

**State Plan Home- and Community-Based Services (HCBS)  
Habilitation program  
Information Packet**

The Medicaid State Plan Home- and Community-Based Services Habilitation program provides service funding and individualized supports to maintain eligible members in their own homes or communities who require assistance due to the functional limitations typically associated with chronic mental illness. Provision of these services must be cost effective.

If you need assistance, please contact Iowa Medicaid Member Services at **1-800-338-8366** or locally in the Des Moines area at **515-256-4606**, Monday through Friday, from 8 a.m. until 5 p.m.

*For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at **1-800-735-2942**.*

## General Parameters

- ◆ Individualize HCBS Habilitation services to meet the needs of each member. The following services are available:
  - Case Management
  - Day Habilitation
  - Home-Based Habilitation
  - Prevocational Services
  - Career Exploration
  - Supported Employment
- ◆ All state plan HCBS services must be provided in integrated community-based settings.
- ◆ The services that are considered necessary and appropriate to meet the member's needs will be determined through an interdisciplinary team (IDT) consisting of the member, integrated health home (IHH) care coordinator, or community-based case manager (CBCM), service providers, and other persons the member chooses.
- ◆ All members will have a comprehensive service plan developed by an IHH care coordinator or community-based case manager in cooperation with the member. An IHH care coordinator or community-based case manager is responsible for implementation. Before the implementation of services, the community-based case manager or IHH coordinator and the member must sign and date the comprehensive service plan. The member must receive IHH care coordination services.
- ◆ This comprehensive service plan must be completed before the implementation of services. The comprehensive service plan for members aged 20 or under must be developed or reviewed taking into consideration those services that may be provided through the individual education plan (IEP) and Early Periodic Screening, Diagnosis and Treatment (EPSDT or Care for Kids) plans.
- ◆ The member must choose HCBS services.
- ◆ In order to receive Habilitation services, an approved Habilitation service provider must be available to provide those services. All Habilitation service providers must have training regarding or experience with persons who have mental health diagnoses.
- ◆ State Plan HCBS Habilitation services may not be provided at the same time as an HCBS Medicaid waiver service or a Medicaid service.
- ◆ Habilitation services may not be provided when a member is an inpatient in a medical institution.
- ◆ The following is the hierarchy for accessing Habilitation services:
  1. Private insurance
  2. Medicare
  3. Medicaid and State Plan HCBS Habilitation services
  4. HCBS waiver services
- ◆ Assistance may be available through the In-Home Health-Related Care (IHHRC) program or the Rent Subsidy Program through the Iowa Finance Authority. Members may contact the Iowa Finance Authority at 1-800-432-7230.

## Member Eligibility Criteria

**Members may be eligible for HCBS Habilitation services by meeting the following criteria:**

- ◆ Be an Iowa resident and a United States citizen or a person of foreign birth with legal entry into the United States.
- ◆ Be determined eligible for Medicaid (Title XIX).
- ◆ Have a household income that does not exceed 150 percent of the Federal Poverty Level.
- ◆ Be at least 16 years old.
- ◆ Meet needs-based eligibility criteria as determined by a needs-based evaluation
- ◆ Meets one of two risk factors and meets at least two of five criteria showing a need for assistance for at least two years.
- ◆ Be determined by the Iowa Medicaid Enterprise, Medical Services to be able to live in a home or community-based setting where all medically necessary service needs can be met.

## Service Descriptions

**Please note:**

***Individualize HCBS Habilitation services to meet the needs of each member. However, decisions regarding what services are appropriate, the number of units or the dollar amounts of the appropriate services is based on the member's needs as determined by the member and an interdisciplinary team.***

## Case Management Services

**What:** The goal of case management is to enhance the member's ability to exercise choices, make decisions, and take risks that are typical of life, and fully participate in the community.

Case management activities include the following:

- ◆ A comprehensive diagnosis and evaluation
- ◆ Assistance in obtaining appropriate services and living arrangements
- ◆ Coordination of service delivery
- ◆ Ongoing monitoring of the appropriateness of services and living arrangements
- ◆ Crisis assistance to facilitate referral to the appropriate providers

**Where:** In the member's home and community. Not in the provider's home.

## Career Exploration Services

**What:** Career exploration activities are designed to develop an individual career plan and facilitate the member's experientially based informed choice regarding the goal of individual employment. Provide career exploration activities in small groups of no more than four members. Career exploration activities include:

- ◆ Business tours,
- ◆ Attending industry education events,

- ◆ Benefit information,
- ◆ Financial literacy classes, and
- ◆ Attending career fairs.

