

Environmental Modifications

Revised May 2021

Definition

Environmental Modifications are physical adaptations to a privately owned residence occupied by a HASCI Waiver participant which are necessary to address medical needs, assure health and safety, and/or enable greater independence.

The goal of environmental modifications is to enhance, improve, and aid in maintaining a waiver participant's health and ability to function safely within the home setting.

The service may include prior consultation and assessment to determine specific needs and follow-up inspections upon completion of the modifications. It may also include necessary repair of previous Environmental Modifications funded by the HASCI Waiver.

The following are examples of possible adaptations that may be considered part of an Environmental Modification:

- Installation of a ramp to facilitate safe and easy entry to and exit from the home (*One ramp at one entrance to the home will be funded. The waiver will not fund multiple ramps at the same residence. Concrete ramps are generally approved only when there is no more cost effective solution.)
- Installation of grab bars
- Widening of doorways to allow functional entry to the home, the participant's bedroom/bathroom, and the living room/den
- Flooring modifications to facilitate easier propelling of a manual wheelchair (e.g. carpet is replaced with vinyl floor covering)
- Modification of bathroom facilities to provide a more accessible means of maintaining personal hygiene and better independence and safety in bathing and grooming (e.g. wider bathroom door with lever hardware, roll-in shower with customized grab bars, roll-under sink, etc.)
- Installation of specialized electrical and plumbing systems which are necessary to accommodate the medical equipment and supplies which are necessary for the welfare of the participant

Service Unit

The unit for Environmental Modifications is the specific adaptation, equipment, or associated service (consultation/assessment, follow-up inspection, repair, etc.) that is authorized.

There is no set rate for Environmental Modifications, as adaptations/repairs must be individually priced.

The rate for Environmental Modifications Consultation/Assessment is \$400.

The rate for Environmental Modifications Follow-up Inspection is \$100.

Service Limit / Restrictions

The term “**function**” should be the driving factor in environmental modifications. The goal of environmental modifications is to facilitate basic access to the home, and bathing/showering routines that contribute to hygiene, health, safety, and increased independence. Resources are not available to provide luxurious bathrooms, elaborate decorative materials and fixtures, and access to all areas of the home.

Environmental Modifications are subject to the guidelines established by the SCDDSN Head and Spinal Cord Injury Division and must be within the limit of \$20,000 per modification.

Typically, ramps exceeding \$12,000 are not the most cost effective alternative and will not be approved.

Environmental Modifications will not be approved solely to meet the needs or convenience of caregivers or other occupants of the home.

Modifications to publicly-funded group homes or other residential facilities are not permitted.

Excluded from Environmental Modifications are repairs or improvements to the home which are of general utility such as maintenance of foundation, roof, siding repairs/replacement, gutter work, window repair/replacement, electrical, plumbing, heating/cooling systems, repair of water, termite, or other types of damage, provision of flooring/carpeting throughout a home, interior/exterior painting, and landscaping.

Non-Allowable Environmental Modifications

- 1) **Elevators**. Elevators installed or integrated into the residential structure are not a cost effective solution.
- 2) **Major kitchen modifications/renovations**. Low-cost solutions such as reachers, adapted appliance switch handles, adapted cutting/eating utensils, and easily modifiable aids and devices can be provided through “Supplies, Equipment and Assistive Technology” in the HASCI Waiver .
- 3) **Covered ramps**
- 4) **Coverings for ramp landings**

- 5) **Garages, carports, and coverings for spaces in a yard or driveway** where waiver participant uses lift-equipped vans and other vehicles routinely park.
- 6) **Comprehensive modifications to an entire home** (or every room throughout the home).
- 7) **Exercise equipment** This includes passive and non-passive upper or lower extremity exercise equipment and devices. It does not matter if the equipment or device is used on a stationary or non-stationary basis.
- 8) **Spas, hot tubs, whirlpools, Jacuzzis, pools (and similar products)**
- 9) **Decks or stairs**
- 10) **Driveways or portions of driveways**
- 11) **Washer/dryer connections** (where existing connections were not affected by an approved modification)
- 12) **Financial assistance with any phase of new home construction, major renovation and/or home addition projects.**
- 13) **Stairglides, porch lifts, and interior platform lifts** are not cost effective solutions and will not be considered if other, more cost effective solutions exist. These are provided **only** in situations where:
 - 1) There are no other possible cost-effective solutions (in the instance of stairglides or interior platform lifts, there must be no existing space on the first floor of the home that may be modified); **and**
 - 2) It is a feasible solution from all construction/remodeling perspectives; **and**
 - 3) It poses no safety risk to the participant based on his or her level of physical functioning.

