

## Prevocational and Supported Employment Services

<p><b>Prevocational Service</b></p> <p>Code: T2015 Unit: Hourly Fee for Service Rate (Floor): \$10.00/hr</p> <p><b>Career Exploration (CE)</b></p> <p>Code: T2015 U3 Unit: Hourly Fee for Service Rate (Floor): \$38.27/hr</p>	<p>“Prevocational services” means services that provide career exploration, learning and work experiences, including volunteer opportunities, where the member can develop non-job-task-specific strengths and skills that lead to paid employment in individual community settings.</p> <p><b>(1) Scope.</b> Prevocational services are provided to persons who are expected to be able to join the general workforce with the assistance of supported employment. Prevocational services are intended to develop and teach general employability skills relevant to successful participation in individual employment. These skills include but are not limited to the ability to communicate effectively with supervisors, coworkers and customers; an understanding of generally accepted community workplace conduct and dress; the ability to follow directions; the ability to attend to tasks; workplace problem-solving skills and strategies; general workplace safety and mobility training; the ability to navigate local transportation options; financial literacy skills; and skills related to obtaining employment.</p> <p>Prevocational services include career exploration activities to facilitate successful transition to individual employment in the community. Participation in prevocational services is not a prerequisite for individual or small-group supported employment services.</p> <p><u>Career exploration.</u> Career exploration activities are designed to develop an individual career plan and facilitate the member’s experientially based informed choice regarding the goal of individual employment. Career exploration may be provided in small groups of no more than four members to participate in career exploration activities that include business tours, attending industry education events, benefit information, financial literacy classes, and attending career fairs. Career exploration may be authorized for up to 34 hours, to be completed over 90 days in the member’s local community or nearby communities and may include but is not limited to the following activities:</p> <ol style="list-style-type: none"> <li>1. Meeting with the member and the member’s family, guardian or legal representative to introduce them to supported employment and explore the member’s employment goals and experiences,</li> <li>2. Business tours,</li> <li>3. Informational interviews,</li> <li>4. Job shadows,</li> <li>5. Benefits education and financial literacy,</li> <li>6. Assistive technology assessment, and</li> <li>7. Job exploration events.</li> </ol> <p><b>(2) Expected outcome of services.</b></p> <ol style="list-style-type: none"> <li>1. The expected outcome of <u>prevocational services</u> is individual employment in the general workforce, or self-employment, in a setting typically found in the community, where the member interacts with individuals without disabilities, other than those providing services to the member or other individuals with disabilities, to the same extent that individuals without disabilities in comparable positions interact with other persons; and for which the member is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities.</li> <li>2. The expected outcome of the <u>career exploration</u> activity is a written career plan that will guide employment services which lead to community employment or self-employment for the member.</li> </ol> <p><b>(3) Setting.</b> Prevocational services shall take place in community-based nonresidential settings.</p> <p><b>(4) Concurrent services.</b> A member’s individual service plan may include two or more types of nonresidential habilitation services (e.g., individual supported employment, long-term job coaching, small-group supported employment, prevocational services, and day habilitation); however, more than one service may not be billed during the same period of time (e.g., the same hour).</p> <p><b>(5) Exclusions.</b> Prevocational services payment shall not be made for the following:</p> <ol style="list-style-type: none"> <li>(1) Services that are available to the individual under a program funded under Section 110 of the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.). Documentation that funding is not available to the individual for the service under these programs shall be maintained in the service plan of each member receiving prevocational services.</li> <li>(2) Services available to the individual that duplicate or replace education or related services defined in the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.).</li> <li>(3) Compensation to members for participating in prevocational services.</li> </ol>
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**Prevocational and Supported Employment Services**