Career exploration may be authorized for up to 34 hours, to be completed over 90 days in the member's local community or nearby communities and may include, but is not limited to, the following activities:

- ◆ Meeting with the member and the member's family, guardian or legal representative to introduce them to supported employment and explore the member's employment goals and experiences,
- ◆ Business tours,
- ◆ Informational interviews,
- ◆ Job shadows,
- ◆ Benefits education and financial literacy,
- ◆ Assistive technology assessment, and
- ◆ Job exploration events.

**Where:** Prevocational career exploration services shall take place in community-based nonresidential settings.

**Unit** A unit of service is one hour

<b>Day Habilitation</b>
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**What:** "Day habilitation" means services that provide opportunities and support for community inclusion and build interest in and develop skills for active participation in recreation, volunteerism and integrated community employment. Day habilitation provides assistance with acquisition, retention, or improvement of socialization, community participation, and daily living skills.

Day habilitation activities and environments are designed to foster the acquisition of skills, positive social behavior, greater independence, and personal choice. Services focus on supporting the member to participate in the community, develop social roles and relationships, and increase independence and the potential for employment. Services are designed to assist the member to attain or maintain the member's individual goals as identified in the member's comprehensive service plan. Services may also provide wraparound support secondary to community employment.

Day habilitation activities may include:

- ◆ Identifying the member's interests, preferences, skills, strengths and contributions,
- ◆ Identifying the conditions and supports necessary for full community inclusion and the potential for competitive integrated employment,
- ◆ Planning and coordination of the member's individualized daily and weekly day habilitation schedule,

- ◆ Developing skills and competencies necessary to pursue competitive integrated employment,
- ◆ Participating in community activities related to hobbies, leisure, personal health, and wellness,
- ◆ Participating in community activities related to cultural, civic, and religious interests,
- ◆ Participating in adult learning opportunities,
- ◆ Participating in volunteer opportunities,
- ◆ Training and education in self-advocacy and self-determination to support the member's ability to make informed choices about where to live, work, and recreate,
- ◆ Assistance with behavior management and self-regulation,
- ◆ Use of transportation and other community resources,
- ◆ Assistance with developing and maintaining natural relationships in the community,
- ◆ Assistance with identifying and using natural supports,
- ◆ Assistance with accessing financial literacy and benefits education,
- ◆ Other activities deemed necessary to assist the member with full participation in the community, developing social roles and relationships, and increasing independence and the potential for employment.

*Family training option:* Day habilitation services may include training families in treatment and support methodologies or in the care and use of equipment. Provide family training in the member's home.

**Where:** In a rehabilitation center or other type of community setting. Not in the member's home.

**Does not include:** Services shall not be provided in the member's home, except when using the family training option. For this purpose, services provided in a residential care facility where the member lives are not considered to be provided in the member's home.

Services shall not include vocational or prevocational services and shall not involve paid work.

Services shall not duplicate or replace education or related services defined in the Education of the Handicapped Act.

**Unit:** A unit is 15 minutes **OR** a full day (4.25 to 8 hours).

When using the family training option, a unit is 15 minutes.

The family training option is limited to a maximum of 10 hours per month.

