

## GLOSSARY

The following is a list of abbreviations, acronyms and definitions used in the New Opportunities Waiver (NOW) manual chapter.

**Abuse** (adult/elderly) – The infliction of physical or mental injury on an adult by other parties, including, but not limited to, such means as sexual abuse, abandonment, isolation, exploitation, or extortion of funds or other things of value, to such an extent that his/her health, self-determination or emotional well-being is endangered (Louisiana Revised Statutes 15:1503).

**Abuse** (child) – Any of the following acts which seriously endanger the physical, mental, or emotional health and safety of the child including:

- The infliction or attempted infliction, or as a result of inadequate supervision, the allowance or toleration of the infliction or attempted infliction of physical or mental injury upon the child by a parent or by any other person.
- The exploitation or overwork of a child by a parent or by any other person.
- The involvement of a child in any sexual act with a parent or with any other person. Abuse also includes the aiding or toleration by a parent, or caretaker, of the child's sexual involvement with any other person, including the child's involvement in pornographic displays, or any other involvement of a child in sexual activity constituting a crime under the laws of this state (Louisiana Children's Code, Article 603).

**Activities of Daily Living (ADLs)** – Basic personal everyday activities that include bathing, dressing, transferring (e.g. from bed to chair), toileting, mobility and eating. The extent to which a person requires assistance to perform one or more ADLs is often a level of care criterion.

**Advocacy** – The process of ensuring that recipients receive appropriate high quality services and locating additional services needed by the recipient, which are not readily available in the community.

**Appeal** – A due process system of procedures which ensures that a recipient will be notified of, and have an opportunity to contest, a Louisiana Department of Health (LDH) decision.

**Applicant** – An individual whose written application for Medicaid or LDH funded services has been submitted to LDH but whose eligibility has not yet been determined.

**Assessment** – One or more processes used to obtain information about a person, including his/her condition, personal goals and preferences, functional limitations, health status and other factors that are relevant to the authorization and provision of services. Assessment information

supports the determination that a person requires waiver services as well as the development of the plan of care.

**Authorized Representative** – A person designated by a recipient (by use of a designation form) to act on his/her behalf with respect to his/her services.

**Behavior Management Plan** – A plan that addresses a recipient’s specific behavior, or set of behaviors, and is written by a licensed psychologist and updated at least annually.

**Bureau of Health Services Financing (BHSF)** – The Bureau within the Louisiana Department of Health responsible for the administration of the Louisiana Medicaid Program.

**Centers for Medicare and Medicaid Services (CMS)** – The agency in the Department of Health and Human Services responsible for federal administration of the Medicaid, Medicare and State Children’s Health Insurance Program (SCHIP).

**Claim** – A request for payment for services rendered.

**Complaint** – An allegation that an event has occurred or is occurring and has the potential for causing more than minimal harm to a recipient (La. R.S. 40:2009.14).

**Confidentiality** – The process of protecting a recipient’s or an employee’s personal information, as required by the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule and by Louisiana law.

**Corrective Action Plan** – Written description of action a direct service provider agency plans to take to correct deficiencies identified by the Office for Citizens with Developmental Disabilities (OCDD) or LDH.

**Critical Incident** – An alleged, suspected or actual occurrence of: (a) abuse (including physical, sexual, verbal and psychological abuse); (b) mistreatment or neglect; (c) exploitation; (d) serious injury; (e) death other than by natural causes; (f) other events that cause harm to an individual; and (g) events that serve as indicators of risk to participant health and welfare such as hospitalizations, medication errors, use of restraints or behavioral interventions.

**De-certification** – Removal of a recipient from the waiver by OCDD due to the inability of waiver services to ensure a recipient’s health and safety in the community or due to non-compliance with waiver requirements by the recipient. Decertification of a waiver recipient is subject to review by the State Office review panel prior to notification of appeal rights and subsequent termination of waiver services.

**Developmental Disability** – See Appendix A

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**Diagnosis and Evaluation (D&E)** – A process conducted by an appropriate professional to determine a person’s level of disability and to make recommendations for remediation.

**Direct Service Provider (DSP)** – A publically or privately licensed organization/entity that is enrolled as a Medicaid provider to furnish services to recipients using its own employees (direct support workers).

