FIDELIS CARE AT HOME
A Managed Long Term Care Plan

OPERATING STANDARDS AND CONTINUITY OF CARE RESPONSIBILITIES
&
GENERAL PROVISIONS AND OPERATING RESPONSIBILITIES

FOR LICENSED HOME CARE SERVICES AGENCY (LHCSA)
CARE MANAGEMENT PARTNERS
OPERATING STANDARDS
AND
CONTINUITY OF CARE RESPONSIBILITIES
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| 1. Member Demographic Updates            | Licensed agency should contact Member Services for the following changes so that our records remain current  
- Permanent change in the Member’s address  
- Change in the Member’s telephone number | Member Services   | 1-888-FIDELIS           |
| 2. Agency Directed Change of Aide        | If the licensed agency must **permanently** change the member’s aide:  
- Licensed agency must notify:  
  - **Member**: at least one day in advance, no later than 2:00 p.m. the day prior  
  - **Member’s Care Team**: at least one day in advance, no later than 2:00 p.m. the day prior | Care Management Team | PHONE 800-688-7422, FAX 716-803-8727 |
| 3. Temporary Aide/ Schedule Changes      | **Temporary** changes to arrival/departure time(s) of current aide, scheduled service days of current aide or aide assigned to member:  
- Licensed agency must notify:  
  - **Member**: at least one day in advance, no later than 2:00 p.m. the day prior  
  - **Member’s Care Team**: one day in advance  
- Licensed agency must document the schedule change as appropriate. | Care Management Team | FAX 716-803-8727, EMAIL mitcauthreq@fideliscare.org |
| 4. Permanent Aide Schedule Changes       | Permanent changes in time of day of service or permanent changes in scheduled service days:  
- Licensed agency must notify: | Care Management Team | PHONE 800-688-7422     |
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<td></td>
<td><strong>Member:</strong> at least two days in advance of effective date of schedule change.</td>
<td>FAX 716-803-8727</td>
<td>EMAIL <a href="mailto:mitcauthreq@fideliscare.org">mitcauthreq@fideliscare.org</a></td>
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<td><strong>Member’s Care Team:</strong> one day in advance</td>
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<td>• Licensed agency must document and update their system to reflect this permanent change.</td>
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<td>5. Member Directed Change of Aide</td>
<td>• If a Member requests for the permanent aide to be changed, the coordinator should refer the member to their Care Team. If appropriate, the licensed agency can assist the Member in making this request.</td>
<td>PHONE 800-688-7422</td>
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<td>• The licensed agency should execute the change request only upon receipt of confirmation from Fidelis Care At Home.</td>
<td>FAX 716-803-8727</td>
<td>EMAIL <a href="mailto:mitcauthreq@fideliscare.org">mitcauthreq@fideliscare.org</a></td>
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<td>• The Licensed agency must inform the member of the change at least one day in advance, provide the name of the new aide and confirm the hours when the aide is scheduled to be in the home.</td>
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<td>• The Licensed agency must inform the Care Team when there is a change in the replacement aide’s hours and/or start and end times</td>
<td>Care Management Team</td>
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<td>6. Member Request for Increase/Decrease in Services</td>
<td>• Licensed agency should inform member that service change requests need to be approved by Fidelis Care At Home and that the member (or designated representative) is responsible for submitting the request.</td>
<td>PHONE 800-688-7422</td>
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<td>• Licensed agency should contact member’s Care Team to inform them of the request so the Care Manager is aware of the pending request.</td>
<td>FAX 716-803-8727</td>
<td>EMAIL <a href="mailto:mitcauthreq@fideliscare.org">mitcauthreq@fideliscare.org</a></td>
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| 7. Non-Emergent Changes in Clinical Condition and Plan of Care | - The home health aide or paraprofessional should report any changes in the Member’s clinical condition or issues or problems affecting the member to their agency on the day of occurrence  
- The Licensed agency will document in the member’s permanent record and notify the Fidelis Care at Home Care Management Team within 24 hours with a communication notification.  
- Notification includes but is not limited to the following:  
  - Falls that do not require immediate medical attention  
  - Changes in skin integrity, such as blisters, skin tears, bruising or development of decubitus ulcers  
  - Changes in mental status not affecting member function or well being  
  - Initial event where member’s refusing food or liquids  
  - Limited or no food available in the home  
  - Cluttered and infested home and environment  
  - Suspected abuse /and or neglect  
  - An identified need for Social Services and Social Worker assistance or help | Care Management Team | deliscare.org |
| 8. Urgent/Emergent | - When a home health aide or paraprofessional is in the | By PHONE | PHONE 800-688-7422  
FAX 716-803-8727  
EMAIL mitcauthreq@fideliscare.org |
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| Changes in Clinical Condition and Plan of Care        | home when no professional staff, family member or the member’s designee is available, the home health aide should immediately call their supervisor at their employing agency who will either direct the person in the home to call 911 or will call 911 for them, based upon an evaluation of the situation.  
