



# Individual community living supports – service overview

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# Agenda

Time	Topic
11:00-11:10	ICLS – overview, purpose and benefits
11:10-11:25	Understanding the components of the ICLS service
11:25-11:35	Service Planning
11:35-11:50	What is not included in ICLS
11:50-12:00	Question and Answer
	Provider requirements



## ICLS – overview, purpose and benefits

# ICLS Overview 1

- ICLS is a bundled service that includes six service components. ICLS services offer assistance and support for older adults who need reminders, cues, intermittent/moderate supervision or physical assistance to remain in their own homes.
- ICLS is most appropriate to use when a person needs a combination of the six ICLS component services.
- ICLS is not intended to be an ala carte type of service.
- For example, if a person needs homemaker, health oversight, active cognitive support, and assistance with using adaptive equipment, ICLS can provide this support through one provider.

- Available for eligible alternative care (AC) and elderly waiver (EW) participants
- Access a wide range of services and supports by a single provider
- Provided in a single-family home or apartment that is owned or rented as demonstrated by a lease agreement by the person or family
- Like all HCBS services, ICLS:
  - Supports individuals wishing to remain in their own homes
  - Complements rather than supplants Medicaid State Plan and/or Medicare benefits
  - Supports informal caregiving and use of community supports

# ICLS Overview 3

- Universal worker concept –Develop a broader service that a more universal worker could deliver, decreasing the number of people I have in my home, who can adapt to my change in needs more readily, and who can fill gaps that exist in other similar but ala carte services.
- ICLS workers can also provide higher competency tasks like med assistance and active cognitive support.
- The direct service worker providing the ICLS service must be trained and competent to provide all components of the ICLS service identified in the person's support plan.



## ICLS components

# ICLS component overview

At the core of ICLS is the single provider that offers day-to-day assistance.

- The provider
  - builds a relationship with the person
  - provides component services as a bundle
  - communicates with the family and the care coordinator/case manager.
- The component services address daily living, social, recreational, cognitive and health needs of the person.



# Six ICLS components

- Active cognitive support
- Adaptive support service
- Activities of daily living (ADLs)
- Household management
- Health, safety and wellness
- Community engagement.

# Active cognitive support

This component of ICLS includes services to support the person with cognitive challenges and issues that are important to them. Active cognitive supports are the only ICLS services a person can receive both in person and remotely.

## Examples

Under this component, an ICLS provider can:

- Help problem-solve the person's concerns related to daily living
- Provide assurance to the person
- Observe and redirect to address the person's cognitive, orientation or other behavioral concerns
- Provide in-person and remote check-ins to identify problems and resolve concerns.

# Adaptive support service

This component of ICLS includes tasks to help the person adopt ways to meet their needs. The services encourage self-sufficiency and reduce reliance on human assistance.

## Examples

Under this component, an ICLS provider can:

- Provide verbal, visual and/or touch guidance to help the person complete a task
- Develop and demonstrate cues or reminder tools (e.g., calendars, lists)
- Help the person understand assistive technology directions or instructions to maintain independence
- Practice strategies and similar support methods that promote continued self-sufficiency.

# Activities of daily living (ADLs)

This component of ICLS includes support to help the person with ADLs.

## Examples

Under this component, an ICLS provider can:

- Provide reminders or cuing systems to complete ADLs
- Cue and/or provide intermittent/moderate supervision or intermittent physical assistance with dressing, grooming, eating, toileting, mobility, transferring and positioning
- Cue and/or provide continual supervision and physical assistance with *bathing*, as needed.

# Household management

This component of ICLS includes tasks to help the person manage their home.

## Examples

Under this component, an ICLS provider can:

- Help with cleaning, meal planning/preparation and shopping for household and personal needs.
- Help with budgeting and money management
- Help with communications (e.g., sorting mail, accessing email, placing phone calls, making appointments)
- Provide transportation when it is integral to ICLS household management goals and when community resources and/or informal supports are not available.

# Health, safety and wellness

This component of ICLS includes tasks to help the person maintain their overall well-being.

## Examples

Under this component, an ICLS provider can:

- Identify changes in the person's health needs and notify the case manager and/or informal caregivers, as needed
- Coordinate or implement changes to mitigate environmental risks in the home
- Provide reminders about and assist with exercises and other health maintenance or improvement activities

# Health, safety and wellness, continued

## Examples, continued

Under this component, an ICLS provider can:

- Provide medication assistance (e.g., medication refills, reminders, administration, according to written instructions from a licensed health professional.)
- Monitor the person's health according to written instructions from a licensed health professional and report any significant changes
- Use medical equipment devices or adaptive technology according to written instructions from a licensed health professional.

