

Monthly Bulletins are your one-stop-shop for all last month's highlights!

### Reminders

To improve assessment quality, please thoroughly document any decrease in services in your case notes. If a task or service is reduced, note whether the participant agrees or disagrees and confirm that they understand this reduction will also result in a loss of time. This ensures clarity for the participant and guides the review specialist in service approval and authorization steps.

As we continue to work together to meet participants' needs, please remember the importance of clear, concise, and respectful written communication. This helps minimize the risk of misinterpretation and supports healthy, professional relationships between our agencies.



Be sure to select "Routine Reassessment" for question A8, "reason for assessment" on the assessment tool. Clicking "initial assessment" in error will result in skewed data reporting.

Please double-check unit utilization in the pre-certification screen and develop care plans accordingly. As we follow a person-centered care plan model, it's important to authorize services that align with the participant's needs and actual utilization to ensure accurate and effective support.



### Memos

#### HCBS MEMO

- [HCBS 111-24-01 Policy 4.15 Assessment Process Update](#)

### InterRAI Training

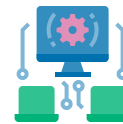
We recently had the opportunity to attend a two-day training hosted by InterRAI. This training focused on interview techniques and interpreting each of the version 10 questions. To ensure alignment with InterRAI guidance a comprehensive training will be conducted in January highlighting this information.

In the interim, small updates will be released to guidance. This will be done in increments to allow time to adjust.

The first update is related to Eating. InterRAI agreed with our original interpretation in which bringing the plate/tray to the table should **not** be considered in the Eating category, but in the Meal Prep section instead. **Effective immediately, please code assistance needed to bring the tray/plate to the eating area in the meal prep category.**

These errors were removed from all case record review feedback for the month of November to reflect this guidance.

### New System Update!



As we transition to the new system, please note that the Cyber Access system will have a stop date of January 19th, after which no entries can be made into the system. The new system is scheduled to go live on February 3rd. During this transition period, please plan your work accordingly. To stay on track with work assignments, you may continue conducting assessments using paper interRAI forms. A memo with more information is coming soon.

### Contact Us



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