  • The aide or paraprofessional will be instructed to remain with the Member, provide appropriate care as directed by the supervisor to protect the Member from harm and report status regularly back to the agency until emergency personnel arrive.  
  • The licensed agency will document the event in the member’s permanent record and send communication notification to Fidelis Care at Home on the same day. | Management Team        | 800-688-7422     |
|                                                       |                                                                                                                                                                                                                   |                        | E Mail           |
|                                                       |                                                                                                                                                                                                                   |                        | mitcauthreq@fideliscare.org |
| 9. Inpatient Admissions OR Relocation Out of Service Area OR Member Deceased | • Paraprofessional will notify licensed agency immediately.  
  • Licensed agency will notify the Care Team immediately. Agency should provide as much information as is available. (e.g., the name of the hospital, time of transport to the hospital, if the Member was accompanied by someone, if the Member was admitted or in the Emergency Room, where the member relocated to, contact information, etc.)  
  • Fidelis Care at Home will provide instructions about suspending services and will update the authorization, as appropriate. | Care Management Team   | PHONE 800-688-7422 |
<p>|                                                       |                                                                                                                                                                                                                   |                        | E Mail           |
|                                                       |                                                                                                                                                                                                                   |                        | <a href="mailto:mitcauthreq@fideliscare.org">mitcauthreq@fideliscare.org</a> |
| 10. No Shows and                                       | • As soon as the licensed agency becomes aware that Care                                                                                                                                                    |
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| Coverage Problems                 | an aide has not reported to a Member’s home at the scheduled time:  
  o The licensed agency must immediately contact the member to discuss whether or not a replacement aide is needed.  
  o If a replacement aide is needed, the licensed agency should send a replacement aide and notify the member of the aide’s name and approximate arrival time.  
  o Licensed agency should notify the Care Management Team immediately of the issue and plan of action.  
  • If Fidelis Care at Home is notified by the Member that an aide has not reported to a Member’s home at the scheduled time, a representative from the member’s Care Management team will follow up with the licensed agency immediately. The licensed agency will follow the actions detailed above. | Management Team                       | PHONE 800-688-7422  
  E Mail mitcauthreq@fideliscare.org |
| 11. Member Request for Temporary Stoppage of Service | • The licensed agency will notify the member’s Care Management Team immediately if a member request no services for one or more days.  
  • The licensed agency will share any concerns regarding the member’s health or safety if there is no personal care coverage.  
  • Fidelis Care at Home will gain input from other key stakeholders to evaluate the situation and provider direction to the licensed agency regarding next steps.  
  • If the licensed agency does not receive a response | Care Management Team                   | PHONE 800-688-7422  
  FAX 716-803-8727  
  EMAIL mitcauthreq@fideliscare.org |
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| 12. Member Refusing Service               | • The licensed agency should contact the Care Management Team immediately upon discovery and provide specific details regarding the reason why the member is refusing services.  
• Fidelis Care at Home will contact the Member to discuss services, assess the situation, and contact the licensed agency with a plan of action to manage the situation. | Care Management Team | PHONE 800-688-7422 |
| 13. Member Not Home / Not Answering Door or Phone | • If, after making all reasonable efforts to contact the member, the aide is still not making contact, the licensed agency should call the Fidelis Care at Home Care Management Team to inform them of the issue.  
• The Care Management Team will try to reach the member, a family member or designee to understand why the member is unreachable.  
• The licensed agency should make periodic attempts to call the Member throughout the day to see if the member can be reached. Any new information should be relayed to the Care Management Team upon learning of new information. | Care Management Team | By PHONE Care Management Team 800-688-7422 |
| 14. Incidents and Unsafe Situations including:  
• Verbal or physical abuse of the  
• Aides and paraprofessionals should report all incidents /occurrences and or unsafe situations to his/her licensed agency immediately.  
• Licensed Agency will ensure that the manager is informed and involved immediately. | Care Management Team | PHONE 800-688-7422 | FAX                |
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| paraprofessional or Member                            | • Threats to the aide/Member's safety in the home  
• Unsanitary conditions in the home  
• Illegal activity in the home  
• Alleged altercation between the aide and Member/family  
• Allegations of coercion by the aide, Member, or family  
• Motor Vehicle  
  • Depending on the situation, the licensed agency manager will:  
  o Call 911 if circumstances require this action.  
  o Immediately notify the Fidelis Care at Home Care Management Team  
  o Make a decision on whether the aide should be released because of unsafe conditions.  