# Community engagement

This component of ICLS includes tasks to help the person have meaningful integration and participation in their community.

## Examples

Under this category, an ICLS provider can:

- Help the person access activities, services and resources that facilitate meaningful community integration and participation
- Help the person develop and/or maintain their informal support system
- Provide transportation when it is integral to ICLS community engagement goals and community resources and/or when informal supports are not available.





## ICLS –Service Planning

# Service Planning – Provider Requirements

- ICLS is a DHS enrollment-required service. For more information, see additional slides at the end of the presentation and also the [CBSM – Waiver/AC service provider overview](#).
- ICLS providers must have the capability to deliver all components included in the definition of the service.
- The direct service worker providing the ICLS service must be trained and competent to provide all components of the ICLS service included in a person's ICLS plan

# Service Planning – ICLS Planning Form

The case manager/care coordinator works with the person to complete the [ICLS Planning Form, DHS-3751 \(PDF\)](#) to communicate to the ICLS provider the specific service components the person will receive.

On the form, the case manager/care coordinator must:

- Identify the person's individual goals the ICLS service is intended to support
- Describe and provide detail about the type of services the person will receive within each ICLS service component.

# Service Planning – ICLS Planning Form, continued

On the form, the case manager/care coordinator must:

- Calculate the total amount of units and cost of ICLS services the person will receive each week.
- The person, case manager/care coordinator and provider must sign the completed form. Then, the case manager/care coordinator must provide a copy to the person and provider.
- Both the lead agency and provider must keep a copy of the completed and signed form. The ICLS planning form can be used to meet the provider signature requirements for the CSSP or CSP.

# Service Planning – Authorizations and service limits

- The person can receive up to 12 hours of face-to-face ICLS services per day (i.e., 48, 15-minute units per day). The person must have in-person ICLS services scheduled at least one time per week.
- **Active cognitive support**
- In addition to 12 hours of face-to-face services, a person who receives active cognitive support can receive 15 minutes of remote service per day. Active cognitive supports is the only component of ICLS services a person can receive both in person and remotely.
- If a person receives remote active cognitive support, the remote service must be provided via two-way communication between the person and the provider (e.g. phone, live video, etc.)
- In-person and remote service must be provided by the same provider.



ICLS –What is not covered in this service?

# Non-covered services in ICLS

**The following EW and AC services may not be authorized in combination with ICLS:**

- Customized living
- Foster care

**A person can receive a combination of any set of other waiver/AC services and ICLS.**

- With the latest EW amendment effective 12/15/2020, this includes CDCS.
- The case manager/care coordinator must avoid duplication of services or tasks between service providers.

# Constant vs Intermittent supervision or hands on assistance

## ICLS ADL assistance review:

- Provide reminders or cuing systems to complete ADLs
- Cue and/or provide intermittent/moderate supervision or intermittent physical assistance with dressing, grooming, eating, toileting, mobility, transferring and positioning
- Cue and/or provide continual supervision and physical assistance with *bathing*, as needed.

ICLS is **not** an appropriate service to meet the need for constant supervision or more intensive hands- on assistance to complete a task, except for bathing.

- PCA is the service designed to meet this more intensive level of need for ADL assistance.



# ICLS vs PCA –ADL assistance

ADL	ICLS	PCA
<b>Dressing</b>	Reminders, cueing, <b>intermittent/moderate</b> supervision or hands on assistance to complete the task	Cueing and <b>constant</b> supervision or any hands on assistance to complete the task
<b>Grooming</b>	Reminders, cueing, <b>intermittent/moderate</b> supervision or hands on assistance to complete the task	Cueing and <b>constant</b> supervision or any hands on assistance to complete the task
<b>Eating</b>	Reminders, cueing, <b>intermittent/moderate</b> supervision or hands on assistance to complete the task	Cueing and <b>constant</b> supervision or any hands on assistance to complete the task
<b>Toileting</b>	Reminders, cueing, <b>intermittent/moderate</b> supervision or hands on assistance to complete the task	Cueing and <b>constant</b> supervision or any hands on assistance to complete the task
<b>Mobility</b>	Reminders, cueing, <b>intermittent/moderate</b> supervision or hands on assistance to complete the task	Cueing and <b>constant</b> supervision or any hands on assistance to complete the task
<b>Transferring/ positioning</b>	Reminders, cueing, <b>intermittent/moderate</b> supervision or hands on assistance to complete the task	Cueing and <b>constant</b> supervision or any hands on assistance to complete the task
<b>Bathing</b>	Reminders, cueing, <b>constant</b> supervision or hands on assistance to complete the task	Cueing and <b>constant</b> supervision or any hands on assistance to complete the task