	<p>(4) Support for members volunteering in for-profit organizations and businesses other than for-profit organizations, or businesses that have formal volunteer programs in place (e.g., hospitals, nursing homes), and support for members volunteering to benefit the service provider.</p> <p>(5) The provision of vocational services delivered in facility-based settings where individuals are supervised for the primary purpose of producing goods or performing services or where services are aimed at teaching skills for specific types of jobs rather than general skills.</p> <p>(6) A prevocational service plan with the goal or purpose of the service documented as maintaining or supporting the individual in continuing prevocational services or any employment situation similar to sheltered employment.</p> <p><b>(6) Limitations.</b></p> <p>(1) <u>Time limitation for members starting prevocational services.</u> For members starting prevocational services after May 4, 2016, participation in these services is limited to 24 calendar months. This time limit can be extended to continue beyond 24 months if one or more of the following conditions apply:</p> <ol style="list-style-type: none"> <li>1. The member who is in prevocational services is also working in either individual or small-group community employment for at least the number of hours per week desired by the member, as identified in the member’s current service plan; or</li> <li>2. The member who is in prevocational services is also working in either individual or small-group community employment for less than the number of hours per week the member desires, as identified in the member’s current service plan, but the member has services documented in the member’s current service plan, or through another identifiable funding source (e.g., Iowa vocational rehabilitation services (IVRS), to increase the number of hours the member is working in either individual or small-group community employment; or</li> <li>3. The member is actively engaged in seeking individual or small-group community employment or individual self-employment, and services for this are included in the member’s current service plan or services funded through another identifiable funding source (e.g., IVRS) are documented in the member’s service plan; or</li> <li>4. The member has requested supported employment services from Medicaid and IVRS in the past 24 months, and the member’s request has been denied or the member has been placed on a waiting list by both Medicaid and IVRS; or</li> <li>5. The member has been receiving individual supported employment services (or comparable services available through IVRS) for at least 18 months without obtaining individual or small-group community employment or individual self-employment; or</li> <li>6. The member is participating in career exploration activities as described in subparagraph 78.27(9) “a” (1).</li> </ol> <p>(2) <u>Time limitation for members enrolled in prevocational services.</u> For members enrolled in prevocational services on or before May 4, 2016, participation in these services is limited to 90 business days beyond the completion of the career exploration activity including the development of the career plan described in subparagraph 78.27(9)“a”(1). This time limit can be extended as stated in paragraphs 78.27(9)“e”(1)“1” through “6.” If the criteria in paragraphs 78.27(9) “e” (1) “1” through “6” do not apply, the member will not be reauthorized to continue prevocational services.</p>
<p><b>Other Areas of Consideration</b></p>	<ul style="list-style-type: none"> <li>▪ Reauthorization requirements</li> <li>▪ Members must engage in Career Exploration</li> <li>▪ If a member chooses NOT to pursue employment after Career Exploration, you have 90 days to eliminate prevocational services from their service plan</li> <li>▪ 90 day limit after completing Career Exploration, unless e(1) applies:             <ul style="list-style-type: none"> <li>• Prevoc can continue as a wrap-around service if you’re working or actively seeking work per your service plan</li> <li>• Prevoc as wrap-around service may be extended per 78.27(9) e (1), 1- 6</li> </ul> </li> <li>▪ Participation in prevocational services is <u>not</u> a prerequisite for individual or small-group supported employment services</li> </ul>

**Prevocational and Supported Employment Services**

<p><b>Individual Supported Employment (SE)</b></p> <p>Code: T2018 UC  Unit: Hourly  Fee for Service Rate (Floor): \$66.13/hr</p> <p><b>Authorization:</b> One initial &amp;, if necessary, one extended authorization/yr, not to exceed a total of 60 hourly units/yr</p> <ol style="list-style-type: none"> <li>1. Initial authorization not to exceed 40 hourly units</li> <li>2. Extended authorization not to exceed 20 hourly units</li> </ol>	<p>Individual supported employment involves supports provided to, or on behalf of, the member that enable the member to obtain and maintain individual employment. Services are provided to members who need support because of their disabilities.</p> <p><b>(1) Scope.</b> Individual supported employment services are services provided to, or on behalf of, the member that enable the member to obtain and maintain an individual job in competitive employment, customized employment or self-employment in an integrated work setting in the general workforce.</p> <p><b>(2) Expected outcome of service.</b> The expected outcome of this service is sustained employment, or self-employment, paid at or above the minimum wage or the customary wage and level of benefits paid by an employer, in an integrated setting in the general workforce, in a job that meets personal and career goals. Successful transition to long-term job coaching, if needed, is also an expected outcome of this service. An expected outcome of supported self-employment is that the member earns income that is equal to or exceeds the average income for the chosen business within a reasonable period of time.</p> <p><b>(3) Setting.</b> Individual supported employment services shall take place in integrated work settings. For self-employment, the member’s home can be considered an integrated work setting. Employment in the service provider’s organization (not including a sheltered workshop or similar type of work setting where members are paid for the production of goods or services) can be considered employment in an integrated work setting in the general workforce if the employment occurs in a work setting where interactions are predominantly with coworkers or business associates who do not have disabilities or with the general public.</p> <p><b>(4) Individual employment strategies</b> include but are not limited to: customized employment, individual placement and support, and supported self-employment. Service activities are individualized and may include any combination of the following:</p> <ol style="list-style-type: none"> <li>1. Benefits education.</li> <li>2. Career exploration (e.g., tours, informational interviews, job shadows).</li> <li>3. Employment assessment.</li> <li>4. Assistive technology assessment.</li> <li>5. Trial work experience.</li> <li>6. Person-centered employment planning.</li> <li>7. Development of visual/traditional résumés.</li> <li>8. Job-seeking skills training and support.</li> <li>9. Outreach to prospective employers on behalf of the member (e.g., job development; negotiation with prospective employers to customize, create or carve out a position for the member; employer needs analysis).</li> <li>10. Job analysis (e.g., work site assessment or job accommodations evaluation).</li> <li>11. Identifying and arranging transportation.</li> <li>12. Career advancement services (e.g., assisting a member in making an upward career move or seeking promotion from an existing employer).</li> <li>13. Reemployment services (if necessary due to job loss)</li> <li>14. Financial literacy and asset development.</li> <li>15. Other employment support services deemed necessary to enable the member to obtain employment.</li> <li>16. Systematic instruction and support during initial on-the-job training including initial on-the-job training to stabilization.</li> <li>17. Engagement of natural supports during initial period of employment.</li> <li>18. Implementation of assistive technology solutions during initial period of employment.</li> <li>19. Transportation of the member during service hours.</li> <li>20. Initial on-the-job training to stabilization activity.</li> </ol> <p><b>(5) Self-employment.</b> Individual employment may also include support to establish a viable self-employment opportunity, including home-based self-employment. An expected outcome of</p>
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## Prevocational and Supported Employment Services