*if these criteria are met, these items are considered “Supplies, Equipment, and Assistive Technology” and should be requested as such.

Rarely will a request for additional square footage be approved. Additional square footage to the home will be considered **only when it is the most cost-effective alternative and there is no** possible alternative to modifying the existing bathroom square footage and/or the utilization of adjoining room space such as a bedroom or closet.

Repair of home modifications obtained from other funding sources or privately paid by or for the participant will be considered only if necessary to assure the participant’s health and safety or otherwise justified as essential. The repair must be more cost-effective than HASCI Waiver funding of new or replacement home modifications.

Environmental Modifications are subject to all applicable state and local building codes.

In accordance with the South Carolina Consolidated Procurement Code, SCDDSN directive 250-08-DD, *Procurement Requirements for Local DSN Boards*, applies to all procurement activities supported in whole or in part by SCDDSN funding, including Environmental Modifications funded by the HASCI Waiver. Providers contracted with SCDDSN must establish and follow procurement policies and procedures with requirements at least as restrictive as those contained in this directive. **Participants must be made aware of this requirement. Waiver Case Managers, not families, are responsible for soliciting bids for environmental modifications.**

Directive 250-08-DD can be accessed on the SCDDSN website: www.ddsn.sc.gov

Below are the solicitation limits as defined by the Consolidated Procurement Code:

A. \$10,000 or less NO COMPETITION:

Small purchases not exceeding \$10,000 may be accomplished without securing competitive quotations if the prices are considered reasonable. The purchasing office must annotate the purchase requisition "Price is fair and reasonable" and sign. The purchases must be distributed equitably among qualified suppliers. When practical, a quotation must be solicited from a provider other than the previous supplier before placing a repeat order. The administrative cost of verifying the reasonableness of the price of purchase "not in excess of" may more than offset potential savings in detecting instances of overpricing. Action to verify the reasonableness of the price need be taken only when the procurement officer of the governmental body suspects that the price may not be reasonable, comparison to previous price paid, or personal knowledge of the item involved.

B. \$10,001 to \$25,000 THREE WRITTEN QUOTES:

Written request for written quotes from a minimum of three (3) qualified sources of supply may be made and, unless adequate public notice is provided in the South Carolina Business Opportunities, documentation of at least three (3) bona fide, responsive, and responsible quotes must be attached to the purchase requisition for a small purchase not in excess of \$25,000. The award must be made to the lowest responsive and responsible sources. The request for quotes must include a purchase description. Requests must be distributed equitably among qualified suppliers unless advertised as provided above.

C. \$25,000.01-\$100,000 ADVERTISED SMALL PURCHASE:

Written solicitation of written quotes, bids, or proposals may be made for a small purchase not in excess of \$100,000. The procurement 250-08-DD, February 20, 2020, Page 4 must be advertised at least once in the South Carolina Business Opportunities publication. A copy of the written solicitation and written quotes must be attached to the purchase requisition. The award must be made to the lowest responsive and responsible source or, when a request for proposal process is used, to the highest ranking offeror.

Note: A request for a bid that yields no response (no-bid) does not count as a bid.

Providers

Environmental Modifications may be provided by the following:

- Licensed Contractors
- Vendor enrolled with SCDHHS as a Durable Medical Equipment (DME) provider
A DME provider enrolled with SCDHHS must directly bill SCDHHS; it cannot bill to a participant's SCDDSN Financial Manager agency
- DSN Board or DDSN-contracted provider. The provider may employ or contract with the following, but is responsible to verify and document licensure:
 - Contractor licensed by the South Carolina Department of Labor, Licensing and Regulation (LLR) that is not enrolled with SCDHHS as a DME provider
 - Vendor with a retail or wholesale business license that is not enrolled with SCDHHS as a DME provider

It is the responsibility of the Waiver Case Manager to ensure contractors are licensed. Documentation of licensure must be obtained and maintained in the working file.

