



CCO Documentation

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Services

What is Support Community Living?

- ▶ Supported community living (SCL) services are provided within the member's home and community, according to the individualized member's need as identified in the service plan.
- ▶ Available components are personal and home skills training services, individual advocacy services, community skills training services, personal environment support services, transportation, and treatment services.

Definitions of the components:

- ▶ Personal and home skills training services are those activities which assist a member to develop or maintain skills for self-care, self-directedness, and care of the immediate environment.
- ▶ Individual advocacy services mean the act or process of representing the individual's rights and interests to realize the rights to which the individual is entitled and to remove barriers to meeting the individual's needs.

Definitions of the components: cont.

- ▶ Community skills training services means activities which assist a person to develop or maintain skills allowing better participation in the community. Services shall focus on the following areas as they are applicable to individuals being served:

1. Personal management skills training services are activities which assist a person to maintain or develop skills necessary to sustain oneself in the physical environment and are essential to the management of one's personal business and property. This includes self-advocacy skills. Examples of personal management skills are the ability to maintain a household budget; plan and prepare nutritional meals; ability to use community resources such as public transportation, libraries, etc., and ability to select foods at the grocery store.
2. Socialization skills training services are those activities which assist a member to develop or maintain skills which include self-awareness and self-control, social responsiveness, community participation, social amenities, and interpersonal skills.
3. Communication skills training services are activities which assist a person to develop or maintain skills including expressive and receptive skills in verbal and nonverbal language and the functional application of acquired reading and writing skills.

Definitions of the components: cont.

- ▶ Personal and environmental support services mean activities and expenditures provided to or on behalf of a person in the areas of personal needs to allow the person to function in the least restrictive environment.
- ▶ Transportation services means activities and expenditures designed to assist the person to travel from one place to another to obtain services or carry out life's activities. The service excludes transportation to and from medical services. Members needing transportation to and from medical services must use the state plan medical transportation services.

Definitions of the components: cont.

- ▶ Treatment services means activities designed to assist the person to maintain or improve physiological, emotional and behavioral functioning and to prevent conditions that would present barriers to a person's functioning. Treatment services include physical or physiological treatment and psychotherapeutic treatment.
- 1. Physiological treatment means activities including medication regimens designed to prevent, halt, control, relieve, or reverse symptoms or conditions which interfere with the normal functioning of the human body. The activities shall be provided by or under the supervision of a health care professional certified or licensed to provide the treatment activity specified.
- 2. Psychotherapeutic treatment means activities provided to assist a person in the identification or modification of beliefs, emotions, attitudes, or behaviors to maintain or improve the person's functioning in response to the physical, emotional, and social environment.

Attendant Care (currently CDAC)

- ▶ Service activities performed to help a person with self-care tasks which the person would typically do independently if the person were otherwise able.
- ▶ This service may be provided in a private residence, workplace, or in Assisted Living.

Attendant Care Activities

► Attendant Care activities may include helping the person with any of the following nonskilled service activities:

- 1) Dressing.
- 2) Bath, shampoo, hygiene, and grooming.
- 3) Access to and from bed or a wheelchair, transferring, ambulation and mobility in general. It is recommended that the provider receive certification of training and return demonstration for transferring. Certification for this is available through the area community colleges.
- 4) Toilet assistance, including bowel, bladder, and catheter assistance.
- 5) Meal preparation, cooking, eating, and feeding but not the cost of meals themselves.
- 6) Housekeeping services which are essential to the person's health care at home, including shopping and laundry.
- 7) Medications ordinarily self-administered including those ordered by a physician or other qualified health care provider. It is recommended the provider successfully complete medication aide course administered by an area community college

Attendant Care Activities cont.

8) Wound care.

9) Assistance needed to go to or return from a place of employment and assistance with job related tasks while the person is on the job site. The cost of transportation for the person and assistance with understanding or performing the essential job functions are not included in person directed Attendant Care services.

10) Tasks such as financial management and scheduling that require cognitive or physical assistance.

11) Communication essential to the health and welfare of the person, through interpreting and reading services and use of Assistive Devices for communication.

12) Supporting access to and use of transportation essential to the health and welfare of the person. The cost of the transportation is not included. "Usual caregiver" means unpaid person or persons who reside with the member and are available on a 24-hour per-day basis to assume responsibility for the care of the member.

Pop Quiz!

When reviewing documentation which of the following is SCL vs Attendant Care?