	<p>supported self-employment is that the member earns income that is equal to or exceeds the average income for the chosen business within a reasonable period of time. In addition to the activities listed under subparagraph 78.27(10)“a”(4), assistance to establish self-employment may include:</p> <ol style="list-style-type: none"> <li>1. Aid to the member in identifying potential business opportunities.</li> <li>2. Assistance in the development of a business plan, including identifying potential sources of business financing and other assistance in developing and launching a business.</li> <li>3. Identification of the long-term supports necessary for the individual to operate the business.</li> </ol>
<p><b>Small Group SE</b></p> <p><b>Tier 1:</b> Groups of 2-4 Code: H2023 U3 Unit: Per Person 15 mins Fee for Service Rate (Floor): \$2.84/unit</p> <p><b>Tier 2:</b> Groups of 5-6 Code: H2023 U5 Unit: Per Person 15 mins Fee for Service Rate (Floor): \$1.77/unit</p> <p><b>Tier 3:</b> Groups of 7-8 Code: H2023 U7 Unit: Per Person 15 mins Fee for Service Rate (Floor): \$1.26/unit</p>	<p>Small-group supported employment services are training and support activities provided in regular business or industry settings for groups of two to eight workers with disabilities. The outcome of this service is sustained paid employment experience, skill development, career exploration and planning leading to referral for services to obtain individual integrated employment or self-employment for which an individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities.</p> <p><b>(1) Scope.</b> Small-group supported employment services must be provided in a manner that promotes integration into the workplace and interaction between members and people without disabilities (e.g., customers, coworkers, natural supports) in those workplaces. Examples include but are not limited to mobile crews and other business-based workgroups employing small groups of workers with disabilities in employment in integrated business settings; and small-group activities focused on career exploration and development of strengths and skills that contribute to successful participation in individual community employment.</p> <p><b>(2) Expected outcome of service.</b> Small-group supported employment services are expected to enable the member to make reasonable and continued progress toward individual employment. Participation in small-group supported employment services is not a prerequisite for individual supported employment services. The expected outcome of the service is sustained paid employment and skill development which leads to individual employment in the community.</p> <p><b>(3) Setting.</b> Small-group supported employment services shall take place in integrated, community-based nonresidential settings separate from the member’s residence.</p> <p><b>(4) Service activities.</b> Small-group supported employment services may include any combination of the following activities:</p> <ol style="list-style-type: none"> <li>1. Employment assessment.</li> <li>2. Person-centered employment planning.</li> <li>3. Job placement (limited to service necessary to facilitate hire into individual employment paid at minimum wage or higher for a member in small-group supported employment who receives an otherwise unsolicited offer of a job from a business where the member has been working in a mobile crew or enclave).</li> <li>4. Job analysis.</li> <li>5. On-the-job training and systematic instruction.</li> <li>6. Job coaching.</li> <li>7. Transportation planning and training.</li> <li>8. Benefits education.</li> <li>9. Career exploration services leading to career advancement outcomes.</li> <li>10. Other workplace support services may include services not specifically related to job skill training that enable the waiver member to be successful in integrating into the individual or community setting.</li> <li>11. Transportation of the member during service hours.</li> </ol>
<p><b>Long Term Job Coaching SE</b></p> <p><b>Tier 1:</b> 1 Contact/mo</p>	<p>Long-term job coaching is support provided to, or on behalf of, the member that enables the member to maintain an individual job in competitive employment, customized employment or self-employment in an integrated work setting in the general workforce.</p> <p><b>(1) Scope.</b> Long-term job coaching services are provided to or on behalf of members who need support because of their disabilities and who are unlikely to maintain and advance in individual employment absent the provision of supports.</p>

