

interChange Provider Important Message

Referrals – Homemaker/Companion Agencies

Newly enrolled and existing Homemaker/Companion Agencies should have no expectation regarding the number of Access Agency referrals to their agency.

The Access Agencies must follow the principles of person-centered care planning. Access Agency care managers are required to offer each program participant a choice of providers for each service in the plan of care. Care managers rotate through a list of providers. Variables involved in an individual's choice and selection of provider include, but are not limited to:

- Provider service area
- Languages spoken
- Capacity to provide adequate staffing
- Ability to provide staff in a timely manner with no waiting period

Using solicitation and coercion tactics, which include entering Medicaid waiver clients' individual homes, persuading participants to provide false responses to assessment questions and other improper methods, are an intrusion of individuals' privacy and freedom of choice, and may subject the provider to discipline.