- Toileting/Transferring:
- House Keeping:
- Teaching to meal prep:
- Encouraging to complete chores:
- Chest PT:
- Giving Medications:
- Helping learn medications:
- Helping make a grocery list:
- Helping to make a snack:
- Safety skills in the kitchen:
- Meal prepping for member:

Documentation Components

Documentation Components

► What needs to be included?

- Supports and Services provided
- Goals documented
- Interventions
- Individualized (should not be cut and paste from day to day or member to member)
- Frequency monitored (how often, how many)
- Location services took place.

What does documentation look like?



Narrative is no longer required.



Can use a “check list”



You can chose to document the documentation should justify the amount of time spent and services provided.

General Principles of Documentation



If it is not documented, it has not been done.



“Fully disclose the extent of services,” care, and supplies furnished to the beneficiaries.



Support Claims billed



Clear and Concise



Document services during the service or as soon as practical after.



Maintain accurate service documentation.

General Principles of Documentation cont.

- ▶ EVV documentation for Attendant Care see
 - [Electronic Visit Verification \(EVV\) | Health & Human Services \(iowa.gov\)](#)
 - [Homepage \(carebridgehealth.com\)](#)

Service Documentation and CCO Employees

► Employee responsibilities

- To keep a record of all documentation of services provided.
- To review documentation and time sheets to ensure time was worked and documentation was completed on goals.

► Documentation training for CCO employees

- Employer's responsibility to ensure employees understand documentation requirements.

► ISB documentation of services rendered

- Document in writing on the ISB timecard every contact the broker has made with the member. Contact documentation shall include information on the extent to which the member's individual budget has addressed the member's needs and satisfaction of the member.

Documentation Examples

	Name	Date	
Supports provided to Client in Services:			
<input type="checkbox"/> Medication <input type="checkbox"/> Transportation <input type="checkbox"/> Drills/Safety <input type="checkbox"/> Budgeting/Money Mgmt <input type="checkbox"/> Benefits/Mail <input type="checkbox"/> Community Activities <input type="checkbox"/> Household skills <input type="checkbox"/> Boundaries/Relationships <input type="checkbox"/> Meal Prep/Nutrition <input type="checkbox"/> Advocacy <input type="checkbox"/> Communication Skills <input type="checkbox"/> Other			
Goal:	Intervention:	Time Spent:	Response:
List from Service Plan summarized below	List from Service plan		<input type="checkbox"/> Actively Participated
<input type="checkbox"/> Budgeting	<input type="checkbox"/> Checklist made		<input type="checkbox"/> Progress Made
<input type="checkbox"/> Socialization	<input type="checkbox"/> Checklist used		<input type="checkbox"/> Declined
<input type="checkbox"/> Meal Plan/Prep/Making	<input type="checkbox"/> Assistive device used		<input type="checkbox"/> Not offered Today
	<input type="checkbox"/> Planning Completed		<input type="checkbox"/> Did not have time
	<input type="checkbox"/> Assistance given from Staff		
	<input type="checkbox"/> Communication device used		

► CDAC Services for John Doe Provider Name:

Date: _____ Time: Start
_____ End _____ Meal

_Prep Dressing _Communication _Financial
assistance _Essential Housekeeping

_Medication assistance _Essential

Transportation Comments: Provider's

Signature _____ Date

- ▶ Narrative Example
- ▶ Date: 2/03/2023
- ▶ Time: 10:00am-12:00pm
- ▶ Location: YMCA 1213 Happy lane, Huxly IA

- ▶ • **Goal:** I want to be healthy and exercise more. o I will purchase a membership to the YMCA o I will go to the YMCA 3 times a week with support from my staff.

- ▶ o I will set up a meeting with the trainer at the YMCA with support from my staff.

- ▶ 02/03/2023: John and his staff went to the YMCA to purchase his membership and set up a time to meet with the trainer. John and his staff will meet with the trainer on 02/07/2023 at 2:30pm to get a orientation of the YMCA and discuss fitness goals. John's staff encouraged him to ask questions and talk to the staff at the YMCA.

What we are seeing.....