In addition to the above, the provider may employ or contract with the following for consultation, assessment, and/or follow-up inspection; the provider is responsible to verify and document licensure or certification:

- Licensed Occupational Therapist
- Licensed Physical Therapist
- Rehabilitation Engineering Technologist (RET) certified by Rehabilitation Engineering Society of North American (RESNA)
- Assistive Technology Practitioner (ATP) certified by Rehabilitation Engineering Society of North American (RESNA)
- ATP Supplier certified by Rehabilitation Engineering Society of North American (RESNA)
- Certified ADA Coordinators

Conflict Free Case Management (effective June 1, 2021):

In order to honor choice and prevent conflicts of interest, providers of Waiver Case Management services must not provide any other waiver service to the same person. When there is a conflict, the WCM will help the participant understand why a conflict exists and offer a choice of either another WCM provider or another waiver service provider. The Case Manager must then transition the participant to the chosen provider within 60 days.

Arranging and Authorizing the Service

The Waiver Case Manager must follow the HASCI Division Guidelines for Environmental and Private Vehicle Modifications (which have been incorporated into the Environmental Modification chapter of the HASCI Waiver manual) when processing a request for Environmental Modifications funded by HASCI Waiver. This must include preliminary discussions with the participant and his or her family or representative to identify desired modifications and explain required policies and procedures. These discussions must be documented in Case Notes.

After a need for environmental modifications has been identified and documented in the participant's Support Plan, the Waiver Case Manager must first determine if needed modifications can be obtained through the participant's private insurance, Worker's Compensation, Special Needs Trust, Medicare, Medicaid State Plan, or any other funding. The Waiver Case Manager must document in Case Notes efforts to obtain modifications through other funding sources available to the participant. If not available from other sources, Environmental Modifications funded by HASCI Waiver can be pursued.

To initiate the Environmental Modification process, the Waiver Case Manager **must give the participant/legal guardian the Environmental Modifications Fact Sheet for Participants Who Live in Privately Owned or Rented Homes and fully explain its contents.** This must be documented in Case Notes.

Once the participant's specific need has been identified and documented in the Support Plan, and it is determined that Environmental Modifications is the appropriate service to meet the need, the scope of the work/specifications must be developed. This should be done in consultation with the participant/family and should define the expected modification as clearly as possible. In most projects assessments are required to objectively determine the most functional and cost-effective solution.

There are two options for completing Environmental Modification Assessments from which the participant/legal guardian may choose:

1. The participant/legal guardian may choose to arrange his/her own waiver funded Environmental Modification Assessment and work with his/her Waiver Case Manager to follow procurement to obtain the specified modification. **If the participant/legal guardian chooses to**

bypass the SCDDSN Professional Design Team process for completing an Environmental Modification, the participant/legal guardian must sign the Release of Liability form.

2. The participant/legal guardian may choose to have the SCDDSN Professional Design Team (PDT) complete the modification specifications using State Funds. If this option is selected, the PDT will also complete the procurement process to obtain the specified modification.

Both options must be explained to the waiver participant/legal guardian by the Waiver Case Manager, and **a copy of the HASCI Waiver Manual Environmental Modifications chapter must be provided for the participant/legal guardian to reference.**

Option One: “CM/Participant Directed”

If the participant/legal guardian chooses to arrange his/her own waiver funded Environmental Modification Assessment, the participant/legal guardian must first sign the “Release of Liability Form”. Then, the participant/legal guardian must be offered choice from among qualified providers. Offering of provider choice and the provider(s) selected must be documented in a Case Note.

The cost for the consultation will be funded by the HASCI waiver. Consultations do not require the submission of bids; however, the cost cannot exceed \$400.00 per consultation. The individual/agency that is performing the Assessment/Consultation is ineligible to bid on the actual modification. Once approved, the consultation must be authorized using an electronic authorization. Consultations **cannot** be billed directly to the South Carolina Department of Health and Human Services. If the provider of a Board Billed service is not directly enrolled as a Medicaid Provider and is not on the DSN QPL but will be invoicing the financial manager for services, the “non-sharable” indicator should be selected when authorizing the service and the authorization can be printed and faxed to the provider.

After an Environmental Modifications Consultation/Assessment has been completed, the Waiver Case Manager must review the findings/specifications with the Central Office HASCI Division before soliciting price quotes. In some situations, additional assessments or other actions may be necessary before proceeding. If the HASCI Division agrees that the findings/specifications are allowed within policy, the Waiver Case Manager will be notified to proceed by reviewing the assessment with the waiver participant/family. Receipt of this notification must be documented in a Case Note and a copy of the correspondence must be maintained in the participant’s file.