## Prevocational Services

- What:** Provide prevocational services to persons who are expected to be able to join the general workforce with the assistance of supported employment. Prevocational services are intended to develop and teach general employability skills relevant to successful participation in individual employment. These skills include, but are not limited to:
- ◆ The ability to communicate effectively with supervisors, coworkers, and customers;
  - ◆ An understanding of generally accepted community workplace conduct and dress;
  - ◆ The ability to follow directions;
  - ◆ The ability to attend to tasks, workplace problem-solving skills, and strategies;
  - ◆ General workplace safety and mobility training;
  - ◆ The ability to navigate local transportation options;
  - ◆ Financial literacy skills; and
  - ◆ Skills related to obtaining employment.
- Where:** Prevocational services shall take place in community-based nonresidential settings.
- Does not include:** Assisting a member in learning tasks or skills for a specific job
- Prevocational services payment shall not be made for the following:
- ◆ Services that are available to the individual under a program funded under Section 110 of the Rehabilitation Act of 1973 or the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.). Maintain documentation that funding is not available to the individual for the service under these programs in the service plan of each member receiving prevocational services.
  - ◆ Services available to the individual that duplicate or replace education or related services defined in the Individuals with Disabilities Education Act (20 U.S.C. 1401 et seq.).
  - ◆ Compensation to members for participating in prevocational services.
  - ◆ Support for members volunteering in for-profit organizations and businesses other than for-profit organizations, or businesses that have formal volunteer programs in place (e.g., hospitals, nursing homes), and support for members volunteering to benefit the service provider.
  - ◆ The provision of vocational services delivered in facility-based settings where individuals are supervised for the primary purpose of producing goods or performing services or where services are aimed at teaching skills for specific types of jobs rather than general skills.
  - ◆ A prevocational service plan with the goal or purpose of the service documented as maintaining or supporting the individual in continuing prevocational services or any employment situation similar to sheltered employment.

**Unit:** A unit of service is one hour.

## Home-Based Habilitation (HBH)

**What:** HBH provides .25 to 24 hours of support per day based on the individual's needs.

This service is designed to assist the member with the acquisition, retention, or improvement in skills related to living in the community. These services are provided in the member's home or community and assist the member to reside in the most integrated setting appropriate to the member's needs. Services are intended to provide for the daily living needs of the member and can be provided at any time of day or night that is necessary to meet the member's needs Assistance may include, but is not limited to:

- ◆ Adaptive skill development,
- ◆ Assistance with activities of daily living,
- ◆ Community inclusion,
- ◆ Transportation (except to and from a day program),
- ◆ Adult educational supports,
- ◆ Social and leisure skill development,
- ◆ Personal care,
- ◆ Protective oversight, and
- ◆ Supervision.

**Where:** Members can receive HBH in the family home, the guardian home or other typical community settings (i.e., houses, apartments, condominiums, townhouses, trailers, etc.). Not in the provider's home.

Integrate all living arrangements into the community.

The typical and preferred living unit may include one to four persons.

**Does not include:** Transportation to and from a day program, room and board costs, academics, medical services, vocational services, daycare and babysitting, parenting or case management

**Units:** Base the hours of supervision and support needed for Home-Based Habilitation on the member's comprehensive functional assessment.

Intensive IV	24 hours per day
Intensive III	17 to 24 hours per day
Intensive II	13 to 16.75 hours per day
Intensive I	9 to 12.75 hours per day
Medium Need	4.25 to 8.75 hours per day as needed
Recovery Transitional	2.25 to 4 hours per day as needed
High Recovery	.25 to 2 hours per day as needed

## Supported Employment (SE)

**What:** Individualized services provide supports to participants who, because of their disabilities, need intensive ongoing support to obtain and maintain an individual job:

- ◆ In competitive or customized employment, or self-employment,
- ◆ In an integrated work setting in the general workforce, and
- ◆ At or above the state's minimum wage or at or above the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities.

The outcome of this service is sustained paid employment at or above the minimum wage in an integrated setting in the general workforce in a job that meets personal and career goals. Provide supported employment services through many different service models.

The three components of this service are:

- ◆ Individual SE

These are services provided to obtain competitive employment. Any of the following activities may be included:

- Benefits education
- Career exploration
- Employment assessment
- Assistive technology assessment
- Trial work experience
- Person-centered employment planning
- Development of visual and traditional résumés
- Job-seeking skills training and support



- Outreach to prospective employers on behalf of the member
- Job analysis
- Identifying and arranging transportation
- Career advancement services
- Reemployment services (if necessary)
- Financial literacy and asset development
- Other employment support services deemed necessary
- Systematic instruction and support during initial on-the-job training including initial on-the-job training to stabilization
- Engagement of natural supports during initial period of employment
- Assistive technology solutions during initial period of employment
- Transportation of the member during service hours
- Initial on-the-job training to stabilization

◆ Long Term Job Coaching SE

These are services provided to maintain competitive employment. Any of the following activities may be included:

- Job analysis.
- Job training and systematic instruction.
- Training and support for use of assistive technology and adaptive aids.
- Engagement of natural supports.
- Transportation coordination.
- Job retention training and support.
- Benefits education and ongoing support.
- Supports for career advancement.
- Financial literacy and asset development.
- Employer consultation and support.
- Negotiation with employer on behalf of the member (e.g., accommodations; employment conditions; access to natural supports; and wage and benefits).
- Other workplace support services may include services not specifically related to job skill training that enable the waiver member to be successful in integrating into the job setting.
- Transportation of the member during service hours.
- Career exploration services leading to increased hours or career advancement.