**Prevocational and Supported Employment Services**

Code: H2025 U4  
 Unit: Monthly  
 Fee for Service Rate (Floor): \$67.67/mo  
**Tier 2:** 2-8 hrs/mo  
 Code: H2025 U3  
 Unit: Monthly  
 Fee for Service Rate (Floor): \$361.58/mo  
**Tier 3:** 9-16 hrs/mo  
 Code: H2025 U5  
 Unit: Monthly  
 Fee for Service Rate (Floor): \$722.15/mo  
**Tier 4:** 17-25 hrs/mo  
 Code: H2025 U7  
 Unit: Monthly  
 Fee for Service Rate (Floor): \$1,129.18/mo  
**Tier 5:** 26+ hrs/mo  
 Code: H2025 UC  
 Unit: Hourly  
 Fee for Service Rate (Floor): \$45.16/hr

Long-term job coaching services shall provide individualized and ongoing support contacts at intervals necessary to promote successful job retention and advancement.

**(2) Expected outcome of service.** The expected outcome of this service is sustained employment paid at or above the minimum wage in an integrated setting in the general workforce, in a job that meets the member’s personal and career goals. An expected outcome of supported self-employment is that the member earns income that is equal to or exceeds the average income for the chosen business within a reasonable period of time.

**(3) Setting.** Long-term job coaching services shall take place in integrated work settings. For self-employment, the member’s home can be considered an integrated work setting. Employment in the service provider’s organization (not including a sheltered workshop or similar type of work setting) can be considered employment in an integrated work setting in the general workforce if the employment occurs in a work setting where interactions are predominantly with coworkers or business associates who do not have disabilities, or with the general public, and if the position would exist within the provider’s organization were the provider not being paid to provide the job coaching to the member.

**(4) Service activities.** Long-term job coaching services are designed to assist the member with learning and retaining individual employment, resulting in workplace integration, and which allows for the reduction of long-term job coaching over time. Services are individualized, and service plans are adjusted as support needs change and may include any combination of the following activities with or on behalf of the member:

1. Job analysis.
2. Job training and systematic instruction.
3. Training and support for use of assistive technology/adaptive aids.
4. Engagement of natural supports.
5. Transportation coordination.
6. Job retention training and support.
7. Benefits education and ongoing support.
8. Supports for career advancement.
9. Financial literacy and asset development.
10. Employer consultation and support.
11. Negotiation with employer on behalf of the member (e.g., accommodations; employment conditions; access to natural supports; and wage and benefits).
12. Other workplace support services may include services not specifically related to job skill training that enable the waiver member to be successful in integrating into the job setting.
13. Transportation of the member during service hours.
14. Career exploration services leading to increased hours or career advancement.

**(5) Self-employment long-term job coaching.** Self-employment long-term job coaching may include support to maintain a self-employment opportunity, including home-based self-employment. In addition to the activities listed under subparagraph 78.27(10)“b”(4), assistance to maintain self-employment may include:

1. Ongoing identification of the supports necessary for the individual to operate the business;
2. Ongoing assistance, counseling and guidance to maintain and grow the business; and
3. Ongoing benefits education and support.

**(6) The hours of support** for long-term job coaching are based on the identified needs of the member as documented in the member’s comprehensive service plan

## Prevocational and Supported Employment Services

### Other Areas of Consideration

**Limitations.** Supported employment services are limited as follows:

- (1) Total monthly costs of supported employment may not exceed the monthly cap on the cost of waiver services set for the individual waiver program.
- (2) In absence of a monthly cap on the cost of waiver services, the total monthly cost of all supported employment services may not exceed \$3,029.00 per month.
- (3) Individual supported employment is limited to 240 units per calendar year.
- (4) Long-term job coaching is limited in accordance with 441—subrule 79.1(2).
- (5) Small-group supported employment is limited to 160 units per week.

**Exclusions.** Supported employment services payments shall not be made for the following:

- (1) Services that are available to the individual under a program funded under Section 110 of the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.). Documentation that the service is not available to the individual under these programs shall be maintained in the service plan of each member receiving individual supported employment or long-term job coaching services.
- (2) Incentive payments, not including payments for coworker supports, made to an employer to encourage or subsidize the employer's participation in a supported employment program.
- (3) Subsidies or payments that are passed through to users of supported employment programs.
- (4) Training that is not directly related to a member's supported employment program.
- (5) Services involved in placing and stabilizing members in day activity programs, work activity programs, sheltered workshop programs or other similar types of vocational or prevocational services furnished in specialized facilities that are not a part of the general workplace.
- (6) Supports for placement and stabilization in volunteer positions or unpaid internships. Such volunteer learning and unpaid training activities that prepare a person for entry into the general workforce are addressed through prevocational services and career exploration activities.
- (7) Tuition for education or vocational training.
- (8) Individual advocacy that is not related to integrated individual employment participation or is not member-specific.
- (9) Medicaid funds may not be used to defray the expenses associated with starting up or operating a business.