- ▶ Copy and paste from day to day.
- ▶ No goals
- ▶ Not individualized
- ▶ Documentation that is Attendant Care under SCL

- ▶ **Date:** 07/14/2025
- ▶ Employee:
- ▶ Time In: 08:00 AM
- ▶ Time Out: 02:00 PM
- ▶ Code: SCL (15 Min)
- ▶ Description: Supported Community Living (15 Min)
- ▶ Note: Breakfast verbal prompts
- ▶ Hygiene Tasks verbal prompts
- ▶ Dressing verbal prompts
- ▶ Household task AM
- ▶ Morning medications reminders
- ▶ AM Blood sugar check verbal prompting
- ▶ AM Breathing treatment reminders
- ▶ Toileting/ depends changing verbal prompts
- ▶ Lunch verbal prompts
- ▶ Noon medications
- ▶ Noon Breathing Treatment verbal prompting
- ▶ Noon Blood sugar checks reminders verbal prompts
- ▶ Activity of his choice encouragement
- ▶ Redirections for roaming
- ▶ Supervision entire shift
- ▶ Mood/Behavior- cooperative with multiple redirections

Date: 07/17/2025

Employee:

Time In: 07:45 PM

Time Out: 10:30 PM

Code: SCL (15 Min)

Description: Supported Community Living (15 Min)

Note: supervision, light housekeeping, behavior support

Date: 07/03/2025

Employee:

Time In: 08:00 AM

Time Out: 03:00 PM

Code: SCL (15 Min)

Description: Supported Community Living (15 Min)

Note: Support & supervision, medications, toileting, meal prep & feeding, basic personal needs, laundry, fun activities, exercises, day planning, budget.

Date: 07/04/2025

Employee:

Time In: 08:00 AM

Time Out: 03:00 PM

Code: SCL (15 Min)

Description: Supported Community Living (15 Min)

Note: Support & supervision, medications, toileting, meal prep & feeding, basic personal needs, laundry, fun activities, exercises, day planning, budget.

Date: 07/05/2025

Employee:

Time In: 06:00 PM

Time Out: 11:00 PM

Code: SCL (15 Min)

Description: Supported Community Living (15 Min)

Note: Support & supervision, medications, toileting, meal prep & feeding, basic personal needs, fun activities, exercises, day planning, budget.

Date: 07/02/2025

Employee:

Time In: 08:00 AM

Time Out: 10:00 PM

Code: SCL (15 Min)

Description: Supported Community Living (15 Min)

Note: Daily living skills medication management

Date: 07/02/2025

Employee: **Mindy Moskowitz**

Time In: 08:00 AM

Time Out: 10:00 PM

Location: 1121 Main St Logan IA

Code: SCL (15 Min)

Description-Goal: ~~Supported Community Living (15 Min)~~ **I want to understand my medications.**

Goal: **I want to keep my house clean.**

Note: ~~Daily living skills medication management~~ **Joe and his staff reviewed the names and purpose of his medications. Joe and his staff cleaned the kitchen, bathroom, and completed laundry.**

Fraud, Waste and Abuse

Fraud, Waste and Abuse

Fraud

A knowing misrepresentation of the truth or concealment of a material fact to induce another to act to his or her detriment. Includes any intentional or deliberate act to deprive another of property or money by guile, deception, or other unfair means.

Example: Knowingly submitting claims for services that were not rendered.

Waste

Overutilization, underutilization, or misuse of resources. Waste typically is not an intentional act.

Example: Costs incurred when an individual is receiving more units or hours of service than needed, e.g., when an individual's health improves but their intensity of supports remains the same.

Fraud, Waste and Abuse (cont.)

Abuse

Provider practices that are inconsistent with sound fiscal, business, or medical practice, and results in unnecessary cost to the Medicaid program or payment for services that are not medically necessary or fail to meet professionally recognized health care standards.

Example: A PCS provider bills for services during an individual's institutional stay. This is abuse because the PCA provider should have been aware of the rules, which specify that services cannot be billed during an institutional stay.

Biggest difference between Fraud vs. Waste and Abuse:

Intent to deceive

Preventing Fraud, Waste, and Abuse

TO REPORT MEMBER FRAUD

Report suspected Medicaid member fraud, Supplemental Nutrition Assistance Program (SNAP) and Family Investment Program (FIP) fraud by calling **1-877-347-5678**, available Monday-Friday 7 a.m. to 6 p.m. You may also report suspected fraud to the US Department of Health and Human Services at the [Office of Inspector General website](#).

TO REPORT PROVIDER FRAUD

Medicaid fraud occurs when a Medicaid provider knowingly makes, or causes to be made, a false or misleading statement or representation for use in obtaining reimbursement from the medical assistance program. This would include, but is not limited to, billing for services not provided, charging Medicaid more than the reasonable value of the services and providing services that were medically unnecessary. You may [report provider fraud, waste or abuse](#) by calling Iowa Medicaid Enterprise, Program Integrity Unit at **1-877-446-3787 (toll-free)** or at **515-256-4615 (locally in Des Moines)**.



Questions

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Health and
Human Services