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# PAYROLL PLUS OF KANSAS, INC. NEWSLETTER

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May 2016

## Conflict of Interest Policy/ Renewal

A conflict of interest is when a person in charge of creating the Plan of Care/ISP is also a Legal Guardian, an Active Durable Power of Attorney, or a Designated Representative/Manager and is also being compensated as a paid caregiver. Federal Policy does not allow someone who directs services to also financially benefit from services provided. (42 CFR 441.505, as amended).

**A Legal Guardian or an individual with an Active DPOA may be a paid caregiver to provide support only if the potential conflict of interest has been mitigated.**

### Payroll Plus Renewal

This policy was posted publicly by KDADS, effective 7/1/2015. Payroll Plus then worked with our clients to address any potential conflicts of interest scenarios by one of three ways:

1. Designating a new Representative Manager for the Participant by filling out an Appointed Designated Representative Form. The new Representative Manager is then authorized to make determination on the Participant's behalf for his/her care, and management of the Direct Support Worker staff.
2. A court order from a judge must be obtained that mitigates any Conflicts of Interest in accordance with KSA 59-3068.
3. A Participant or their Legal Guardian may request an exception from their MCO, if they live in a rural setting and the nearest Agency-Directed service is in excess of 50 miles from the Participant's residence. *... continued on page 2*

## More Info on Clocking In/Out

### Late clock in or out

If a worker doesn't get clocked in/out at the correct time, we recommend that you go ahead and have them clock in/out even if it's late. Then just do an edit to correct the times. **A late clock in/out time is better than no clock in/out at all.** In Kansas Medicaid's

proposed policy, it states that any open ended or completely missing shifts could potentially not be paid. That policy is currently under review.



## Personal Care Services and Limitations Policy Update

### Informal Support:

Is any person who provides some services or support without compensation from an HCBS program. An informal support may include a legally responsible person, immediate family member, or capable person who lives in the same home as the Participant or within the same community as the Participant.

### Capable Person:

Someone living in the home as the Participant with whom he or she has a significant relationship. A capable person shall not be paid to provide PCS or similar services for IADLs that the person would ordinarily perform or be responsible to perform.

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Payroll Plus sent the first Appointed Representative forms out last year in May. **These will need to be renewed annually.** Payroll Plus and/or your MCO Case Coordinator will be contacting all Participants whose forms will be expiring to get these renewed.

**Important Note:**

Failure to be in compliance with this policy will result in possible delay or loss of services upon expiring forms.

**Payroll Plus will be closed on Monday, May 30th in observance of Memorial Day.**

**Other Reminders**

**CHANGE IN PRIMARY INSURANCE**

If the Participant changes their Primary Health Insurance (*Blue Cross Blue Shield of Kansas, Cigna, etc.*), please notify Payroll Plus right away and send us a copy of the new insurance card. We are required to bill primary insurance first, according to Medicaid. Once primary insurance denies the claims for non-coverage of HCBS services, we then bill Medicaid for the claims.

**CHANGE OF ADDRESS**

If there is a change of address for anyone (*Participant, Manager, Direct Support Worker, etc.*) please call Payroll Plus right away to inform us. A lot of mail has been returned to us because we aren't notified of an address change.

**NAME CHANGE**

If a worker has a name change (i.e. gets married), then we will need new copies of their ID documents that reflect the name change. We must receive these before we can update their name in our database, and for forms that we report to government agencies.

**CHANGE OF PHONE NUMBERS**

If there is a phone number change for anyone (*Participant, Manager, Direct Support Worker, etc.*), please notify Payroll Plus so that we can keep our database up-to-date. From time to time we need to contact a Manager about issues (such as a problem on a DSW's claim sheet, etc.) In order to get things taken care of in a timely manner, we need to have everyone's current phone number on file.

Newsletters can also be found at [www.payrollplusofkansas.com](http://www.payrollplusofkansas.com)

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Policy states that if informal supports exist, then time cannot be given on the Participant's ISP nor should those tasks be used. i.e.

1. Shopping
2. Housekeeping
3. Laundry
4. Meal Preparation
5. Medication setup, cutting & reminding

*Any Participant that lives with a "capable person" is to rely on that individual for informal support and the "capable person" will NOT be compensated for the IADLs listed above.*

**General Exceptions:**

Exceptions may be granted by the Participant's Managed Care Organization (i.e. United Health Care, Sunflower, or Amerigroup) in the assessment meeting with the Care Coordinator, and must be documented on the Participant's Integrated Services Plan (ISP).