing interRAI Home Care (iHC) assessments or Plans of Care (POCs) for any OAAS Medicaid-funded Home and Community-Based Services (HCBS). Assessors must comply with all applicable requirements of the training and the certification/re-certification process. If it is determined that an assessor is not conducting assessments or POCs to certification standards, OAAS reserves the right to suspend the certification and/or require re-training.

**NOTE: Support Coordination Agencies (SCAs) must maintain at least one certified assessor. Failure to do so may result in removal from the Freedom of Choice (FOC) list and participants will be offered FOC to select another SCA.**

OAAS offers Assessment and Care Planning training on a regular basis. Face-to-face training is typically offered in Baton Rouge, LA and/or Alexandria, LA; however, the location is subject to change. The dates and locations of trainings are listed on the OAAS website at: <http://new.dhh.louisiana.gov/index.cfm/page/463>.

### Registration for Assessment/Care Planning Training:

Trainee/Assessor's supervisor will:

- Review the OAAS website for scheduled dates and locations of training.
- Complete the [interRAI HC Assessment & Care Planning Registration Form](#).

OAAS will:

- Send confirmation of training enrollment to the trainee(s) and the trainee(s)' supervisor.

### D-200 Assessment Certification Standards

The interRAI Home Care (iHC) assessment certification training consists of the following components: required prerequisites, assessment classroom training, assessment test, field assessment and field assessment review.

- **Required Training Prerequisites**

- Trainee must complete the required new hire orientation training of at least 32 hours ([LAC Title 50-Part XXI §537. Orientation and Training of Support Coordination -Standards for Participation for OAAS Waiver Programs](#)).
- Trainee must complete the online iHC Required Prerequisite Course.
- Trainee must shadow 1 iHC assessment at minimum with a certified assessor in the field.
- Trainee must have a unique and active OAAS Participant Tracking System (OPTS) account.
- **Assessment Classroom Training:**
  - Trainee will attend 2 days of classroom training.
  - Trainee must be on time for the training class. The required handout materials are provided by the OAAS trainer. Any trainee arriving more than 15 minutes after the scheduled start time will have to reschedule.
  - Trainee must have the required iHC manual during classroom training. The trainee will not be allowed to complete the iHC assessment training if they do not have the required manual.
  - It is recommended (not required) that trainees bring a laptop to classroom training.
- **Assessment Test:** Trainees must pass an online test to obtain certification.
  - An OAAS trainer must clear (via email) the trainee to test prior to scheduling the interRAI HC assessment test.
  - The assessment test must be taken under the supervision of OAAS staff at a designated OAAS site. The passing score for the iHC assessment test is 80%.
  - No outside materials (i.e., purses, phones, binders, iHC manual, etc.) are allowed while testing.
  - Trainee will be provided a blank iHC assessment form, the ADL & IADL inclusion and exclusion handouts, a pencil and a blank piece of paper to take the test.
    - Trainees must NOT take screenshots, photographs nor write any

test questions down before, during or after the test.

- Trainees will have 3 attempts to pass the iHC assessment test, with **1 ATTEMPT permitted per day**.
- If after 3 attempts, the trainee fails to earn a passing score, the trainee may re-take the iHC assessment certification course including the pre-requisite and classroom training.
  - After re-taking the iHC certification course, the trainee will have an additional 3 attempts to pass the iHC certification test, with **1 ATTEMPT permitted per day**.
  - Trainees may continue this iHC assessment certification process until they successfully pass the iHC assessment test. There is no limit on the number of times a trainee can re-take the course. Each time a trainee takes the course, the trainee will be permitted 3 testing attempts.
- Trainees must pass the certification assessment test before they can complete an iHC assessment independently.
- **Field Assessment:** Trainees must complete 1 iHC assessment (Initial, Annual, or Status Change) on a participant who is linked to their agency within 3 business days of passing the iHC assessment test.
  - If a new SCA does not have any linked participants, the trainee will complete an iHC assessment based on a case scenario provided by OAAS.
  - An iHC certified assessor must attend the iHC field assessment with the trainee to guide and/or redirect the trainee as appropriate.
    - Field assessments completed without the presence of an iHC certified assessor will be invalidated.
    - Trainees must complete an iHC Training Checklist (a guide to ensure the required information was obtained for key areas of the assessment) to verify that key areas were completed during the iHC field assessment. The trainee and certified assessor must sign off on the checklist.
  - Trainee must input the completed iHC assessment into the OAAS Participant Tracking System (OPTS) by the assigned due date.
    - Trainee must have their own OPTS credentials for login. Users are NOT permitted to use another user's credentials.

