

Community Ties of America, Inc.
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APPLICATION PROCESS COMMUNITY CARE FOSTER FAMILY HOME (CCFFH)

A Community Care Foster Family Home (CCFFH) is a business regulated by Hawaii Administrative Rules (HAR), Hawaii Revised Statutes (HRS) and Federal Home and Community Based Services (HCBS) Regulations.

CTA recommends all applicants fax in their application for timely processing. All CCFFH operators should have a working fax machine to communicate protected health information to service providers. An online fax server that meets HIPAA compliance guidelines is also acceptable to use.

All Applicants must visit the Community Ties of America, Inc. (CTA) website for all information, forms and resources to open a CCFFH: <http://comties.com/HIforms.html>. CTA does not mail any forms. Always use the CTA website for the most current forms as they are updated periodically.

Step 1: Read the rules and regulations

CCFFH operators must comply with the HAR 11-800 and are solely responsible for understanding and following all the rules and regulations. The HAR – Rules and Regulations can be found on the CTA website. The HAR, particularly Subchapters 2 and 4, must be read by all applicants as the first step of understanding what is required to operate a CCFFH.

Note: A CCFFH must comply with more rules and regulations than just the HAR. These include, but are not limited to: Housing codes, Building codes, Fire codes, Home association bylaws and rules, the Affordable Care Act, The Federal Code of Regulations regarding Home and Community Based Services (HCBS), Health Insurance Portability and Accountability Act (HIPAA), U.S. Food and Drug Administration (FDA), Drug Enforcement Administration (DEA), American with Disabilities Act (ADA), Civil Rights Title VI, United States Department of Labor (DOL), Occupational Safety and Health Administration (OSHA), Internal Revenue Service (IRS), Hawaii Department of Taxation, Department of Commerce and Consumer Affairs (DCCA): Health Regulated Industries (RICO), Hawaii State Board of Nursing, etc. It is up to the home operator to ensure the home meets all federal, state and county laws, ordinances, rules, and regulatory requirements.

Step 2: Completing your policy/procedures and forms

The CCFFH must have policies, procedures and forms in place to meet applicable requirements. The CTA website contains sample policies, procedures and forms. Applicants should review these items on CTA's website and become familiar with them. The CCFFH applicant can choose to use any of the forms in order to be compliant with the rules prior to submitting your application. These samples meet the requirements of the HARs. CCFFH operators may choose to use their own forms, policies and procedures or use the samples provided on CTA's website. If using your own, all forms, policies and procedures must meet the minimum requirements outlined in the HAR.

Some forms must be used to complete the CCFFH Application you will fax to CTA – refer to CCFFH application for the items you will need to submit.

Step 3: Check the physical requirements of your home

Ensure your home meets all physical requirements including compliance with all housing and building codes. The home should meet all housing and building codes before submitting an application. If you are unsure, you may need to contact a contractor or home inspector or contact the Department of Permitting and Planning to evaluate your home to ensure any additions or changes that were made to the original home was properly permitted. If you are in the process of buying a home, your real estate agent should know if the home has been properly permitted. Some special items worth mentioning:

- A wheelchair ramp should be 1 foot in length for every 1 inch in height from the ground. For example, if you have a 4 inch step up into the front door the ramp should be 4 feet in length in order to meet the building code requirements for slope of a ramp.
- Bathrooms must be next to client bedrooms or very close to their bedroom. Grab bars must be placed in the shower/tub and around the commode. These can be removable such as over the toilet commode chairs, raised toilet seats, toilet safety frame rails, and portable telescoping grab bars.
- Clients must have access to the kitchen at all times.
- Client living rooms/common areas should not be separate from the family home. The CCFFH program is meant for clients to become part of your family. This means socializing and providing recreational activities in the family living room, dining room, outside areas, etc., for the clients is required.
- Bedrooms, for both client and CCFFH providers, must have 4 walls with a door that can lock from the inside. This means that CCFFH family and friends are not to utilize the living room/common areas for sleeping as these areas utilized by the clients and family.
- If you have a connecting doorway that leads to another home, the occupants on the other side of the door will be considered household members (HHM) unless the home is legally separated with proper permits and legal authority.
- Please review the Physical Inspection Guide Checklist as part of preparing for your inspection. This checklist is only a guide and does not include every HAR requirement.

Step 4: Check that all Substitute Caregiver (SCG) and Household Member (HHM) requirements are met:

- SCGs: All CCFFHs must have at least 1 SCG who has been approved by CTA. However, you may need to have more than 1 SCG to show CTA you have adequate coverage in case the PCG has to leave due to an emergency or if the PCG works out of the home. CTA will approve SCGs during your initial visit. Do not send in SCG approval forms before your CCFFH on site survey.

- HHMs: All HHM over 18 years of age must have a Department of Health TB clearance and background checks that include fingerprints (see Fieldprint Instructions on CTA's website).

CTA recommends you use the Provider Inspection Guide Checklist to assist you.

Step 5: Use the New Home Checklist to organize and prepare for the in-home inspection

Organize your files/personnel binders BEFORE faxing your CCFFH application. Most CCFFHs have administration files and/or personnel binders to stay organized. CTA recommends you use the "Table of Contents" document and the "What To Keep in CCFFH File" document found on the CTA website to assist you in organizing your files/binders.

