

Congratulations! You have been selected to continue the process in becoming a United HomeCare Subcontracted Provider. As reflected in the ITN Application, additional Phase 2 documents are being requested and are required to be submitted prior to contract execution. Failure to submit all requested information by the requested deadline will prevent United HomeCare from completing your ITN application request. Please review and abide with the Department of Elder Affairs 2023 Programs and Services Handbook located at <https://elderaffairs.org/publications-reports/programs-services-handbook/>.

Please submit the following:

Documents requested:	Documents attached:
<b>Completed DOEA Background Screening Attestation of Compliance-Employer</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Submit for the Owner(s), Administrator(s), and Fiscal Personnel: DOEA Level II Background Screening Result Letter</b> <i>(Must be the actual result letter confirming eligibility in the DOEA Aging Network. Please note that this DOEA screening result is different from the AHCA screening result and is completed in the same AHCA portal.)</i> <i>If you are a new provider and do not have access to the DOEA Aging Network, refer to <a href="https://elderaffairs.org/wp-content/uploads/2023-Appendix-E-Background-Screening-Clearinghouse-Instructions.pdf">https://elderaffairs.org/wp-content/uploads/2023-Appendix-E-Background-Screening-Clearinghouse-Instructions.pdf</a> which reflects how to obtain access (Page 4, Section II: Clearinghouse Procedures).</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Submit for the Owner(s), Administrator(s) and Fiscal Personnel: DOEA Attestation of Compliance – Candidate Form</b> <i>[Please be advised that when the DOEA screening result is first printed (upon hire or when re-screened) and confirmed as “eligible,” then the Attestation of Compliance – Candidate Form is completed.]</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Submit a list of the workers who will be viewing and handling client information (office staff) of United HomeCare’s Clients</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Submit a list of the workers who will be rendering services to United HomeCare’s Clients</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Submit the DOEA Level II Screening Result Letter along with the corresponding Attestation of Compliance – Candidate Form for the workers who will be viewing and handling information for United HomeCare’s clients and/or rendering services to United HomeCare’s Clients</b> <i>(Please be advised that prior to a worker rendering services to a DOEA funded client, the worker must be Level II screened. Once the screening result is printed confirming the worker as “eligible” in the DOEA Aging Network, the worker then completes the Attestation of Compliance – Candidate Form).</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Registered Dietitian license, if applicable</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Annual Fire Permit</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No

**COMMENTS:**

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The following Policies and Procedures must be submitted, if applicable. Provider must reflect the title of the policy in the right column under “Provider’s Policy Title” and highlight to ensure the description below is found in the policy:

Policy and Procedure Needed	Description	Provider’s Policy Title <i>If Not Applicable, please reflect “N/A”.</i>
Service Authorizations (SPO)	<i>The process your agency will follow when a service authorization is received from UHC. All steps included.</i>	
Notification to United HomeCare of client changes/problems/situations/increase or decrease in service	<i>The process your agency will follow to notify the Case Manager at UHC when a client has a change, problem/situation, needs an increase or decrease in service.</i>	
Conflict of Interest Policy	<i>Submit the agency’s conflict of interest policy.</i>	
HIPAA, including safeguarding of client data (cabinets/IT process/devices)	<i>The process on HIPAA, safeguarding client data and information, to include how often data is backed up, if computers time out when not in use, how devices are secured, who has access to client records, does record access end after notes are completed, time frame that notes must be completed, etc.</i>	
Confidentiality Policy	<i>The process your agency follows in keeping information confidential and protected from unauthorized users.</i>	
Fraud, Waste, and Abuse Policy	<i>The process your agency follows regarding fraud, waste, and abuse.</i>	
Personnel <i>(including signed applications, job descriptions, evaluations, I-9 forms, background screenings, attestation of compliance-candidate forms, e-verify results, etc.)</i>	<i>The process regarding personnel records to include the application process, job descriptions, evaluations completed, I-9 forms and how they are stored, DOEA level 2 background screenings, attestation of compliance-candidate forms, e-verify results, etc.</i>	
Pre-Service and Annual In-service Trainings	<i>The training process your agency follows (pre-service and annual in-service trainings completed). Below is a list of pre-service training topics and annual in-service training topics required to be provided. Please ensure your policy reflects a training plan.</i>	
Field Staff Restrictions <i>(including gifts, lending/borrowing money, duties outside scope of service, handling money, giving out staff personal information, etc.)</i>	<i>Policy regarding staff restrictions. Staff serving UHC clients should not receive gifts, lend/borrow money from a client/rep, complete duties outside the scope of services authorized, handle clients’ money unless authorized or give out staff personal information.</i>	
Unusual Occurrences / Incidents	<i>Policy and procedure followed when there is an unusual occurrence/incident that occurs. Please know that UHC and the Case Manager must be notified immediately (no later than 48 hours) upon becoming aware of an occurrence.</i>	