**Direct Support Worker (DSW)** – A person who is paid to provide direct services and active supports to a recipient.

**Discharge** – A recipient’s removal from the waiver for reasons established by OCDD.

**Durable Medical Equipment (DME)** – long-lasting apparatus and supplies covered under the Medicaid State Plan.

**Eligibility** – The determination of whether or not a person qualifies to receive waiver services based on meeting established criteria for the target group as set by LDH.

**Electronic Visit Verification** – A computer based and/or telephonic system that records the actual time the provision of waiver services begins and ends. LaSRS® (Louisiana Service Reporting System) is the state sponsored system that is mandatory for some waiver services, as identified in the program manual. Providers may request permission from BHSF and the Office for Citizens with Developmental Disabilities (OCDD) to use their own EVV system for mandatory services. Approval will only be granted for EVV systems that meet minimum standards established by the department.

**Emergency Backup Plan** – Provision of alternative arrangements for the delivery of services that are critical to a recipient’s well-being in the event that the direct service worker responsible for furnishing the services fails or is unable to deliver them.

**Exploitation** – The illegal or improper use or management of an aged person's or disabled adult's funds, assets or property, or the use of the person’s or disabled adult's power of attorney or guardianship for one's own profit or advantage. (Louisiana Revised Statutes 15:1503).

**Extortion** – The acquisition of a thing of value from an unwilling or reluctant adult by physical force, intimidation or abuse of legal or official authority.

**Fiscal/Employer Agent (F/EA)** – A term used by the Internal Revenue Service (IRS) for entities that perform tax withholding for employers.

**Force Majeure** – An event or effect that cannot be reasonably anticipated or controlled.

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**Freedom of Choice (FOC)** – The process that allows a recipient the choice between institutional or home and community-based services and to review all available support coordination and service provider agencies in order to freely select agencies of his/her choice.

**Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule** – A Federal regulation designed to provide privacy standards to protect patient’s medical records and other health information provided to health plans, doctors, hospitals, and other healthcare providers.

**Home and Community-Based Services (HCBS)** – An optional Medicaid waiver program established under §1915(c) of the Social Security Act designed to provide services in the community as an alternative to institutional services to persons who meet the requirement of an institutional level of care. It provides a collection of services through an approved CMS waiver that are provided in a community setting through enrolled providers of specific Medicaid services.

**Human Services Authority or District** – The regional office, sometimes referred to as the Local Governing Entity (LGE) responsible for single point of entry, implementation and oversight of the New Opportunities Waiver on behalf of the Office for Citizens with Developmental Disabilities’ (OCDD) Central Office. There is one Human Services Authority or District for each service region. Refer to Appendix C to obtain the contact information for the Human Services Authority or District in your area.

**Individual Budget** – An amount of dollars over which the recipient or his/her authorized representative exercises decision-making authority concerning the selection of services, service providers and the amount of services (self-direction option).

**Individualized Service Plan (ISP)** – A written agreement developed by a service provider that specifies the long-range goals, short-term objectives, specific strategies or action steps, assignment of responsibility and timeframes for meeting the recipient’s personal outcomes as specified in his/her approved plan of care.

**Institutionalization** – The placement of a recipient in an inpatient facility, including a hospital, group home for people with intellectual disabilities, nursing facility or psychiatric hospital.

**Intermediate Care Facility for Persons with Intellectual Disabilities (ICF/ID)** – A public or private facility that provides health and habilitation services to people with intellectual disabilities. ICFs/ID have four or more beds and provide “active treatment” to their residents.

**Level of Care (LOC)** – The specification of the minimum amount of assistance that a person must require in order to receive services in an institutional setting under the Medicaid State Plan.

**Licensure** – A determination by the Health Standards Section that a service provider agency meets the requirements of State law to provide services.

**Linkage** – The act of connecting a recipient to a specific support coordination or service provider agency.

**Louisiana Department of Health (LDH)** – The state agency responsible for administering the state's Medicaid programs and other health and related services including public health, behavioral health, developmental disabilities and addictive disorder services.

**Louisiana Rehabilitation Services (LRS)** – The agency under the Louisiana Workforce Commission charged with providing vocational rehabilitation services to qualified persons.

**LTC** – Long-Term Care.

**Medicaid** – A federal-state medical assistance entitlement program provided under a State plan approved under Titles XIX and XXI of the Social Security Act.

**Medicaid Eligibility Determination Form (90-L)** – The form that is signed by a Louisiana licensed physician and used by Medicaid to establish a level of care (LOC). In the NOW program, a recipient must meet an ICF/ID LOC in order to be offered a waiver opportunity.