- The iHC must NOT be approved (left in submitted status) by the supervisor/agency, as the trainer will recommend updates that cannot be made on an approved assessment.
- Trainees shall not enter the complete iHC notebook documentation into OPTS.
  - Trainee will enter into the notebook the names of individuals present for the assessment and relationship to the participant (includes participant, assessor and others present AND participating in the assessment).
  - The trainee will securely email the remaining notebook information which must be complete and typed (see next step).

**NOTE: New SCAs without OPTS access will contact the OAAS trainer for guidance with inputting the assessment(s).**

- Trainee will notify the OAAS trainer of the completion of the assessment by securely emailing the following to [OAASMDS-HC&CPTRAINING@la.gov](mailto:OAASMDS-HC&CPTRAINING@la.gov).
  - Participant demographic information,
  - iHC notebook documentation in a word document and
  - The signed iHC Training Checklist.
- **Field Assessment Review:** OAAS trainer(s) will review the trainee's field assessment within 1-2 business days of the iHC assessment receipt. The trainer will schedule an appointment with the trainee to review the assessment together.
  - The trainee will receive feedback from the OAAS trainer during the review regarding the assessment.
    - The trainee's supervisor or the certified assessor who shadowed the trainee can be present for the iHC assessment review.
  - The OAAS trainer may require the trainee to obtain additional information prior to finalizing the assessment. If requested, the trainee will obtain the information and report it to the trainer by the date/time given by the OAAS trainer. The trainee will not be allowed to continue the certification process until the training assessment updates have been reviewed by the OAAS

trainer.

- If the iHC assessment is determined inaccurate, the trainer and/or the assessor's supervisor may invalidate the iHC assessment. This will require the trainee to complete a second iHC assessment. The trainee will not be allowed to continue in the certification process until the second iHC assessment is conducted, a one on one trainer review is completed and the iHC is determined valid in writing by the OAAS trainer via email.

**NOTE: If it is determined that the iHC assessment is invalid, OAAS reserves the right to require the certified assessor/supervisor who shadowed the trainee to attend additional training.**

**Continued invalidation of iHC assessments may result in the suspension or revocation of certification for the certified assessor/supervisor who is shadowing agency trainee(s).**

- After the iHC assessment has been reviewed and determined valid by the OAAS trainer, the trainee will be cleared in writing via email to continue the certification process.
- If a trainee fails to complete ALL of the required steps for iHC certification, the assessment must be signed off by the certified assessor who was present during the assessment. If the certified assessor who was present does not agree with the iHC coding, the SCA is required to have a certified assessor complete a new iHC assessment.

Assessors may begin conducting face to face iHC assessments once they have completed prerequisite and classroom training, passed the iHC assessment test, conducted an iHC assessment review with the OAAS trainer and is cleared to continue in the certification process.

Assessors cannot proceed to care planning training until all of the required steps have been completed and the trainee has been cleared by the OAAS trainer to continue.

## **D-300 Care Planning Certification Standards**

After successfully completing all of the required iHC assessment training steps indicated above, the trainee will be eligible to attend care planning training. The care planning training consists of the following components: care planning classroom training, care planning meeting, care planning review and care planning testing.

- **Care Planning Classroom Training:**

- The trainee will attend 2 days of training virtually (unless otherwise

scheduled in person by OAAS).