Reporting Abuse/Neglect/Exploitation	<b>Policy and procedure followed for reporting abuse/neglect/exploitation. All are mandatory reporters. Any suspicions of abuse, neglect, and/or exploitation must be immediately informed to UHC and the Case Manager and reported to the Florida Toll-free Hotline: 1-800-96-ABUSE.</b>	
Emergency procedure, if crisis occurs when providing services	<b>The emergency procedure that will be followed if there is a crisis that occurs when the services are being rendered.</b>	
Quality Assurance and Performance Improvement (QAPI) Plan (including monitoring client care, auditing internal files, monitoring client satisfaction, and logging complaints, as well as following up on complaint resolution)	<b>The QA policy and procedure your agency follows, such as: how often are source documents (time sheet, attendance logs, etc.) reviewed, how often does agency audit files, monitor client care and satisfaction, how you log complaints and follow up on complaints, etc.</b>	
FISCAL: Reconciling Process (units authorized/provided vs. billed/reported)	<b>Your process on reconciling the units authorized versus the hours billed. The hours billed to UHC versus the time sheets.</b>	
FISCAL: Reimburse UHC within 10 days after discovery of unallowable expenditures or overpayment discovered by independent auditor, AAA, UHC, or the subcontractor	<b>Policy and process of what your agency will do after discovery of unallowable expenditures or overpayment was discovered either by UHC or an independent auditor, the AAA, DOEA, etc. Reimbursement is within 10 days.</b>	
Personal Care Description (including tasks)	<b>Process on personal care tasks.</b>	
Homemaker Description (including tasks)	<b>Process on homemaking tasks.</b>	
Respite Description (including tasks)	<b>Process on respite tasks.</b>	
Companion Description (including tasks)	<b>Process on companionship tasks.</b>	
Chore Description (including tasks)	<b>Process on chore tasks, if applicable.</b>	
Enhanced Chore Description (including tasks)	<b>Process on enhanced chore tasks, if applicable.</b>	
Pest Control Service Description	<b>Process on pest control tasks.</b>	
Adult Day Care Service (including tasks)	<b>Process on adult day care services and tasks, if applicable.</b>	
Emergency Alert Provider: - Emergency Signals Received Procedure - Reset Signal Policy	<b>Process on when an emergency signal is received, process of no response, and if a reset signal is received.</b>	
Hot and Cold Home Delivered Meals Process:	<b>Process on maintaining hot and cold items.</b>	
Frozen Home Delivered Meals Process:	<b>Process on maintaining frozen meals.</b>	
Procedure regarding packing, transporting, delivery schedule (including days and hours), and temperature testing.	<b>Process on how the Provider packages meals, transports the meals, the Provider's delivery schedule, and process on testing temperatures to ensure compliance.</b>	
Completion of time sheet/service record/delivery route sheets (including service, time, signature, comments)	<b>What the process is for your agency in completing time sheets, attendance logs, delivery sheets (i.e., services, time, signature, tasks, comments, etc.).</b>	

Supervisory Visits (RN visits for staff performing personal care services at least once every 60 days. HHA <b>must</b> be present)	<b><i>Process on supervisory visits for staff performing personal care tasks. Please know that respite service can have personal care tasks authorized as well.</i></b>	
Supervision for staff providing services that are non-hands-on care (i.e., homemaking, companionship)	<b><i>Supervision process for the staff that provides non-hands-on care.</i></b>	

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**List of Pre-Service Training topics and Annual In-Service Training topics required to be provided:**

<b>Pre-Service Training (New hire)</b>	<b>Annual In-Service Training</b>
<ul style="list-style-type: none"> <li>• Overview of the aging process</li> <li>• Overview of the aging network &amp; agency relationship to the community care service system</li> <li>• Overview of community care services</li> <li>• Review of the relationship of case management to the community care services system</li> <li>• Communication techniques with the elderly</li> <li>• Abuse, neglect &amp; exploitation</li> <li>• Agency service procedures and protocols</li> <li>• Client Confidentiality/HIPAA</li> <li>• Record Keeping Procedures</li> <li>• Billing Procedures</li> <li>• Incident Reporting/Complaints/Grievance process</li> <li>• Infection Control/Universal Precautions</li> </ul>	<ul style="list-style-type: none"> <li>• HIPAA/Confidentiality</li> <li>• Abuse, Neglect &amp; Exploitation</li> <li>• Record Keeping (Time Sheet / Documentation)</li> <li>• Incident Reporting</li> <li>• Complaints/Grievance process</li> <li>• Alzheimer's &amp; Related Disorders</li> <li>• Dealing with Difficult Clients</li> <li>• Fraud, Waste, Abuse</li> <li>• Agency Emergency Plan</li> <li>• Infection Control/Universal Precaution</li> <li>• Communication</li> </ul>