**Concurrent services.** A member's individual service plan may include two or more types of nonresidential services (e.g., individual supported employment, long-term job coaching, small-group supported employment, prevocational services, and day habilitation); however, more than one service may not be billed during the same period of time (e.g., the same hour).

**Integration requirements.** In the performance of job duties, the member shall have regular contact with other employees or members of the general public who do not have disabilities, unless the absence of regular contact with other employees or the general public is typical for the job as performed by persons without disabilities.

**Compensation.** Members receiving these services are compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities. For supported self-employment, the member earns income that is equal to or exceeds the average income for the chosen business within a reasonable period of time. For small-group supported employment, if the member is not compensated at or above minimum wage, the compensation to the member shall be in accordance with all applicable state and federal labor laws and regulations.

**Other Considerations:**

- Community transportation options (e.g., transportation provided by family, coworkers, carools, volunteers, self or public transportation) shall be identified by the member's interdisciplinary team and utilized before the service provider provides the transportation to and from work for the member. If none of these options are available to a member, transportation between the member's place of residence and the employment or service location may be included as a component part of supported employment services.
- Personal care or personal assistance and protective oversight may be a component part of supported employment services, but may not comprise the entirety of the service.
- Activities performed on behalf of a member receiving long-term job coaching or individual or small-group supported employment shall not comprise the entirety of the service.

## Prevocational and Supported Employment Services

### Chapter 83 Service Plan Requirements

#### **ID Waiver**

##### **83.61(1) Eligibility criteria.**

- (1) Be at least 16 years of age.
- (2) The services must not be available to the member through one of the following:
  1. Special education and related services as defined in the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.); or
  2. A program funded under Section 110 of the Rehabilitation Act of 1973 (29 U.S.C. 730).
- (3) Not reside in a medical institution.
- (4) Have documented in the waiver service plan a goal to achieve or to sustain individual employment.

##### **h. For small-group supported employment services:**

- (1) Be at least 16 years of age.
- (2) The services must not be available to the member through one of the following:
  1. Special education and related services as defined in the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.); or
  2. A program funded under Section 110 of the Rehabilitation Act of 1973 (29 U.S.C. 730).
- (3) Have documented in the waiver service plan a goal to achieve or to sustain individual employment.
- (4) Have documented in the waiver service plan that the choice to receive individual supported employment services was offered and explained in a manner sufficient to ensure informed choice, after which the choice to receive small-group supported employment services was made.
- (5) Not reside in a medical institution.

##### **i. For prevocational services:**

- (1) Be at least 16 years of age.
- (2) The services must not be available to the member through one of the following:
  1. Special education and related services as defined in the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.); or
  2. A program funded under Section 110 of the Rehabilitation Act of 1973 (29 U.S.C. 730).
- (3) Have documented in the waiver service plan a goal to achieve or to sustain individual employment.
- (4) Have documented in the waiver service plan that the choice to receive individual supported employment services was offered and explained in a manner sufficient to ensure informed choice, after which the choice to receive small-group supported employment services was made.
- (5) Not reside in a medical institution.

#### **BI Waiver**

##### **n. For individual supported employment and long-term job coaching services:**

- (1) Be at least 16 years of age.
- (2) The services must not be available to the member through one of the following:
  1. Special education and related services as defined in the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.); or

## Prevocational and Supported Employment Services

2. A program funded under Section 110 of the Rehabilitation Act of 1973 (29 U.S.C. 730).
  - (3) Not reside in a medical institution.
  - (4) Have documented in the waiver service plan a goal to achieve or to sustain individual employment and an expectation that this service will result in this outcome.
- o. For small-group supported employment services:**
- (1) Be at least 16 years of age.
  - (2) The services must not be available to the member through one of the following:
    1. Special education and related services as defined in the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.); or
    2. A program funded under Section 110 of the Rehabilitation Act of 1973 (29 U.S.C. 730).
  - (3) Have documented in the waiver service plan a goal to achieve or to sustain individual employment.
  - (4) Have documented in the waiver service plan that the choice to receive individual supported employment services was offered and explained in a manner sufficient to ensure informed choice, after which the choice to receive small-group supported employment services was made.
  - (5) Not reside in a medical institution.
- p. For prevocational services:**
- (1) Be at least 16 years of age.
  - (2) The services must not be available to the member through one of the following:
    1. Special education and related services as defined in the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.); or
    2. A program funded under Section 110 of the Rehabilitation Act of 1973 (29 U.S.C. 730).
  - (3) Have documented in the waiver service plan a goal to achieve or to sustain individual employment and an expectation that this service will result in community employment.
  - (4) Have documented in the waiver service plan that the choice to receive individual supported employment services was offered and explained in a manner sufficient to ensure informed choice, after which the choice to receive prevocational services was made.