Once the assessment is completed and the scope of the modification has been determined and agreed to, a listing of available contractors should be shared with the participant/family or the participant should be made aware of the qualifications for contractors and asked to select contractors to give at least three written bids. This offering of choice of provider must be documented in a Case Note. The individual/agency that is performing the Assessment/Consultation is ineligible to bid on the actual modification.

Obtaining Bids: When obtaining written bids for needed environmental modifications, the requirements listed below must be adhered to as the contractor is preparing the bid and later

when the project is initiated and completed. **This information must be given to the participant/legal guardian and/or family and must be provided to the contractors when requesting at least three written bids.** Furthermore, the written specifications for the project that were developed must be provided to each contractor, and each contractor's bid must be based on these specifications.

1. Ramps

A ramp at one entrance to the residence will be funded. Multiple ramps at different entrances to the same residence will not be funded.

Concrete ramps are generally only approved when there is no more cost effective solution.

Any ramp that is funded through the HASCI Waiver must meet the following minimum requirements or comply with ANSI A117.1-1998:

Materials: Lumber must be treated. The use of treated lumber (rated for ground contact) is required throughout the ramp (local building codes may be more specific as to the level of treatment in the lumber). Earth berming, used in conjunction with ramping, is permissible due to uneven terrain.

Width: The usable platform width of all ramps must be a minimum of 36" (thirty-six inches).

Slope: The slope or grade of the ramp must be no less than 1' (one foot) of linear ramp for every 1" (one inch) of height that is to be ascended.

Designs: Fold-back (180 degree or 90 degree) turn designs are permissible. At each point where the ramp's direction changes there must be a functional turning platform with adequate space for the participant's mobility device to safely brake and/or change directions.

Wheelchair Turning Platforms/Landings: All turning platforms or "landings" (usually at the top end of the ramp or where the ramp changes directions) that lead directly into the home must be a minimum of 5' x 5' (five feet by five feet) for a safe, functional space to turn and enter the home. At any exterior entry/exit door, the turning platform should start at the hinged side of the door and extend beyond the latch side of the door to best utilize the available space to turn and maneuver a wheelchair.

Decking Material: All decking boards must be of sufficient thickness to maximize strength, provide stability, and maximize the life of the ramp.

Railings: All ramps should include handrails with pickets or other designs that will prevent wheelchairs from accidentally rolling off the sloped surface of the ramp.

Support Structures: Where it is necessary, such as in soft grass, soil, sand, loose gravel or muddy areas, or as local building codes dictate, all the ramp support posts and turning platform support posts shall be set in concrete for long-term stability.

Landing Pads: At the lower or ground end of the ramp, and where necessary, such as in soft grass, soil, sand, loose gravel or muddy areas, ramps shall include a concrete landing pad, measuring at least 4'x4' (four feet by four feet) for function and safety. Ramps that end, for example, on a hardened surface or a concrete driveway usually do not require a concrete landing pad.

Repairs to Existing Ramps: If the project is to simply repair an existing ramp that is in unsatisfactory condition, the repairs must not in any way bring a ramp out of compliance with accessibility compliance regulations or exceed the cost of replacing the ramp with a new one.

2. Widening Doorways/Installing Door Hardware

Only essential doorways will be widened (participant's bedroom, bathroom, living room/den, and one entrance/exit). The waiver is not intended to fund widening of all the doorways in the home.

Width: Whenever possible, a doorway must always be expanded to three (3) feet (or a 3'0" doorway). The three (3) foot door allows better function for a wider variety of mobility devices and can usually accommodate upgraded wheelchair prescriptions. In some cases, existing architectural designs may prevent widening the door to a full three (3) feet. This should be brought to the attention of the Waiver Case Manager at any time prior to authorization of the project.

Lever Door Hardware: Lever-type door hardware must always be used when participants have limited hand/finger dexterity. In some cases, the custom mounting of large "D" pull-type handles might be necessary to maximize one's independence in opening and closing doors. For participants with limited finger dexterity, locks for bedroom/bathroom doors should be of the push-to-lock design.

Thresholds: When doorways are widened, thresholds should be kept to a minimum maximum height of ½ inch or less, so as not to create a barrier for those participants who use manual wheelchairs and/or shower chairs.