Tier 1	1 contact per month
Tier 2	2 to 8 hours per month
Tier 3	9 to 16 hours per month
Tier 4	17 to 25 hours per month
Tier 5	26 or more hours per month

◆ Small Group SE

A team of no more than eight individuals with disabilities in a teamwork setting receiving supports to maintain employment.

- Employment assessment.
- Person-centered employment planning.
- Job placement (limited to service necessary to facilitate hire into individual employment paid at minimum wage or higher for a member in small-group supported employment who receives an otherwise unsolicited offer of a job from a business where the member has been working in a mobile crew or enclave).
- Job analysis.
- On-the-job training and systematic instruction.
- Job coaching.
- Transportation planning and training.
- Benefits education.
- Career exploration services leading to career advancement outcomes.
- Other workplace support services may include services not specifically related to job skill training that enable the waiver member to be successful in integrating into the individual or community setting.
- Transportation of the member during service hours.

Tier 1	Groups of 2 to 4
Tier 2	Groups of 5 to 6
Tier 3	Groups of 7 or 8

◆ **Individual Placement and Support (IPS) SE**

“IPS” means the evidence-based practice of supported employment that is guided by IPS practice principles outlined by the IPS Employment Center at Westat, and as measured by its most recently published 25-item supported employment fidelity scale available.

IPSE SE includes

- Development of a career profile
- Integration of the IPS SE team and the member’s behavioral health team
- Addressing the member’s barriers to employment
- Rapid job search and placement
- Disclosure counseling
- Identification of job accommodations and /or assistive technology
- Ongoing benefits counseling.
- Time unlimited follow along supports.

**Unit:** A unit of service is one outcome. Reimbursement is made for each outcome

achieved for the member participating in the IPS supported employment model.  
Outcomes are as follows:

1. Outcome #1: Completed employment plan.
2. Outcome #2: First day of successful job placement.
3. Outcome #3: 45 days successful job retention.
4. Outcome #4: 90 days successful job retention

**Where:** All SE services must occur in integrated community-based settings with the majority of co-workers being persons without disabilities.

**For whom:** Members aged 16 or older.

**Does not include:** Members who are eligible for similar services from the Division of Vocational Rehabilitation Services.

Members who are eligible for similar services from the Department of Education.

Services involved in placing or maintaining members in day activity, work activity or sheltered workshop programs.

Supports for volunteer work or unpaid internships.

Tuition for educational or vocational training.

HCBS Habilitation SE services costs are limited to \$3,167.89 per calendar month.

## Application Process

The application process for Habilitation requires a coordinated effort between the Department of Human Services (DHS) and non-department agencies on behalf of the prospective member. If you are currently working with DHS personnel, please contact that person regarding the application process.

Please respond immediately to correspondence from an income maintenance worker or IHH care coordinator or community-based case manager. This will decrease the amount of time needed to complete the application process and assist in communication.

1. Application for Habilitation is made by the IHH care coordinator submitting a request for Habilitation to the Iowa Medicaid Medical Services Unit or the managed care organization submitting a completed assessment and social history to the Iowa Medicaid Medical Services Unit.
2. The assessment tool, is completed by the Medicaid Core Standardized Assessment Contractor or the Managed Care Organization (MCO).
3. The Iowa Medicaid Medical Services unit will review the assessment tool to determine if member meets two of the risk factors and two of five criteria showing a need for assistance.
4. The member will receive a Notice of Decision indicating whether they meet the eligibility criteria for participation in the Habilitation program.
5. For members' that are approved for Habilitation, an interdisciplinary team meeting is conducted to determine the services that are needed, the amount of service to be provided, and the providers of the services. The interdisciplinary team meeting will be attended by the:
  - ◆ Member and family,
  - ◆ IHH care coordinator,
  - ◆ Community-based case manager,
  - ◆ Habilitation service providers, and
  - ◆ May also include other professional or support persons that the member chooses.The result of the interdisciplinary team decisions will be a comprehensive service plan developed, signed, and dated by the member or the member's guardian, IHH care coordinator, community-based case manager and the service providers responsible for implementation.
6. An approved comprehensive service plan must be in place before implementation of services. An approved comprehensive service plan recorded in the Fee-for-Service Individualized Services Information System (ISIS) authorizes FFS payment for Habilitation services. For MCO enrollees, the MCO must authorize the services.
7. The IHH care coordinator or MCO will issue a Notice of Decision for the Habilitation services that the member is approved to receive.

