



Connecticut Medical Assistance Program
Policy Transmittal 2025-01

Provider Bulletin 2025-02
January 2025

Andrea Barton Reeves, J.D., Commissioner

Effective Date: October 01, 2024
Email: christine.weston@ct.gov

TO: Access Agencies and Home Health Agencies

RE: New Services added to select Home and Community Based Services Medicaid Waiver Programs – Care of Older People in their Environment (COPE)/Confident Caregiver

Effective 10/1/2024, the Department of Social Services (DSS) is adding the following evidence-based services to certain DSS Medicaid waiver programs:

- Training and Counseling Services for Unpaid Caregivers Supporting Participants, a.k.a. **Care of Older People in their Environment (COPE)** and **Confident Caregiver**
- Participant Training and Engagement to Support Goal Attainment and Independence, a.k.a. **Community Aging in Place-Advancing Better Living for Elders (CAPABLE)**

These new services are being included under the Connecticut Home Care Program for Elders (CHCPE), Personal Care Assistance (PCA), Acquired Brain Injury (ABI) I & II, and Autism waivers.

Please note, the primary purpose of this bulletin is to disseminate helpful information concerning COPE/Confident Caregiver (i.e., service rates, provider qualifications, authorizations, etc.). Similar information pertaining to CAPABLE can be found in Provider Bulletin 2025-03.

Services Overview

COPE serves people with dementia and their informal caregivers to enhance their well-being and quality of life. Occupational Therapists (OTs) and Registered Nurses (RNs)

trained & certified in the COPE approach serve as coaches or consultants to the individuals with dementia and their caregivers to improve caregiver confidence, home safety, and decreased functional dependence & behavioral challenges.

Services will be authorized for up to 10 OT visits and 3 RN visits. Additional visits can potentially be authorized based on medical necessity.

Confident Caregiver is designed to augment the COPE program to support family members who are providing care to persons living with serious or chronic illness without cognitive impairment.

Services will be authorized for up to 3 OT visits and 1 RN visit. Additional visits can potentially be authorized based on medical necessity.

*It is important to note that COPE/Confident Caregiver and CAPABLE services cannot be provided to a participant at the same time. Additionally, each service may not be authorized to the same participant more than once within a calendar year.

*Furthermore, OT and RN services provided under COPE/Confident Caregiver do not supplant the need for traditional OT and RN services.

Service Rates

Under the American Rescue Plan Act (ARPA) Section 9817, DSS is including a 10% rate add-on, approved through June 30, 2025.

Service rates through dates of service 6/30/2025

Services	Procedure Code	Rate/15 minutes
COPE/Confident Caregiver RN	S0274	\$31.16
COPE/Confident Caregiver OT	S5108	\$31.16

Service rates effective 7/1/2025 forward

Services	Procedure Code	Rate/15 minutes
COPE/Confident Caregiver RN	S0274	\$28.33
COPE/Confident Caregiver OT	S5108	\$28.33

Provider Qualifications

At this time, only Home Health Agencies (HHAs) licensed by the Connecticut Department of Public Health (DPH) and enrolled under the Connecticut Medical Assistance Program (CMAP), i.e., Provider Type/Specialty 05/050, can participate as COPE/Confident Caregiver billing providers. Each HHA must obtain a COPE/Confident Caregiver certification; OTs and RNs employed by a HHA must complete a self-paced online training before rendering COPE/Confident Caregiver services.

Training costs for COPE/Confident Caregiver will be covered by DSS during the ARPA Section 9817 reinvestment period through 6/30/2025. Providers joining after 6/30/2025 will be responsible for costs associated with COPE/Confident Caregiver training & certification.

Individual OTs, including OTs who otherwise bill through an OT Group, can possibly participate if under contract with HHAs.

Provider Credentialing Process

HHAs wishing to provide COPE/Confident Caregiver services must contact DSS' Community Options (CO) Unit via email at DSSCOPECAPABLEattestation@ct.gov to initiate the credentialing process.

DSS verifies if the provider is DPH-licensed and CMAP-enrolled. Once DSS confirms the provider meets these qualifications, DSS will send the COPE/Confident Caregiver attestation letter (a.k.a. credentialing letter) to the provider. Upon receipt, the provider should review & sign the attestation letter and return it to DSS. Afterwards, DSS will refer the provider to Drexel University at COPE@Drexel.edu for COPE/Confident Caregiver training registration and certification. Drexel University will provide online training access to each registered individual. HHAs should have their staff complete the online, self-paced training. Also, HHAs should maintain each staff member's training completion certificate for recordkeeping purposes.