3. Interior Floor Surface Modifications

Interior floor surface modifications typically entail removing existing carpet in certain essential areas of the home (specifically the participant's bedroom, participant's bathroom, home's main hallway, and living room/den) and replacing it with vinyl flooring. This is sometimes done in conjunction with a complex bathroom modification to facilitate easier wheelchair maneuvering directly associated with the ADL related to personal hygiene and safety. **This modification is not intended to provide floor surface replacement for an entire home or to use more expensive materials, such as hardwood.** It can be considered as a sole modification if,

1. It is the **only** modification needed in the essential areas of the home related to personal hygiene and safety (e.g., bedroom, bathroom and hallway); **and**
2. The participant uses a manual wheelchair as his or her primary means of mobility within the home.

Decaying and/or water damaged sub-flooring and/or underlying floor structures are the responsibility of the homeowner or landlord.

4. Major Bathroom Modifications

A major bathroom modification is defined as follows:

One or more significant changes within an existing bathroom that can include moving, adding or changing fixtures such as toilet bowls, taking in floor space from an adjoining room or closet, changing floor coverings, customizing sinks and showers for roll under access, lowering or changing mirrors, storage shelves, towel bars, electrical outlets/lighting switches, and the installation of ADA compliant scald-guard water controls.

Ceramic tile will not be provided for bathrooms and shower areas.

“Wet Room” style bathrooms are not the most cost effective solution and will not be provided.

5. Other Home Modifications

Conversion of “dried-in” space

The conversion of “dried in” space to accessible space can only be considered after the feasibility of using an existing interior finished bathroom has been ruled out by an assistive technology specialist, rehabilitation engineer, or other appropriate professional.

“Dried in” space is an area of the home such as a garage or a storage room attached to the house that is available to be used for an accessible bathroom. To qualify, such space will have a roof and fully finished exterior walls. “Dried in” space must be utilized only for basic health and safety needs such as a bathroom or a bathroom/bedroom combination.

6. Kitchen Modifications

For consumers who live alone and have good use of upper extremities, minimal kitchen modifications may be approved.

- Removing or adjusting counters
- Roll under sink
- Faucet Levers
- A wider door

7. Follow-up Assessments/Inspections

When necessary, this serves as a final inspection to insure that the modifications are what was recommended from a standpoint of quality work and are indeed functional for the consumer.

Procurement

The Waiver Case Manager should request written bids from contractors. Bids must be obtained and submitted to SCDDSN in accordance with State Procurement and SCDDSN Directive 250-08-DD for approval before any work can be authorized.

When a bid is received the Acknowledgement of Bid Submission for Environmental Modifications (HASCI Form 59) must be completed and forwarded to the Provider/Contractor that submitted the bid. This must be done for each bid received. This communication notifies the provider/contractor that their bid has been received and they cannot proceed with the modification without written authorization from the Waiver Case Manager.

At the time the written bids are submitted, the participant's Support Plan must be updated to clearly reflect the name of the service and payer, the amount, frequency and duration of the service, and provider type(s). In order to update the Support Plan, the Waiver Case Manager will request approval from the SCDDSN Waiver Administration Division. **The price quotes or bids (and all other supporting documentation) must be forwarded to the Waiver Administration Division with the request.**

In all cases, the lowest bid must be indicated. In all cases, the award will be made to the lowest responsive and responsible bidder. If a bid is submitted from a contractor that has been debarred by the State of South Carolina Materials Management Office, then the bid will be dismissed and a new bid will have to be obtained.

If the participant/legal guardian has communicated concerns and issues about using the lowest bidder that involve possible bad references, proof of faulty work, complaints from the Better Business Bureau, etc. the Waiver Case Manager must submit in writing the concerns that the participant/legal guardian has about the provider. SCDDSN Central Office staff will examine this information and if reasonable, documented and substantiated concerns are noted, this information will be reported to the State of South Carolina Materials Management Office and the next lowest bidder can be used to complete the modification. The State of South Carolina Materials Management Office will review this information and if they concur the vendor will be debarred.

Once the plan has been approved by the Waiver Administration Division, the participant/legal guardian (and Landlord, if applicable) must be presented with the Environmental Modifications Project Agreement (HASCI Form EM-002), agree to its terms and sign it before services can be authorized. Once the form is signed, the Waiver Case Manager can authorize the service.

In the case of major bathroom modifications, extensive ramping, and other complex projects, an Environmental Modifications Follow-up Inspection may be necessary to confirm the project was completed according to specifications.