**Prevocational and Supported Employment Services**

**EMPLOYMENT SERVICE PROVIDER'S STAFF QUALIFICATION & TRAINING REQUIREMENTS**

**Job Coach**

**IVRS Requirements**

**HCBS Requirements**

IVRS requires job coaches to have a certificate of completion from either Iowa APSE or CES of required courses noted below, or staff have credentials as a licensed educator with the State of Iowa; or a degree in rehabilitation or closely related field.

- ✓ Age 18 (For Direct Support)
  - ✓ Associate degree, or HS Diploma/GED & 6-months' experience
  - ✓ 9.5 hours employment service training within 6 months of hire or November 4, 2016
  - ✓ Nationally Recognized Certificate of Completion of Job Coach Training (Comparable to IVRS requirements for either Iowa APSE or CES Job Coach Training)
  - ✓ On-going continuing education of 4 hours yearly in Employment Services
- \* The person providing LTJC has 24 months from the date of hire or within 24 months of May 4, 2016 to meet the educational requirements and earn the professional certificate of completion required.

**Iowa APSE**

1. Foundations self-directed study with APSE Mentor (Pre-requisite required for both Job Coach & Job Development Trainings)
2. Job Coach or Job Development Training (Each is two-day face-to-face training)

**Direct Course: College of Employment Services (CES) Online Job Coaching**

1. Strategies for Job Development Part 2 (Lessons 1-4)
2. Foundations of Employment Services (Lessons 1-4)
3. Performance Coaching and Support Part 1 (Lessons 1-5)
4. Performance Coaching and Support Part 2 (Lessons 1-5)

**Small Group Supported Employment (SE) - HCBS Requirements**

- ✓ Age 18 (For Direct Support)
- ✓ Associate degree, or HS Diploma/GED & 6-months' experience
- ✓ 9.5 hours employment service training within 6 months of hire or November 4, 2016
- ✓ Nationally Recognized Certificate of Completion of Job Development or Job Coach Training
- ✓ On-going continuing education of 4 hours yearly in Employment Services

\* The person providing small group SE services has 24 months from the date of hire or within 24 months of May 4, 2016 to meet the educational requirements and earn the professional certificate of completion required.

**Iowa APSE**

1. Foundations self-directed study with APSE Mentor (Pre-requisite required for both Job Coach & Job Development Trainings)
2. Job Coaching or Job Development Training (Each is two-day face-to-face training)

**Direct Course: College of Employment Services (CES) Online**

\* Either Job Coaching or Employer Development

**Job Coaching**

1. Strategies for Job Development Part 2 (Lessons 1-4)
2. Foundations of Employment Services (Lessons 1-4)
3. Performance Coaching and Support Part 1 (Lessons 1-5)
4. Performance Coaching and Support Part 2 (Lessons 1-5)

**Prevocational and Supported Employment Services**

		<p><b>Employer Development</b></p> <ol style="list-style-type: none"> <li>1. Strategies for Job Development Part 1 (Lessons 1-4)</li> <li>2. Strategies for Job Development Part 2 (Lessons 1-4)</li> <li>3. Principles of Career Development (Lessons 1-6)</li> <li>4. Foundations of Employment Services (Lessons 1-4)</li> <li>5. Business Perspectives (Lessons 1-4)</li> <li>6. Using Work Incentives to Increase Self-Sufficiency (Lessons 1-6)</li> <li>7. Funding Employment Services (Lessons 1 &amp; 2)</li> </ol>	
<b>Individual Supported Employment (SE)</b>			
<b>IVRS Requirements</b>		<b>HCBS Requirements</b>	
<p>IVRS requires employment service provider staff to have a certificate of completion from either Iowa APSE or CES of required courses noted below, or staff have credentials as a licensed educator with the State of Iowa; or a degree in rehabilitation or closely related field.</p> <p>* Please Note: If staff will be providing individual SE and job coaching services, they would need to complete the job coach training requirements outlined above in addition to those courses listed under Job Development below.</p>		<ul style="list-style-type: none"> <li>✓ Age 18</li> <li>✓ Bachelor's degree or commensurate experience, preferably in human services, sociology, psychology, education, human resources, marketing, sales or business.</li> <li>✓ Nationally Recognized Employment Support Professional Certification - APSE's Certified Employment Support Professionals (CESP) Exam</li> <li>✓ On-going continuing education of 4 hours yearly in Employment Services</li> </ul> <p>* The person providing Individual SE services has 24 months from the date of hire or within 24 months of May 4, 2016 to meet the educational requirements and earn the professional certification required.</p>	
<p><b>Iowa APSE</b></p> <ol style="list-style-type: none"> <li>1. Foundations self-directed study with APSE Mentor (Pre-requisite required for both Job Coach &amp; Job Development Trainings)</li> <li>2. Job Development Training (Is a two-day face-to-face training)</li> </ol>	<p><b>Direct Course: College of Employment Services (CES) Online Employer Development</b></p> <ol style="list-style-type: none"> <li>1. Strategies for Job Development Part 1 (Lessons 1-4)</li> <li>2. Strategies for Job Development Part 2 (Lessons 1-4)</li> <li>3. Principles of Career Development (Lessons 1-6)</li> <li>4. Foundations of Employment Services (Lessons 1-4)</li> <li>5. Business Perspectives (Lessons 1-4)</li> <li>6. Using Work Incentives to Increase Self-Sufficiency (Lessons 1-6)</li> <li>7. Funding Employment Services (Lessons 1 &amp; 2)</li> </ol>	<p><b>Iowa APSE ACRE Approved Training</b></p> <ol style="list-style-type: none"> <li>1. Foundations self-directed study with APSE Mentor (Pre-requisite required for both Job Coach &amp; Employer Development Trainings)</li> <li>2. Job Coach <b>and</b> Employer Development Training (Each is two-day face-to-face training) &amp; complete required field assignments</li> </ol> <p>List of ACRE Approved Training Options:  <a href="http://www.acreducators.org/find-training-providers">www.acreducators.org/find-training-providers</a></p>	<p><b>Direct Course: College of Employment Services (CES) Plus</b></p> <p>Combination of 11 core CES online courses and supplemental webinars, activities, and fieldwork needed to earn an ACRE certificate.</p> <p>* Please Note: There is an additional fee for CES Plus. For more information, please contact Karen Flippo at <a href="mailto:karen.flippo@umb.edu">karen.flippo@umb.edu</a> and let her know you have access to CES through Iowa Association of Community Providers.</p>

