

July 1, 2015

Changes to the Connecticut Home Care Program

The Department of Social Services has made changes to the Connecticut Home Care Program, which took effect July 1, 2015. Care management services have always been an integral component of the services received under the Connecticut Home Care Program. Care managers are responsible for working with clients and their families to develop person-centered care plans, making referrals for and monitoring community based services, monitoring client satisfaction with services and, most importantly, monitoring client safety to enhance individuals' ability to age in place.

Historically, care managers have made twice yearly home visits to Connecticut Home Care Program clients, for an annual reassessment visit and a six month visit. Clients with services funded by the state, rather than by Medicaid, would also be reassessed financially for the program at the annual reassessment visit. Additionally, care managers were responsible for a monthly monitoring telephone contact to clients.

Effective July 1, 2015 the Department of Social Services Home and Community Based Services Unit (HCBS Unit) has re-conceptualized the care management component of the Connecticut Home Care Program. The HCBS Unit has moved away from a "one size fits all" model of care management to a model of tiered care management based on individual client need. Moving forward, each client will be assessed and assigned to one of three tiers of care management. Tiers are assigned by the amount and degree of care management interventions individuals require to assist with success in aging in place. Required visit and telephonic contact with clients will be in accordance with the assigned tier.

Clients assigned to Tier A will receive a yearly annual reassessment home visit and quarterly telephonic monitoring calls by their care manager. Clients assigned to Tier B will receive twice yearly home visits and monthly telephonic monitoring calls by their care manager. Clients assigned to Tier C will receive quarterly home visits and monthly telephonic monitoring calls by their care manager. Tier assignment for each client will continually be reassessed. In response to changes in an individual client's status, the care manager will have the responsibility to change a client's care management tier to best suit the individual's needs.