Step 6: Complete and Fax your CCFFH Application

READ the entire CCFFH Application. Fax ONLY the items listed on the application. Fax the application to CTA and include only the documents that are listed in the middle of the CCFFH Application. Note: You will delay the application process if you send documents that are not listed on the CCFFH Application. Any information not listed on the application will be reviewed during your onsite visit.

1. All applicants must have their own mailing address and email address as CTA and the DOH communicate information via email.
 - a. If the address has an A after it, such as 1129-A Smith Street, the applicant must provide some kind of legal proof that the home is legally permitted to be two separate legal dwellings.
2. CTA has 60 days to process complete applications or dispose of incomplete applications. An application will be considered incomplete after 30 days if any required documents are missing.
3. An in-home inspection is usually made within 30 days of CTA receiving a complete application.
4. Do not send original documents to CTA. Please fax your application to CTA. Do not include social security cards or social security numbers. Only include what is listed on the application. Please READ the CCFFH Application.
5. Do not submit SCG applications to CTA prior to the in-home inspection. Substitute Caregiver documents should be submitted to the CTA Compliance Manager during the in-home inspection. SCG approvals will be completed during the in-home inspection or later.
6. If there are deficiencies to be addressed after the in-home inspection, a Corrective Action Report (CAR) will be issued to you. You will have up to two-weeks to correct the deficiencies and fax your written Corrective Action Plan (CAP) to CTA.
7. If the process goes beyond 60 days or the applicant is unable to meet requirements, the application will be denied or the applicant can choose to withdraw the application.
8. If the application is denied, the applicant will be notified. The applicant can re-apply as soon as they meet all of the requirements.

9. If the application is approved, CTA will notify the Office of Health Care Assurance (OHCA) at the Department of Health. OHCA will send the applicant an invoice of \$150.00 for the Application Fee. You must pay this fee before CTA can issue the applicant a certificate of approval. Once CTA is notified that payment was made, we will mail your certificate to you.
10. Certificates for initial certification are for one-year.

After you receive your CCFFH certificate

Step 7: Become a Medicaid provider

Direct all questions regarding the Medicaid process to MedQuest; not CTA. The new CCFFH operator will need to apply to MedQuest to become a Medicaid provider. The cost of this application is \$500. This process can take anywhere from 3 to 6 months or longer and may require you to provide additional items to MedQuest that are not initially required by CTA. It is important to carefully read MedQuest's instructions, otherwise, your application may take longer to process. You will need your general liability insurance to send in with your MedQuest application along with a copy of your GET tax license.

Review the My Choice My Way handouts on the CTA website that will be required by MedQuest under the new Federal rules. Most of these items are already required (e.g., client can decorate their own room, 24/7 access to food, bedroom and bathroom locks, choice of roommates, and 24/7 visitation hours, etc.).

Step 8: Become a Medicaid Health Plan Provider

Direct all questions regarding the Medicaid Health Plan Provider process to Health Plan; not CTA. You must contract with at least one of the approved health plans in order to become a credentialed provider. The Health Plan provider credentialing process can also take 3 to 6 months or longer and may require additional items that are not required by CTA. It is important to read their instructions, otherwise, the application may take longer to process.

Your first client MUST be a Medicaid client. As outlined in Steps 7. It can take up to a year before you may be able to admit your first client.

- One (1) client home: client must be a Medicaid client
- Two (2) client home: at least one (1) of the two (2) clients must be a Medicaid client.
- Three (3) client home: at least two (2) clients must be a Medicaid client

Step 9: Notify the licensed Case Management Agencies (CMA) that you are ready to admit clients

All clients must be placed into the CCFFH by a licensed Case Management Agency (CMA) that is on the CMA list located on the CTA website. All client's, whether private pay or Medicaid, must have a licensed CMA. The only CMAs to choose from are on the CMA List on the CTA website. CTA recommends you contact all of the CMAs and let them know you are new home, certified and approved by Medicaid and are ready to admit clients. CTA recommends you fax CTA a Vacancy Report so that your open beds can be placed on the vacancy list on the OCHAs website.

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Notes:

You cannot apply to be a 3-person home until you meet all 3-bed requirements. This typically takes most CCFFHs 2 to 3 years. Applications for 3 beds are accepted only on the day of a recertification inspection.

There are new Federal Home and Community Based Service rules and regulations that are scheduled to be implemented before or in March 2022. These can be found on the Medicaid.gov website at: <https://www.medicaid.gov/medicaid/hcbs/guidance/hcbs-final-regulation/index.html>. These rules will affect how CCFFHs provide services.

Common Acronyms to know

APS – Adult Protective Service
CAP – Corrective Action Plan
CAR – Corrective Action Report
CCFFH –Community Care Foster Family Home
CG – Caregiver
CMA – Case Management Agency
CNA – Certified Nurse Aide
CTA – Community Ties of America, Inc
DOH – Department of Health
DPP – Department of Planning and Permitting
HAR – Hawaii Administrative Rule
HCBS – Home and Community Based Services
HHM – Household Member
HRS – Hawaii Revised Statutes
LPN – Licensed Practical Nurse
NA –Nurse Aide
OHCA – Office of Health Care Assurance
PCG – Primary Caregiver (owner/operator of the CCFFH)
RN – Registered Nurse
SCG – Substitute Caregiver