## Prevocational and Supported Employment Services

### HCBS Employment Service Authorizations

Topic	Fee-for-Service	AmeriHealth Caritas Iowa	Amerigroup	United Healthcare
Service Authorization Process	<p>The IHH Care Coordinator or Community Based Case Manager is responsible for entering the service spans in the program request in ISIS. IME Medical Services approves the service plan.</p> <p>Once the service plan has been approved the IHH is responsible for sending the NODs to the HCBS providers.</p>	<p>The IHH Care Coordinator or CBCM is responsible for entering the service requests and for uploading the current person-centered plan into Jiva.</p>	<p>The IHH CC or CBCM is responsible for submitting a service request with the person-centered plan to Amerigroup for review. This can be done via fax with the <a href="#">Mental Health Outpatient Treatment Form- IA Healthlink</a> (1-866-877-5229) or through the provider portal (<a href="http://www.availity.com">www.availity.com</a>). Prior authorization is required for HCBS services.</p>	<p><b>HAB Members:</b> UnitedHealthcare does not require prior authorization for HCBS services.</p> <p><b>ID and BI Members:</b> Supports and Services derived from IDT meeting. CBCM is responsible for entering the service requests and for uploading the current person-centered plan</p>
Service Reauthorization	<p>The IHH Care Coordinator or Community Based Case Manager is responsible for entering the service spans in the program request in ISIS. IME Medical Services approves the service plan.</p> <p>Once the service plan has been approved the IHH is responsible for sending the NODs to the HCBS providers</p>	<p>The IHH Care Coordinator or CBCM is responsible for entering the service requests into Jiva. Continued authorization of a high-intensity service or of multiple services that result in high-intensity may require additional information to justify the level of service provided or monitor the effectiveness of the services.</p>	<p>The IHH CC or CBCM is responsible for submitting a service request with the person-centered plan to Amerigroup for review. This can be done via fax with the <a href="#">Mental Health Outpatient Treatment Form- IA Healthlink</a> (1-866-877-5229) or through the provider portal (<a href="http://www.availity.com">www.availity.com</a>).</p>	<p><b>HAB Members:</b> UnitedHealthcare does not require prior authorization for Prevocational and Supported Employment services</p> <p><b>ID and BI Members:</b> Supports and Services derived from IDT meeting. CBCM is responsible for reauthorizing the service requests and for uploading an addendum to the current person-centered plan if necessary.</p>
Service Changes	<p>If the HCBS service provider or member requests changes they contact the IHH CC or CBCM to request the changes. The IHH Care Coordinator or Community Based Case Manager is responsible for entering the service spans in the program request in ISIS.</p> <p>Once the service plan has been approved the IHH is responsible for sending the NODs to the HCBS providers</p>	<p>If the HCBS service provider or member requests changes they contact the IHH CC or CBCM to request the changes.</p>	<p>If the HCBS service provider or member requests changes they contact the IHH CC or CBCM to request the changes. The IHH CC or CBCM is responsible for submitting the requested changes including the amended person-centered plan, via fax with the <a href="#">Mental Health Outpatient Treatment Form- IA Healthlink</a> (1-866-877-5229) or through the provider portal (<a href="http://www.availity.com">www.availity.com</a>).</p>	<p><b>HAB Members:</b> If the HCBS service provider or member requests changes they contact the IHH CC. The IHH CC is responsible for submitting, via fax or email, the requested changes including the amended person-centered plan.</p> <p><b>ID and BI Members:</b> If the HCBS service provider or member requests changes they contact the CBCM to request the changes. The CBCM is responsible for authorizing the changes in the supports and services and issuing an addendum to the person centered plan.</p>

