

# interChange Provider Important Message

To: Occupational Therapist (OT) Groups and Individual OTs

[Sign up to become a Care of Older People in their Environment \(COPE\)/Confident Caregiver provider](#)



**OT Groups and Individual OTs can now enroll as billing providers for COPE/Confident Caregiver services.**

As previously announced by the Department of Social Services (DSS), COPE and Confident Caregiver have been added to Medicaid-funded home and community-based services (HCBS), specifically within the Acquired Brain Injury (ABI) I & II, Autism, Connecticut Home Care Program for Elders (CHCPE), and Personal Care Assistance (PCA) waiver programs.

## Quick overview of the services

*Training and Counseling Services for Unpaid Caregivers Supporting Participants, a.k.a. COPE and Confident Caregiver*

- **COPE** is Drexel University's evidence-based model in which an OT and a Registered Nurse (RN) support informal caregivers of individuals with cognitive impairments, enhancing caregivers' confidence and care skills while providing a better understanding of participants' health conditions and dementia.
- **Confident Caregiver** is designed to augment the COPE program to support family members who are providing care to individuals living with serious or chronic illness without cognitive impairment.

## Enhanced service rate until September 30, 2025

Services	Procedure Code	Revised Rate/15 Minutes: through 09/30/2025 (15% higher than traditional Medicaid OT rate <i>plus</i> 10% add-on)	Revised Rate/15 Minutes: permanent after 10/01/2025 (15% higher than traditional Medicaid OT rate)
COPE/Confident Caregiver OT	S5108	\$31.16	\$28.33

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American Rescue Plan (ARP)-9817 funded training through September 30, 2025

To become a certified COPE/Confident Caregiver entity, a provider must complete the self-paced online trainings offered by Drexel University. The training costs are fully covered under ARP funds through September 30, 2025. After that date, new participants will be responsible for the training costs.

*\*\*Training can begin immediately, prior to completing the Medicaid enrollment process or submitting the attestation credential letter to DSS.\*\**

## Important DSS Updates for COPE/Confident Caregiver:

### 1) OT groups and individual OTs can enroll as COPE/Confident Caregiver billing providers effective September 1, 2025

Previously, only home health agencies (HHAs) could enroll as billing providers. Starting September 1, 2025, OT groups and individual OTs will be able to bill their portion of COPE/Confident Caregiver services.

COPE/Confident Caregiver services may be rendered either by:

(i) An HHA that provides the RN and OT components and bills for both services.

(ii) A RN (employed by an HHA) and OT separately retained by the client or their representative:

- If the RN and OT do not work for the same organization, each entity will bill for their component of the COPE/Confident Caregiver services.
- The RN's COPE/Confident Caregiver services will be billed by the employing HHA.
- The OT's COPE/Confident Caregiver services will be billed by the individual OT or OT group.
- The RN and OT should confer and coordinate COPE/Confident Caregiver services for their shared client.

### 2) How to become a COPE/Confident Caregiver billing provider

To become a Medicaid COPE/Confident Caregiver billing provider, OTs must:

- Be licensed by the Connecticut Department of Public Health (DPH)
- Be enrolled in the Connecticut Medical Assistance Program (CMAP)
  - Provider type/specialty for OT groups is 87/171
  - Provider type/specialty for individual OTs is 17/171
- Hold a COPE/Confident Caregiver certificate (indicating completed training)
- Submit an attestation credential letter as part of the CMAP COPE/Confident Caregiver enrollment process

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For questions about COPE/Confident Caregiver provider credentialing or the online training certificate, please contact DSS Community Options at [DSSCOPECAPABLEattestation@ct.gov](mailto:DSSCOPECAPABLEattestation@ct.gov).

For questions about the Medicaid provider enrollment process, please visit the CMAP website at [www.ctdssmap.com](http://www.ctdssmap.com) or contact Gainwell Technologies' Provider Assistance Center, Monday through Friday from 8:00 a.m. to 5:00 p.m. at 1-800-842-8440.

### 3) Overview of the COPE/Confident Caregiver services referral process

- Once the independent OTs or OT groups complete the COPE/Confident Caregiver provider enrollment process and required online trainings, they will be added to the qualified provider list maintained by DSS.
- Access Agencies (AAs) are responsible for:
  - Creating care plans
  - Referring participants to qualified COPE/Confident Caregiver providers
  - Entering prior authorizations (PAs)
- If a provider identifies a waiver participant who may be a good candidate for COPE or Confident Caregiver services, they can contact the participant's AA care manager to make a referral.

### Additional Resources

Policy transmittals/provider bulletins concerning COPE/Confident Caregiver can be found on the CMAP website ([www.ctdssmap.com](http://www.ctdssmap.com)) or by clicking the link below for direct access:

- [COPE/Confident Caregiver policy transmittal](#)

If you have any general questions regarding COPE/Confident Caregiver, please reach out to [DSSCOPECAPABLEattestation@ct.gov](mailto:DSSCOPECAPABLEattestation@ct.gov) or [Hye-yeon.RyuKim@ct.gov](mailto:Hye-yeon.RyuKim@ct.gov).