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PROVIDER BULLETIN

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All DD Support Waivers: Person-Centered Strategies Consultation Service

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- **Person-Centered Strategies Consultation Service Clarification/Purpose**
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The Division of Developmental Disabilities is providing clarification on how the Person-Centered Strategies Consultation (PCSC) service is utilized by service providers and what the limitations are for the service. The Person-centered Strategies Consultation service has not always been utilized in the manner that the service definition requires. PCSC must be provided by an independent or outside consultant and is for short term usage, not ongoing. This bulletin serves to clarify the service description and requirements for Person-Centered Strategies Consultation.

Person-Centered Strategies Consultation Services Clarification/ Purpose:

PCSC is the evaluation of an Individual's support system, which includes implementation of support strategies, quality of life, and barriers to improving quality of life. PCSC involves evaluating a person's setting, schedule, typical daily activities and relationships with others that make-up the supports for an individual, including paid staff/family and unpaid natural supports. The evaluation leads to changes in strategies including such things as re-arranging the home to reduce noise and stimulation, adding a personal quiet area to allow the individual to get away from annoying events, and teaching skills to promote more positive interactions between the individual and supporting staff or family. Evaluation may involve identifying skills that would help the individual to have a better quality of life and assist the support staff/family to teach these meaningful skills to the individual. In addition, the evaluation can identify ways to proactively prevent problem situations. The evaluation will also assist the individual and support staff/family to use new strategies and problem-solving techniques for the individual.

This is a short-term service that is not meant to be on-going; the typical duration of service is to be twelve months or less. Continuation of services past the 12-month period is possible with review and approval of the regional office director, when services have been established as medically necessary as they are demonstrating to be effective in improving use of strategies that have improved quality of life for the individual, but continued gains are necessary and can be reasonably expected with continued services.

PCSC must be provided by an independent or outside consultant. An employee of a service provider or owner/manager of a service provider cannot provide consultation to affiliated staff or support team members. Consultation, by definition, is a meeting with an expert or professional, such as a medical doctor, in order to seek advice. It is considered fraudulent to contract with a service provider to provide consultation to themselves. The provider agency and support team have the responsibility to continuously evaluate and improve the services provided to an individual as an inherent part of the service contract and cannot receive additional funding to do this. (13 CSR 70-3.030.5 Sanctions for False or Fraudulent Claims for MO HealthNet Services)

For the full Person-Centered Strategies Consultation Service definition, billing information, and required service documentation, please see the DD Provider Manual at: http://manuals.momed.com/collections/collection_dmh/print.pdf.