



Home Modification Quality Improvement Program Discussion Document

The purpose of this communication is to provide information on a proposed model for improving the Department of Human Services (DHS) efforts to provide home modifications for individuals that we serve and increase the opportunity for them live in the community. DHS is seeking stakeholder feedback and comments on its proposed model (“Regional Broker Model”).

Introduction: In order to increase the opportunity for individuals to live in the community, DHS is reviewing the current structure of its home modifications service that is provided through the Consolidated, P/FDS, Adult Autism, Aging, COMMCARE, Independence, and OBRA Waivers. Our goal is to increase accountability and predictability; create consistency across the waivers; improve consumer choice and identify options for quality improvement strategies and process improvement.

Current Process: The Office of Long Term Living (OLTL), Office of Developmental Programs (ODP), and ODP’s Bureau of Autism Services (BAS) each currently offer home modifications services through their respective Home and Community-Based Services (HCBS) waivers. While each program office follows a slightly different process for assessment and authorization of home modifications, all program offices currently allow for home modifications to be provided through two different models. The service can be provided directly through an enrolled provider or participants may utilize an Organized Health Care Delivery System (OHCDs) for delivery of the service. The OHCDs model allows participants to use non-Medical Assistance enrolled contractors to provide home modifications.

Overview of the Proposed Regional Broker Model: Under the proposed Regional Broker Model, home modification services would be coordinated through a designated broker. To achieve this new model, the Commonwealth will be divided into regions with one broker selected per region through a competitive procurement process.

Brokers will be required to demonstrate construction expertise and knowledge of home modification needs of aging individuals and those with disabilities. Additionally, brokers would manage a network of qualified contractors to provide the modifications. Participants would have choice in selecting the contractor to deliver the service.

Brokers would not be eligible to serve as a contractor or to provide any other HCBS service. Neither the brokers nor the contractors would be required to be Medical Assistance-enrolled providers. In addition, OHCDs vendors will no longer perform home modifications, although OHCDs will continue to be authorized to provide other services.

There will be no changes to the current assessment of need, authorization of home modifications, or residential modifications.

Broker Responsibilities: The broker would initiate a bidding process among and negotiate pricing with contractors; assist the participant in selection of a contractor; enter into contracts with each contractor; and pay the contractor. The broker will oversee each project to satisfactory completion. Brokers will be held accountable for the timely completion of home modifications, quality workmanship, and meeting the participant's needs.

Contractor Responsibilities: Brokers would develop a network of contractors to provide the modifications. Brokers would only consider contractors who meet DHS' qualification criteria. Once selected through a bidding process, the contractor enters into an agreement with the broker. The contractor is responsible for obtaining the necessary permits and completing the specifications of the modification pursuant to agreement terms. The contractor must guarantee workmanship for at least one year. The contractor will be monitored by the broker, who is responsible for completion of the modification.

Payment Structure: DHS is reviewing options to compensate the broker on a per-member per-month (PMPM) capitated payment based on the utilization rate and the total waiver population of the seven waiver types in their designated region. The PMPM will be adjusted annually. The broker would compensate each contractor from its PMPM funds. No direct payments will be made from DHS to the contractors.

As part of the competitive bidding process, DHS will be providing potential brokers with regional data from the past five fiscal years. Data provided will be a yearly breakdown of the total waiver population, number of home modification service recipients, and total dollars spent on home modifications by region.

DHS Oversight: DHS will oversee the broker by assigning staff members with home modification-specific experience to review the broker's performance and conduct a participant satisfaction survey. Brokers may be subject to sanctions for non-compliance with service level agreements (SLAs) which would include failure to meet home modification specifications or participant satisfaction. DHS would also withhold a percentage of the PMPM each month until the broker demonstrates that the SLAs are met and client satisfaction rates (through a survey facilitated by DHS) have been achieved.

Comments: DHS is encouraging your feedback regarding the proposed Regional Broker Model for the delivery of the home modifications service. Please send comments to (RA-PWPROGRAMREVIEW@pa.gov) by July 2, 2015.