**Medicaid Fraud** – An act of any person with the intent to defraud the state through any medical assistance program created under the federal Social Security Act and administered by the LDH. (LA RS 14:70.1)

**Medicaid Management Information System (MMIS)** – The computerized claims processing and information retrieval system for the Medicaid Program. The system is an organized method of payment for claims for all Medicaid covered services. It includes all Medicaid providers and eligible recipients.

**Minimal Harm** – An incident that causes no serious temporary or permanent physical or emotional damage and does not materially interfere with the recipient's activities of daily living. (La. R.S.15:1503)

**Monitoring** – The ongoing oversight of the provision of waiver services to ensure that they are furnished according to the recipient's approved plan of care and effectively meet his/her needs.

**Multi-disciplinary Team (MDT)** – The group of professionals involved in assessing the needs of a high risk recipient and making recommendations in a team staffing for services or interventions targeted at those needs which is also referred to as Interdisciplinary Team (IDT).

**Native Language** – The language normally used by the recipient and his/her support network, which may include American or English sign language and other non-verbal forms of communication.

**Natural Supports** – Persons who are not paid to assist a recipient in achieving his/her personal outcomes regardless of their relationship to the recipient.

**Neglect (adult/elderly)** – The failure of a care giver who is responsible for an adult's care or by other parties, or by the adult recipient's action or inaction to provide the proper or necessary support or medical, surgical or any other care necessary for his/her well-being. No adult who is being provided treatment in accordance with a recognized religious method of healing in lieu of medical treatment shall for that reason alone be considered to be neglected or abused (Louisiana Revised Statutes 15:1503).

**Neglect (child)** – The refusal or unreasonable failure of a parent or caretaker to supply the child with necessary food, clothing, shelter, care, treatment or counseling for any injury, illness, or condition of the child, as a result of which the child's physical, mental, or emotional health and safety is substantially threatened or impaired. The inability of a parent or caretaker to provide for a child due to inadequate financial resources shall not, for that reason alone, be considered neglect. Whenever, in lieu of medical care, a child is being provided treatment in accordance with the tenets of a well – recognized religious method of healing which has a reasonable proven record of success, the child shall not, for that reason alone, be considered to be neglected or maltreated. (Children's Code Article 603).

**New Opportunities Waiver (NOW)** – A 1915(c) waiver program designed to provide home and community-based services to recipients who otherwise would require the level of care of an ICF/ID.

**Office for Citizens with Developmental Disabilities (OCDD)** – The operating agency responsible for the day-to-day operation and administration of the NOW program.

**Outcome** – The result of performance (or non-performance) of a function or process.

**Person-Centered Planning** – A plan of care process directed and led by the recipient or his/her authorized representative designed to identify his/her strengths, capacities, preferences, needs and desired outcomes.

**Personal Outcomes** – Results achieved by, or for, the waiver recipient through the provision of services and supports that make a meaningful difference in the quality of his/her life.

**Plan of Care (POC)** – A written plan designed by the recipient, his/her authorized representative, service provider(s) and others chosen by the recipient, and facilitated by the support coordinator which lists all paid and unpaid supports and services. It also identifies broad goals and timelines identified by the recipient as necessary to achieve his/her personal outcomes.

**Plan of Correction** – A plan developed by a provider in response to deficient practice citations. Required components of the Plan of Correction include the following:

- What corrective actions will be accomplished for those waiver recipients found to have been affected by the deficient practice;
- How other recipients being provided services and support who have the potential to be affected by the deficient practice will be provided corrective care resulting from the Plan of Correction;
- The measures that will be put into place or the systemic changes that will be made to ensure that the deficient practice will not recur; and
- How the corrective measures will be monitored to ensure the deficient practice will not recur, i.e., what quality assurance program will be put into place regarding the identified deficient practice.

**Pre-certification Visit** – The visit the Human Services Authority or District makes to the residence of the applicant, where at a minimum the applicant and, if appropriate, his/her representative(s) are in attendance in order to ensure that waiver planning and services, rights, responsibilities, methods of filing grievances and/or complaints, abuse/neglect and possible means of relief have been fully explained and that all parties are in agreement to move forward with waiver services.

**Prior and Post Authorization (PA)** - The authorization for service delivery based on the recipient's approved POC. Prior authorization must be obtained before any waiver services can be provided and post authorization must be approved before services delivered will be paid.