- If virtual, AUDIO & VIDEO ARE REQUIRED during the entire 2 day training and full participation is required.
  - Trainees should still adhere to a business/casual dress code as this is still an LDH training and may be recorded for training purposes.
  - OAAS strongly encourages trainees to join virtual trainings 15 minutes prior to training to test audio/video.
  - Trainees MUST be in a quiet setting that is free from distractions during the 2 days of virtual training.
  - Trainees will NOT be permitted to join and/or remain in the virtual training if they are in a vehicle, or if they are in a public setting that is not free from external distractions, etc.
- Zoom calendar invites will be sent to the trainee upon the completion of the iHC Phone Review with the trainer. Required handouts for the training will be attached to the calendar invite.
  - Trainees are responsible for making sure that they have all of the required materials to participate in the 2 day virtual class.
- The trainee must be on time for the training class with the required handout materials from the calendar invite. Any trainee arriving more than 15 minutes after the scheduled start time may be asked to leave the training and register to attend a later training.
- The trainee MUST have the required interRAI Clinical Assessment Protocols (CAPs) manual during classroom training. The trainee will not be allowed to complete the care plan training if they do not have the required CAPS manual.
- **Care Planning Meeting:** Trainees must complete a care planning meeting, preferably with the same participant the iHC was conducted with, within 3 business days following the care planning classroom training. Designated care planning meeting dates are outlined on the training calendar.
  - If a new SCA does not have any participants linked to their agency, the trainee will complete a POC based on a case scenario provided by OAAS.
  - The care planning meeting MUST be held face to face with the participant **after** the assessor has completed the 2 days of care planning classroom

training.

- A certified assessor must attend the field care planning meeting with the trainee to provide guidance and/or redirection, as appropriate.
  - All care planning documents must be signed at this meeting and not prior to the care planning meeting.
- The trainee will securely email the POC packet (POC pages, CAPs Summary, schedule/budget and signature pages) to the OAAS trainer on the designated due date as indicated on the training calendar.
  - The POC should not be approved prior to OAAS trainer review. This provides the trainer the opportunity to make recommended edits to the POC. The POC **cannot** be edited if it is approved prior to the OAAS trainer review.
- **Care Planning Reviews:** An OAAS trainer will review the trainee's care plan usually within 2 business days of receipt of the full packet and will schedule a phone review appointment with the trainee.
  - The trainee will meet with the OAAS trainer for feedback regarding the POC.

**NOTE: The trainee's supervisor/certified assessor who shadowed the trainee's care planning meeting can be present for the review meeting.**

- If the POC requires corrections, the trainee is responsible for making the changes and submitting corrections by the date/time given by the OAAS trainer. The trainee will not be allowed to complete the certification process until the plan updates have been reviewed and accepted as valid by the OAAS trainer.
- If it is determined that a trainee completed an inaccurate or incomplete POC, the trainer and/or the trainee supervisor may request that the trainee complete a second POC.

**NOTE: The OAAS trainer may allow the trainee to take the care plan test before the second POC is completed, reviewed and accepted as valid by the OAAS trainer. If this is allowed, the care planning certificate will not be issued until all of the required steps are completed.**

- If a trainee fails to complete ALL of the required steps for care plan certification, or the trainer does not deem the POC completed by the trainee

valid, the POC must be signed off by the certified assessor who was present during the care plan meeting. If the certified assessor who was present does not agree with the care plan developed by the trainee, the SCA is required to have a certified assessor complete a new POC.

- **Care Planning Test:** The trainee must successfully pass an online test to receive certification. Trainees must be cleared to test via email, by an OAAS trainer, before scheduling the care planning test.
  - Specific testing dates are designated on the training calendar. If the trainee is unable to test during these designated dates, the trainee **MUST** test within 30 calendar days of being cleared to test by the OAAS trainer.
  - The test must be taken under the supervision of OAAS staff at a designated nearby OAAS site. **The passing score for the care planning test is 80%.**
  - No outside materials (i.e., purses, phones, binders, manuals, etc.) are allowed in during the testing.
  - Trainee will be provided a pencil and a blank piece of paper to take the test.
    - Trainees must NOT take screenshots, photographs nor write any test questions down before, during or after the test.
  - Trainees will have 3 attempts to pass the care planning test, with **1 ATTEMPT permitted per day.**
  - If the trainee does not received a passing score after 3 attempts, the trainee may either re-attend 2 days of virtual care planning classroom training or complete the self-paced care planning training via Relias.