## Prevocational and Supported Employment Services

Topic	Fee-for-Service	AmeriHealth Caritas Iowa	Amerigroup	UnitedHealthcare
Utilization Management Process	The IME Medical Services Unit reviews and approves those services that require Prior Authorization – Prevocational and Supported Employment services	The LTSS UM Department reviews and approves or denies the service requests. UM staff may contact IHH/CBCM staff if there are questions about the amount, duration, and scope of services requested or to propose alternatives if denial is anticipated.	The Behavioral Health Utilization Management Department reviews service requests. UM staff may contact the IHH CC or CBCM if additional information is needed, for example, scope of services or frequency of mental health symptoms.	<b>HAB Members:</b> UnitedHealthcare Alert team completes claim reviews to identify triggers regarding utilization of services. <b>ID and BI Members:</b> The CBCM authorizes the services and supports and only in specific instances are they reviewed for appropriateness.
Communication to HCBS Providers - For additional information regarding MCO authorizations click the below link for a June 2016 presentation: <a href="https://theiacp.memberclicks.net/assets/docs/accelssing_mco_authorizations.pdf">https://theiacp.memberclicks.net/assets/docs/accelssing_mco_authorizations.pdf</a> <a href="https://theiacp.memberclicks.net/assets/docs/accelssing_mco_authorizations.pdf">https://theiacp.memberclicks.net/assets/docs/accelssing_mco_authorizations.pdf</a>	The IHH CC and CBCM is responsible for providing the comprehensive service plan and providing a notice of decision for the provider for services authorized.	The IHH CC or CBCM is responsible for providing the comprehensive service plan. Providers access the Service Plan, which includes current approved services, or the service authorizations for their agency through the Provider Portal.	The IHH CC or the CBCM is responsible for providing the comprehensive service plan to the service provider. Service providers may access eligibility and service authorizations through the provider portal / Patient360 ( <a href="http://www.availity.com">www.availity.com</a> ).	<b>HAB Members:</b> UHC will communicate to the IHH approvals for level of care (LOC) determination via email. LOC guidelines are available at: <a href="https://ubhweb.uhc.com/ubh/clinical_policy_standards/gls/state_specific/integrated%20Health%20Home%20(IA%20202-Final).pdf">https://ubhweb.uhc.com/ubh/clinical_policy_standards/gls/state_specific/integrated%20Health%20Home%20(IA%20202-Final).pdf</a> <b>ID and BI Members:</b> A notice of decision (NOD) is sent to the provider and member

### Contacts for Questions about HCBS Services (IME's HCBS FAQ's & E1st Guidebook Link Find Midpage : <https://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/waivers>)

Topic	Fee-for-Service	AmeriHealth Caritas Iowa	Amerigroup	United Healthcare
Questions about HCBS Services in General	IME Provider Services 1-800-338-7909	Reach out to your Account Executive or call AmeriHealth Caritas Iowa Provider Services at 1-844-411-0579	Provider Solutions Department <a href="https://providers.amerigroup.com/IA/Pages/ia.aspx">https://providers.amerigroup.com/IA/Pages/ia.aspx</a> (Find Your Provider Representative)	<b>HAB Members:</b> IHH inquiries go through UnitedHealthcare HH RN Program Manager. HCBS Provider go through the IHH <b>ID and BI Members:</b> Providers can contact the Provider Helpline
Questions about Specific Members' Services	IME Member Services 1-800-338-8366	Work through the Member's IHH or CBCM. If you are unable to reach resolution, connect with IHH or CM supervisors or your Account Executive	Work through the Member's IHH or CBCM  Member Services: 1-800-600-4441	<b>Member services:</b> 800-464-9484 <b>Provider Helpline:</b> 888-650-3462 <b>Supported Employment Questions:</b> Jeffrey Lund, Supported Employment Specialist, Phone: 763-283-2427 Email: <a href="mailto:Jeffrey_lund@uhccom">Jeffrey_lund@uhccom</a>
Questions about Claims	IME Provider Services 1-800-338-7909	Call AmeriHealth Caritas Iowa Provider Services at 1-844-411-0579	Provider Relations Department <a href="https://providers.amerigroup.com/IA/Pages/ia.aspx">https://providers.amerigroup.com/IA/Pages/ia.aspx</a> (Find Your Provider Representative)	Provider services: 888-650-3462

October 31, 2017

\*information provided is subject to change and is contingent on the interpretation of each individual health plan