During the ARPA Section 9817 reinvestment period, DSS will request a full list of trainees from providers in order to properly apprise Drexel University about the number of trainees and track all ARPA-funded training.

Enrollment

HHAs not already enrolled as a Medicaid provider must first enroll by accessing the CMAP Web site at www.ctdssmap.com and clicking on "Provider" followed by "Provider Enrollment". Upon submission of the online application, providers will receive an Application Tracking Number (ATN). The ATN must be placed on all follow-on documents required to enroll as a HHA sent to

Gainwell Technologies. If the application is approved by DSS, an enrollment approval letter will be sent and under separate cover a PIN letter. Documentation contained in both letters will be needed for the HHA to set-up a secure Web account. Once a secure Web account has been established, the HHA must upload a copy of their COPE/Confident Caregiver attestation letter. For further instructions about how to upload the COPE/Confident Caregiver attestation letter to your provider file, please see the *COPE/Confident Caregiver Document Upload Process* section in this bulletin.

HHAs will not need to re-enroll outside of the standard two-year CMAP enrollment period to perform COPE/Confident Caregiver services. However, verification of COPE/Confident Caregiver provider qualifications & credentialing is required every two years and the most current & signed COPE/Confident Caregiver attestation letter must be associated to the HHA's re-enrollment file. To reiterate, only COPE/Confident Caregiver trained and certified staff can provide COPE/Confident Caregiver services.

COPE/Confident Caregiver Document Upload Process

To complete the COPE/Confident Caregiver enrollment process, a HHA should upload the signed COPE/Confident Caregiver attestation letter under their active provider ID to Gainwell Technologies' secure Web portal at <https://www.ctdssmap.com/CTPortal/Provider/Secure-Site>. Before doing so, a HHA should click the link to review the [Certification Document and Upload Guide](#).

This Guide provides detailed instruction, with illustration on:

- General access and login to your secure Web account as well as Certification Entry and Document Upload

- COPE/Confident Caregiver specific information relating to Certification Entry and Document Upload
- Sample COPE/Confident Caregiver Attestation letter

The Guide can also be found on the Provider Training Web page via the www.ctdssmap.com Web site. From the Home page, click on the Provider Training link. Under the Materials Heading, locate and click on the "Home Health Workshops" link to access the link to the "Certification and Document Upload Guide".

Service Authorization

Once HHAs have completed the COPE/Confident Caregiver provider enrollment process and their staff have fulfilled the appropriate trainings, HHAs are then ready to provide the services. DSS will maintain a list of qualified COPE/Confident Caregiver providers.

The Access Agencies are responsible for creating Care Plans, referring a participant to a qualified COPE/Confident Caregiver provider, and entering Prior Authorizations (PAs).

For Autism waiver clients, PA will be required from the DSS Autism Waiver Case Manager or Case Management Supervisor.

PA is required for all services under COPE/Confident Caregiver. Once the Autism Waiver Case Manager or Case Management Supervisor enters the PA, or the Access Agency uploads the approved PA to Gainwell Technologies, the PA will be displayed under the HHA's secure Web account on the CMAP Web site via the Prior Authorization menu by selecting "Prior Authorization Search". Access to view PA must be assigned to the user via the provider's secure Web account Primary Account holder.

Fee Schedule

The Home Health fee schedule will be updated with the new codes specific to COPE/Confident Caregiver. The fee schedule can be accessed and downloaded by going to the CMAP Web site at www.ctdssmap.com. From the Home page, go to “Provider”, then to “Provider Fee Schedule Download”, scroll to the bottom of the page, click on “I Accept”, and locate the applicable fee schedule. To access the PDF file, click on the PDF icon for the Home Health fee schedule.

Important Claim Submission Information

In order to receive the rate indicated for COPE/Confident Caregiver services through 6/30/2025, HHAs must bill with a **V1** modifier. This modifier is not required to be on the PA. However, the **V1** modifier must be associated to the procedure code(s) on the claim, as failure to do so will result in a claim denial.

COPE/Confident Caregiver services are non-applicable for Electronic Visit Verification (EVV). As a result, these services may be billed via the HHA’s secure Web account, vendor software, contracted billing service or clearing house. Paper claims are not allowed.

Questions

For questions about enrollment, billing or if further assistance is needed to access the HHA fee schedule on the CMAP Web site, please contact Gainwell Technologies’ Provider Assistance Center, Monday through Friday from 8:00 a.m. to 5:00 p.m. at 1-800-842-8440.

Responsible Unit:

DSS, Division of Health Services, Community Options Unit, Christine Weston at (860) 805-8742 or christine.weston@ct.gov