

COMMUNITY CARE FOSTER FAMILY HOME (CCFFH) APPLICATION PROCESS

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 the 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://www.comties.com/ccffh-forms>. 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 can include but are not limited to: 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 CCFFH operator to ensure the CCFFH meets all Federal, State and County laws, ordinances, rules, and regulatory requirements.

Step 2: Complete CCFFH 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 all items on the CTA website and become familiar with those items. Many of them can be utilized as part of opening a CCFFH. These samples meet the requirements of the HAR. CCFFH operators may choose to use their own forms, policies and procedures or use the samples provided. If the CCFFH is developing its own, all forms, policies and procedures must meet the minimum requirements outlined in the HAR.

COMMUNITY CARE FOSTER FAMILY HOME (CCFFH) APPLICATION PROCESS

Step 3: Check the physical requirements of the CCFFH

Ensure the CCFFH meets all physical requirements stated in the HARs.

Note: A wheelchair ramp must be a certain slope for safety and should be 1 foot in length for every 1 inch in height from the ground. For example, if the residence has a 4-inch step up into the front door the ramp should be 4 feet in length in order to meet requirements for slope of a ramp.

Bathrooms must be next to client bedrooms or very close to their bedroom. Grab bars must 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 a kitchen in order to get food and beverages independently as often as they choose.

Client rooms/areas should not be separate from the family area. The CCFFH program is meant for clients to become part of the CCFFH family. This means socializing and being provided recreational activities in the family living room, dining room, outside areas, etc.

Bedrooms, for both client and CCFFH family members, should have 4 walls with a door that can lock from the inside and be locked and opened by clients for privacy and security.

If there is a connecting doorway that leads to another residence, the occupants on the other side of the door will be considered household members.

Please review the physical requirements in the HAR as part of preparing for the onsite inspection.

Step 4: Check that all caregivers and household member requirements are complete

All CCFFHs must have at least 1 SCG who meets requirements and has been approved by CTA. However, the CCFFH may need to have more than 1 in order to prove adequate coverage in case the PCG has an emergency or if the PCG works outside of the CCFFH.

CTA will approve SCGS during the initial inspection. Do not send in SCG approval forms before the CCFFH on site survey.

Household members: All HHM over 18 years of age must have a Department of Health TB clearance (if applicable), background checks that include fingerprints and confidentiality training.

Step 5: Use the new home checklist to assist in preparing for an onsite inspection

Go through the checklist BEFORE faxing in the application. Most CCFFHs have administration and/or personnel binders where required documents are kept. CCFFHs can use the "table of contents" document from the CTA website to assist with organization.

COMMUNITY CARE FOSTER FAMILY HOME (CCFFH) APPLICATION PROCESS

Step 6: Complete and Fax the CCFFH application and supporting documentation

It should contain ONLY the items listed on the application. Note: sending in more documents than requested could delay the processing of the application. Any information not listed on the application will be reviewed during the onsite inspection.

1. All applicants must have a valid email address as CTA, DOH and DHS communicates information via email.
2. All CCFFHs must have an individual legal mailing address.
3. CTA has 60 days to process complete applications or dispose of incomplete applications. An application will be considered incomplete if any required documents are missing.
4. Do not send original documents to CTA. Do not include social security cards or numbers. Only include what is listed on the application.
5. Substitute Caregiver documents should be submitted during the onsite inspection. Do not submit SCG applications to CTA prior to the onsite inspection. SCG approvals will be done during the onsite inspection or afterwards.
6. An onsite inspection is usually made within 30 days of CTA receiving a complete application.
7. If there are deficiencies to be addressed after the onsite inspection, a deficiency report will be issued with a timeframe to meet the requirements. The CCFFH will be given a timeframe to correct the deficiencies and submit a written plan of correction (POC).
8. If the process goes beyond 60 days or the applicant is unable to meet requirements, the application will be denied, or the applicant can withdraw the application.
9. If the application is denied, the applicant will be notified. The applicant can re-apply once they meet requirements.
10. If the application is approved, CTA will provide the CCFFH with an invoice during the initial CCFFH inspection. This invoice requires the CCFFH to pay the DOH/OHCA an application fee of \$150. The CCFFH will need to pay this fee before CTA can issue a certificate of approval. Once CTA verifies that payment has been made to DOH/OHCA, CTA will send the certificate to the CCFFH.
11. All certificates for initial certification are for one-year.

COMMUNITY CARE FOSTER FAMILY HOME (CCFFH) APPLICATION PROCESS

After the CCFFH receives a certificate

Step 7: Become a Medicaid provider

The new CCFFH operator will need to apply to Med-Quest through their online portal called HOKU to become a Medicaid provider. The cost of this application is \$500. The process can be lengthy and may require additional items that are not required by HARs. It is important to follow instructions and attach everything the application requires. Otherwise, the application will be delayed. The CCFFH will need general liability insurance to attach to the Med-Quest application along with a copy of a GET tax license.

CTA cannot help expedite applications and all questions regarding becoming a Medicaid provider need to be directed to Med-Quest

Step 8: Become a Medicaid Health Plan Provider

The CCFFH must also contract with at least one of the approved Medicaid health plans in order to become a credentialed provider. The Health Plan provider credentialing process can also be a lengthy process and may require additional items that are not regulated by the HARs. It is important to follow their instructions and send everything their application requires. Otherwise, the application will be delayed.

The first client must be a Medicaid client. It can take up to a year before a CCFFH is fully credentialed and approved by Med-Quest to admit the first client.

- One (1) client CCFFH: client must be a Medicaid client
- Two (2) client CCFFH: at least one (1) of the two (2) clients must be a Medicaid client.
- Three (3) client CCFFH: at least two (2) clients must be Medicaid clients unless DOH approves two private pay clients through a process the client's CMA initiates.

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

All clients must be placed into the CCFFH by a licensed Case Management Agency (CMA). A list of current licensed CMAs can be found on the CTA website. All client's whether private pay or Medicaid must have a licensed CMA. CTA recommends the CCFFH contact all the CMAs and let them know the CCFFH is a new CCFFH, certified and approved by Medicaid and is ready to admit clients under the health plan the CCFFH credentialed with. CTA recommends a vacancy report be faxed to CTA so that the open beds can be placed on the vacancy list.

Notes:

A CCFFH cannot apply to be a 3-person CCFFH until it meets all 3 bed requirements. This typically takes CCFFHs 2 - 3 years. Applications for an increase to 3 beds are only accepted on the day of recertification inspections; not shorter visits.

There are Federal Home and Community Based Service rules and regulations that are

COMMUNITY CARE FOSTER FAMILY HOME (CCFFH) APPLICATION PROCESS

scheduled to be implemented. 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 Services
CCFFH – Community Care Foster Family Home
CG – Caregiver
CNA – Certified Nurse Aide
CMA – Case Management Agency
CTA – Community Ties of America, Inc.
DOH – Department of Health
DPP – Department of Planning and Permitting
HAR – Hawaii Administrative Rules
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 and owner/operator of the CCFFH
POC – Plan of Correction
RN – Registered Nurse
SCG – Substitute Caregiver