See handout

# ICLS vs PCA –Health-related procedures and tasks

ICLS - Health, safety and wellness	PCA - Health-related procedures and tasks "procedures and tasks that can be delegated or assigned by a licensed health care professional under state law to be performed by a personal care assistant".
<ul style="list-style-type: none"> <li>Provide reminders about and assistance with exercises and other health maintenance or improvement activities</li> </ul>	(1) range of motion and passive exercise to maintain a recipient's strength and muscle functioning;
<ul style="list-style-type: none"> <li>Provide medication <b>assistance</b> (e.g., medication refills, reminders, <b>administration, preparation</b>)</li> </ul>	(2) <b>assistance</b> with self-administered medication as defined by this section, including reminders to take medication, bringing medication to the recipient, and assistance with opening medication under the direction of the recipient or responsible party, including medications given through a nebulizer;
<ul style="list-style-type: none"> <li><b>Identify changes</b> in the person’s health needs and notify the case manager and/or informal caregivers as needed</li> <li><b>Monitor</b> the person’s health according to written instructions from a licensed health professional and report significant changes</li> </ul>	(3) <b>interventions</b> for seizure disorders, including monitoring and observation; and
<ul style="list-style-type: none"> <li>Coordinate or implement changes to mitigate environmental risks in the home</li> <li>Use medical equipment devices or adaptive technology according to written instructions from a licensed health professional.</li> </ul>	(4) other activities considered within the scope of the personal care service and meeting the definition of health-related procedures and tasks under this section.

# ICLS vs Chore services

Household management under ICLS does not include Chore services. Chore may be a good example of a service that may be needed in addition to ICLS.

- The use of Chore service is appropriate to heavy moving, shoveling, yard care, extermination, etc.

# ICLS vs Specialized Supplies and Equipment

Equipment cannot be purchased under the ICLS service.

Waiver participants can purchase needed equipment under the “Environmental Accessibility Adaptations” (EAA) or "Specialized Equipment and Supplies" (SES) service.

- If the person uses an electronic tablet **only** for purposes of augmentative communication, the device is funded through the Medicaid state plan as durable medical equipment.
- If the person uses an electronic tablet as part of a system of environmental controls **and** as an augmentative communication device, the electronic tablet is funded through the waiver/AC program under specialized equipment and supplies.
- Purchasing video phones for the purpose of check-ins is not an allowable expense under ICLS.

# ICLS vs Waiver Transportation

ICLS providers can enroll as waiver transportation providers and bill for waiver transportation separately from ICLS.

- Transportation and ICLS cannot be billed for the same time period.
- Transportation is billed and paid at the transportation rate.
- For example, if stated in the ICLS plan, the ICLS provider will bring Mary to the bank every Monday, 16 miles round trip (8 miles each way).
  - The ICLS provider does not bill ICLS while driving Mary to and from the bank. The provider at that point is acting as the waiver transportation provider and bills for the 16 miles.
  - Upon returning to Mary's home, the ICLS provider resumes delivering ICLS.

# Questions?

- For reference, see CBSM [Individual community living supports \(ICLS\)](#)



# Thank You!

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## ICLS –Provider requirements

# Provider Requirements - Licensing

## License requirements

- An ICLS provider must meet **one of the following requirements**:
  - Have an agency provider license under [Minn. Stat. Chapter 245D](#) as a basic support service provider
  - Have a comprehensive home care license under [Minn. Stat. Chapter 144A](#) with a home and community-based services designation
  - Meet one of the three requirements for non-agency providers (see below).

# Provider Requirements - Individuals

## Requirements for non-agency providers

Individuals who do not meet the definition of an agency have two options to provide ICLS services:

- Enroll with DHS as an individual provider licensed under [Minn. Stat. Chapter 245D](#) as a basic support service provider
- Enroll with DHS as an unlicensed individual provider through the process on [CBSM – Exclusions from Chapter 245D licensure](#)

An individual provider can be a relative or a non-professional legal guardian/conservator of the person receiving ICLS services if the individual meets certain criteria. For more information, see [CBSM – Paying relatives and legally responsible individuals](#).

An individual could also choose to become an employee of a licensed ICLS provider, at which point the licensed provider assures that the employee meets all qualifications.