  • Licensed agency and Fidelis Care at Home staff will collaborate to ensure that an action plan is established by the end of the day to ensure the staff’s and member's safety while attempting to resolve the situation. Follow-up on these circumstances will be closely coordinated to ensure the issues are completely addressed  
  • The Vendor Agency will send written communication notification within 24 hours of the occurrence to Fidelis Care at Home.  
  • The licensed agency is responsible for contacting and reporting any situations of abuse/neglect/coercion/and or suspicion of jeopardy to Member's health and safety to APS and all other mandated reporting government agencies |                  | 716-803-8727    | EMAIL mltcauthreq@fideliscare.org |
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| Accidents (while being transported by transportation services) | The Member or family/caregiver may report allegations of theft to the licensed agency or directly to Fidelis Care at Home.  
- If the report is made to the licensed agency, the agency must ensure that a manager is informed and involved immediately.  
- The manager should notify Fidelis Care at Home as soon as they learn of the accusation.  
- If Fidelis Care at Home receives a report of theft by a staff member of an agency, Fidelis Care at Home will notify the licensed agency as soon as we become aware of the accusation.  
- The member or family/caregiver should be advised to file a police report regarding the incident.  
- Whenever allegations of theft are made, the agency must investigate and provide Fidelis Care at Home with a report of the outcome of its investigation. | Care Management Team | PHONE 800-688-7422  
E Mail mltauthreq@fideliscare.org |
| 15. Allegations of Theft | | | |
| 16. Agency Staff Access to Member’s Phone (Call-in System) And 24 HR ON-Call Accessibility | Every aide must have access to the Member’s telephone on a daily basis in order to report his/her time of arrival and departure at the member’s home.  
- If the Member or the Member’s family refuses to allow an aide access to the phone, the aide must immediately contact their supervisor at the licensed agency where they are employed. | Care Management Team | PHONE 800-688-7422  
E Mail mltauthreq@fideliscare.org |
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|                   | • The aide will be instructed to stay with Member and provide coverage as usual.  
• The Licensed Agency supervisor will contact the Fidelis Care at Home Care Management Team, who will follow-up with member or family/caregiver about allowing the aide access to the phone for time reporting purposes.  
• Until the issue is resolved, the supervisor should register the aide’s presence through the Call-In System, or by following the licensed agency’s alternative policies and procedures for verifying staff attendance. Manual/paper duty sheets should be used to document the services.  
• A Member’s service should not be suspended for refusal to use the home phone. The licensed agency should contact the Care Management Team for a plan of action to manage the issue. |                  |                   |
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| 1. Aide Supervision                      | The licensed agency is responsible for the (1) initial aide supervision and (2) supervision of the aid every 180 days from the initial supervision date. Fidelis Care at Home will provide a vendor aide supervision authorization as per contract agreement.  
  - The licensed agency is responsible for submitting the supervisory visit to Fidelis Care at Home within 3-5 days of the visit date  
  - The licensed agency is responsible for developing an aide plan of care which is consistent with the care management authorization  
  - The licensed agency is responsible for ensuring the aide meets standards and can satisfactorily complete the tasks assigned. |
| 2. Aide Qualifications and Training      | The licensed agency is responsible for ensuring that the HHA and paraprofessional meets the DOH required Licensure and Registry Standards and those documents are current and updated and available to Fidelis Care at Home upon request.  
  - Aide: DOH Registry is current and verifiable  
  - Aide: Aide Licensure is current and valid  
  - Aide: Aide has completed DOH recognized Training course and or program.                                                                                     |
| 3. Physician Order and 485s Attestation for COB | The licensed agency is responsible for obtaining all signed physician orders for COB as per DOH regulations. Fidelis Care at Home or its subsidiaries will not be responsible for obtaining signed physician 485s for the Licensed Agency  
  - Licensed agency must understand that:  
    - Failure to obtain signed physician orders will be an actionable audit item as determined by Fidelis Care at Home  
    - Untimely and Unsigned physician orders will be considered an actionable audit item as determined by Fidelis Care at Home  
  - The licensed agency must notify the member/caregiver and care management team when there is difficulty obtaining signed physician orders |
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| 4. Communication Notification and Reporting Requirements | The licensed agency is responsible for submitting written communication notification for all areas as is specified in the LHCSA Operating Standards and Continuity of Care Guidelines:  
  - Licensed agency must understand that:  
    - Failure to provide communication notification within 24 hours of the event occurrence or a previously-established communications time frame will be an audit actionable item.  
    - Failure to report and or follow mandatory reporting DOH guidelines as per APS and any other SDOH Mandated reporting agency will be considered an actionable audit item. |
| 5. Elder Abuse Training           | • The licensed agency is responsible for ensuring that all HHAs and paraprofessionals receive Elder Abuse Training certification.                                                                                       |
| 6. Vendor Oversight Audit         | • The licensed agency may be subject to a period oversight audit to ensure service quality and compliance with operating and contractual standards.                                                                     |