

Service Code 109 Process – Updated January 18, 2022

Service Code 109 is used by the residential facilities to provide extra staffing, when the day programs transition from Traditional programming back to Alternative Service Delivery (ASD) programming. This is only for Community Care Facilities (CCF-ARM homes), Intermediate Care Facilities and Specialized Residential Facilities (113).

The purpose of this directive is to provide a consistent model and process for both our Service Coordinators and our Vendors. Day programs began providing in person traditional programming during the last few weeks of 2021. Due to the Omicron Variant, many have decided or will be reverting to the ASD model. When clients must stay at home for their day programming, it puts a burden on the residential homes and their staffing levels, so the 109-service code allows for additional staffing hours to assist with items like ASD programming.

We have asked the day programs that are reverting to ASD programming to have an Inter-Disciplinary Team (IDT) Meeting and include the residential provider, the transporter, and the service coordinator, at the least. After the IDT meeting, we are requesting the following protocol be followed:

1. The Residential Care Home contacts the Service Coordinator for the client returning to ASD programming and requests the 109-service code.
2. The Service Coordinator will complete a **109 RES-Q** document (attach the link) and submit it to the Quality Assurance Unit.
3. A Quality Assurance 109 Lead will review the document and submit the authorization for the start of the 109 service. The 109 authorizations will start at the beginning of the month, to coincide with the fact that if there is one day of ASD programming, then the whole month must be paid under the ASD rate.
4. The Quality Assurance 109 Lead will send an email to the Program Manager, the Service Coordinator, and the Quality Assurance Liaison for the residence. The email will be on the RES-Q thread and have the effective date as well as other important information for Service Coordinator follow up.

It is important for the residential vendors to understand that authorizations can take up to 30 days to process the change. We ask the vendors do not call the Purchase of Service Unit. For any questions, vendors should contact the Service Coordinator or the Quality Assurance Liaison. Please allow them time to respond to your request.

Further important information for the vendor community to understand is that the 109-service code allows for additional staffing above the normal and expected staffing ratios and schedule. Residential vendors will be subject to audit to include but is not limited to a review of their staff schedules and payroll. With the new 109GP 1:3 rate, only 3 consumers will be authorized for the funding, unless they reside in home with 6 consumers, in that case, all 6 consumers will receive the funding, if they qualify for the service, however, they must have 2 staff providing support. This is due to the 1:3 rate ratio, which means the 1 staff per 3 consumers.

With homes that have 4 or 5 consumers residing in the home, only 3 consumers will be authorized, however, the home should still be providing support to all consumers in the home regardless of them having an authorization or not.