## **Estate Recovery**

Estate recovery legal reference: 441 IAC 75.28(7)

Estate recovery applies to all persons who have received Medicaid on or after July 1, 1994, and are age 55 or older, or who live in a medical facility and cannot reasonably be expected to return home. This includes members on waiver programs such as the Elderly Waiver Program and Medically Needy Program.

When a Medicaid member dies, assets from their estate are used to reimburse the state for costs paid for medical assistance. This includes the full amount of capitation payments made to a Managed Care Organization (MCO) for medical and dental coverage, regardless of service use or how much the managed care entity paid for services.

Additional information may also be found at the website:

<https://dhs.iowa.gov/ime/members/members-rights-and-responsibilities/estate-recovery>

**or contact:**

**Medicaid Member Services Toll Free: 800-338-8366**

**515-256-4606 (Des Moines area)**

**or**

**Iowa Estate Recovery Program Toll Free: 1-877-463-7887**

**8:00 a.m. – 5:00 p.m., Monday – Friday**

## Discrimination is Against the Law

The Iowa Department of Human Services (DHS) complies with applicable federal civil rights laws to provide equal treatment in employment and provision of services to applicants, employees, and clients and does not discriminate on the basis of race, color, national origin, age, disability or sex. DHS does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

DHS:

- ◆ Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- ◆ Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Iowa Medicaid Member Services at 1-800-338-8366.

If you believe that DHS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: DHS, Office of Human Resources, by emailing [contactdhs@dhs.state.ia.us](mailto:contactdhs@dhs.state.ia.us) or in writing to:

DHS Office of Human Resources  
Hoover State Office Building, 1st floor  
1305 East Walnut Street  
Des Moines, IA 50319-0114

You can file a grievance in person or by mail, or email. If you need help filing a grievance, the DHS Office of Human Resources is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue  
SW Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-338-8366 (TTY: 1-800-735-2942)**.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-338-8366 (TTY: 1-800-735-2942)**。

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-338-8366 (TTY: 1-800-735-2942)**.

**OBAVJEŠTENJE:** Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite **1-800-338-8366 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-735-2942)**.

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-338-8366 (TTY: 1-800-735-2942)**.

مقرب لصتا. ناچملاب كل رفاوتت ةبوغلا ةدعاسملا تامدخ نإف، ةغللا ركذا ئدحتت تتك اذا: ةظوحلم ( **1-800-338-8366** مقبر مصلا فتاه).

**ໂບດຊາບ:** ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ **1-800-338-8366 (TTY: 1-800-735-2942)**.

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-338-8366 (TTY: 1-800-735-2942)** 전화해 주십시오.

**ध्यान द :** य द आप हदी बोलते ह तो आपके िलए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। **1-800-338-8366 (TTY: 1-800-735-2942)** पर कॉल कर ।

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-800-338-8366 (ATS: 1-800-735-2942)**.

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call **1-800-338-8366 (TTY: 1-800-735-2942)**.

ഭീയന: ດ້າຍຄຸນພູມພາສາໄທຍຄຸນສາມາດໃຊ້ບໍລິການຊ່ວຍເຫຼືອທາງພາສາໄດ້ຟຣີ ໂທ **1-800-338-8366 (TTY: 1-800-735-2942)**.

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-338-8366 (TTY: 1-800-735-2942)**.

**ပတ်သည့်ပတ်သေး-** နမူကတိကညီ ကျိန်အလီ, နမူနာ ကျိန်အတိအလီတလီ တလီကတိကတိကတိ နီတမံဘဉ်သုန့ဉ်လီ. ကိ: **1-800-338-8366 (TTY: 1-800-735-2942)**.

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-338-8366 (телетайп: 1-800-735-2942)**.