**NOTE: If choosing the Relias training option, the trainee or trainee supervisor will contact the OAAS trainer to be enrolled. Trainees must request this option within 30 days of their last testing attempt. The course will be assigned with a one week due date.**

- After re-taking the virtual care planning classroom training or the self-paced course in Relias, the trainee will have an additional 3 attempts to pass the care-planning test, with **1 ATTEMPT permitted per day.**
- Trainees may continue this care planning certification process until they successfully pass the care-planning test. There is no limit on



the number of times a trainee can re-take the course. Each time a trainee takes the course, the trainee will be permitted 3 testing attempts.

- If a trainee does not pass 3 testing attempts again, they may contact an OAAS trainer and request reassignment in the Relias care planning training course. After completion the trainee will be allowed an additional 3 attempts to pass the care plan test. The trainee may continue this process until they successfully pass the care-planning test.
  - If the trainee chooses not to continue with care plan certification, the trainee may receive an iHC only assessment certification. The trainee will be allowed to complete iHC assessments, but will not be allowed to complete care plans.
  - If the trainee fails, or does not complete certification training, the SCA must have a certified assessor complete the field POC that was previously completed by the trainee who has not obtained care plan certification.
- After the trainee successfully passes both the iHC and care plan tests, an OAAS trainer will issue a "Certificate of Completion" to the assessor. Assessor certification is valid from the date they passed the care plan test.

## **D- 400 Required Annual Continuing Education**

All OAAS certified assessors **MUST** complete continuing education training annually in order to maintain their interRAI HC (iHC) assessment and Care Planning certification (if applicable).

- Assessors will complete an online training refresher course developed by OAAS in Relias.
  - The online refresher course will be available to all certified OAAS assessors on January 1<sup>st</sup> of each year.
  - Assessors **MUST** complete the Relias course by December 31<sup>st</sup> of each year in order to maintain their OAAS certification.
- Assessors that are iHC only certified will take the "Required Annual Continuing Education (iHC Only)" course in Relias.

- Once the assessor completes the required annual continuing education training, they will have the option to print an “OAAS Refresher Certificate” directly from Relias.
- If an assessor fails to take the required annual training by the required December 31<sup>st</sup> due date, their OAAS certificate will automatically expire and the assessor may no longer conduct iHC assessments or POCs (if applicable).
  - If an iHC assessment and/or care plan certification expires, the assessor must enroll in the full iHC assessment and care planning certification training. Assessors with expired certifications CANNOT conduct iHC assessments or POCs until all of the required training steps are successfully completed as described in sections D-200 Assessment Certification Standards and D-300 Care Planning Certification Standards.

## **D-500 Provisional Standards (For New Support Coordination Agencies Only)**

Assessors of newly enrolled Support Coordination Agencies (SCAs) who successfully complete both trainings and pass both tests will be issued a “Provisional Certificate of Approval”.

- Provisional certificates for new SCAs are valid for 6 months from the date an assessor passes the final care planning test.
- Once the new SCA receives linkages, the certified assessor must complete the following steps with the newly linked waiver participants:
  - **Shadow Assessment(s):** Prior to completing an assessment, the assessor will shadow at minimum one assessment, which will be conducted by a certified OAAS assessor. The assessment is to be completed within prescribed timeframes for an initial linkage.
  - **Field Assessments:** The assessor will complete at minimum 2 assessments within the prescribed time frames for an initial linkage. The assessor must be shadowed by a certified OAAS assessor.
  - **Field care planning meeting/care plan:** The assessor will facilitate at minimum 2 care planning meetings and develop care plans on the field assessments completed in the step above. The assessor must be shadowed by a certified OAAS assessor.
  - Upon completion of each assessment and care plan, the assessor will submit the assessment and plan of care to certified OAAS assessor for

review.

- The certified OAAS assessor who shadowed the assessor will review.
- Refer to D-200 Assessment Certification Standards and D-300 Care Planning Certification Standards for field assessment and care plan review process.

**NOTE: The assessment and care plan must not yet be approved in order for OAAS to complete the review.**

- Upon completion of the assessment and care plan review by OAAS, the assessor will be issued certification. The effective date on the certificate will be the day that OAAS reviewed and approved the final POC with the assessor.
- OAAS will notify relevant team members of certification completion.

If the SCA does not receive linkages within 6 months sufficient to complete the certification process, the SCA will contact OAAS.