**Procedure Code** – A code used to identify a service or procedure performed by a provider.

**Provider/Provider Agency** – An individual or entity furnishing Medicaid services under a provider and/or licensing or certification agreement.

**Quality Assurance/Quality Enhancement (QA/QE) Program:** - A program that assesses and improves the equity, effectiveness and efficiency of waiver services in a fiscally responsible system with a focus on the promotion and attainment of independence, inclusion, individuality and productivity of persons receiving waiver services and accomplishes these goals through standardized and comprehensive evaluations, analyses and special studies.

**Quality Improvement (QI)** – The performance of discovery, remediation and quality improvement activities in order to ascertain whether the service provider agency meets assurances, corrects shortcomings and pursues opportunities for improvement.

**Quality Management** – The section within OCDD whose responsibilities include the activities to promote the provision of effective services and supports on behalf of recipients and to assure their health and welfare. Quality management activities ensure that program standards and requirements are met.

**Reassessment** – A core element of services defined as the process by which the baseline assessment is reviewed. It provides the opportunity to gather information for reevaluating and redesigning the overall POC.

**Recipient** – An individual who has been certified for medical benefits by the Medicaid Program. A recipient certified for Medicaid waiver services may also be referred to as a participant.

**Representative Payee** – A person designated by the Social Security Administration to receive and disburse benefits in the best interest of and according to the needs of the Medicaid-eligible recipient.

**Request for Services Registry (RFSR)** – A registry maintained by OCDD that includes the dates of request and the names of individuals who have been determined to meet the Louisiana definition for developmental disability and wish to receive services in the NOW program.

**Self-Neglect** – The failure, either by the adult’s action or inaction, to provide the proper or necessary support or medical, surgical or any other care necessary for his own well-being. No adult who is being provided treatment in accordance with a recognized religious method of healing in lieu of medical treatment shall for that reason alone be considered to be self-neglected (Louisiana Revised Statutes 15:1503).

**Sexual Abuse** – Any sexual activity between a recipient and staff without regard to consent or injury; any non-consensual sexual activity between a recipient and another person, or any sexual activity between a recipient and another recipient, or any other person when the recipient is not competent to give consent. Sexual activity includes, but is not limited to kissing, hugging, stroking, or fondling with sexual intent; oral sex or sexual intercourse; insertion of objects with sexual intent, request, suggestion or encouragement by another person for the recipient to perform sex with any other person when recipient is not competent to refuse.

**Single Point of Entry (SPOE)** – The Human Services Authority or District where the entry point for all developmental disability services, including home and community-based waivers, is made.

**SOA** – Statement of approval (previously known as a statement of eligibility or SOE). Statement issued by the SPOE confirming the date the individual has been determined to meet the Louisiana definition for developmental disability.

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**Support Coordination** – Case management services provided to eligible waiver recipients to help them gain access to the full range of needed services including medical, social, educational and other support services. Activities include assessment, POC development, service monitoring, and assistance in accessing waiver, Medicaid State Plan and other non-Medicaid services and resources.

**Support Coordinator** – A person who is employed by a public or private entity compensated by the State of Louisiana through Medicaid State Plan Targeted Case Management services to create and coordinate a comprehensive POC, which identifies all services and supports deemed necessary for the recipient to remain in the community as an alternative to institutionalization.

**Support Team** – A team comprised of the recipient, the recipient’s legal representative(s), family members, friends, support coordinator, direct service providers, medical and social work professionals as necessary, and other advocates, who assist the recipient in determining needed supports and services to meet the recipient’s identified personal outcomes. Medical and social work professionals may participate by report. All other support team members must be active recipients.

**Surveillance Utilization Review System (SURS)** – The program operated by the Medicaid fiscal intermediary in partnership with the Program Integrity Section, which reviews providers’ compliance with Louisiana Medicaid policies and regulations, including investigating allegations of excessive billing.

**Title XIX** – The section of the Social Security Act, which authorizes the Medicaid Program.

**Transition** – The steps or activities conducted to support the passage of the recipient from existing formal or informal services to the appropriate level of services, including disengagement from all services.

**Waiver** – An optional Medicaid program established under Section 1915(c) of the Social Security Act designed to provide services in the community as an alternative to institutional services to persons who meet the requirements for an institutional level of care.

**Waiver service** – An approved service in a home and community-based waiver provided to an eligible recipient that is designed to supplement, not replace, the recipient’s natural supports.