If it is determined that an Environmental Modifications Follow-up Inspection is needed, the participant or representative must be offered choice from among qualified providers. Offering of provider choice and the provider selected must be documented in a Case Note. Typically, this is done by the same provider who previously did the Environmental Modifications Consultation/Assessment for the project. If a Follow-up Inspection is determined to be a need, the participant's Support Plan must be updated to clearly reflect the name of the service and payer, the amount, frequency and duration of the service, and provider type(s). In order to update the Support Plan, the Waiver Case Manager will request approval from the SCDDSN Waiver Administration Division.

Option Two: “DDSN Professional Design Team (PDT)”

The participant may also choose to bypass the waiver funded Consultation and have the DDSN Professional Design Team (PDT) complete the specifications and follow procurement using State Funds. The Waiver Case Manager (WCM) will complete the following steps:

1. The WCM will complete the Environmental Modifications Pre-Assessment form outlining the participant's abilities and specific modification needs and submit to Program Coordinator via SComm or secure email.
 - If a bathroom modification is requested, the WCM shall include the make/model of the participant's current shower chair or a shower chair assessment indicating the specific shower chair the person has been assessed to need. Full information shall also be provided for wheelchair, shower trolley and/or any other prescribed equipment that may be used in the bathroom area, including arm height and any other information that may affect the bathroom design.

Note: If the waiver participant is currently receiving Physical or Occupational Therapy services, he/she can request that his/her therapist complete a shower chair assessment. Otherwise, shower chair assessments can be obtained through Equipment and Assistive Technology Assessment/Consultation. After approval by the Program Coordinator, requests will be added to the processing list and assigned in the order in which they are received and accepted. Only complete pre-assessments containing all of the necessary information will be accepted, including full information on prescribed bathroom equipment. Project workflow will be organized geographically for process efficiency.

2. At the point the participant is next on the processing list, a visit to the modification site will be conducted. A member of the PDT will be assigned as Project Coordinator. The Project Coordinator will contact the WCM to notify of the visit date and time. The WCM shall confirm the visit with the waiver participant/legal guardian and be present for the visit. WCM shall contact the Project Coordinator **within ten business days** to confirm the visit. Failure to confirm the visit will result in the participant's name being moved to a later date determined by the PDT's return to the geographic vicinity for other assignments.

3. The Project Coordinator will make the visit to take photos and measurements in order to develop construction plans. If any assistive technology or equipment will be utilized in the area to be modified, the Project Coordinator will observe the items and may take measurements and photos. The WCM and/or WCMS should be present at the initial site visit.
4. Preliminary Plans/specifications developed by the PDT will be forwarded to the WCM for review with the participant/legal guardian. If the property owner is someone other than the participant/legal guardian, he/she will also need to review and approve the plans. If there are any questions about the plans, the WCM should forward those to the Project Coordinator for review. A response will be provided. If the waiver participant/legal guardian has questions which require further discussion and cannot be otherwise communicated, the Project Coordinator will arrange a conference call between the waiver participant/legal guardian, WCM, and the PDT. Once questions are resolved, the WCM should respond to the Project Coordinator **within ten business days** as to whether the participant/legal guardian and homeowner approve the plans. If the waiver participant/legal guardian and homeowner are in agreement with the plans, they will initial and sign the Environmental Modifications Project Agreement (PDT version) indicating approval of the plans/specifications as developed. The signed Environmental Modifications Project Agreement (PDT version) must be forwarded to the Project Coordinator. If the plans are not approved within ninety (90) days, the WCM will be notified that the project will be marked as resolved and the participant's name will be removed from the processing list.

Upon approval of the Preliminary Plans, the Project Coordinator will develop Final Construction Documents. The Final Construction Documents will be forwarded to the WCM for review with the participant/legal guardian and homeowner. If there are any questions about the Final Construction Documents, the WCM should forward those to the Project Coordinator for review. If the plans are not approved within ninety (90) days, the WCM will be notified that the project will be marked as resolved and the participant's name will be removed from the processing list.

5. Upon approval of the Final Construction Documents, the Project Coordinator will begin the procurement process in accordance with SCDDSN Directive 250-08-DD. Site visits prior to bid submittal will be arranged directly by bidders, utilizing contact information provided on the bid quote form, including waiver participant's name and the WCM's name and phone number. Any questions regarding the construction plans that arise should be directed to the Project Coordinator.
6. Once bids have been solicited and received and the lowest qualified bidder determined, the Project Coordinator will forward all bid information to the Program Coordinator, for review with the WCM, notifying of the low bid. If the cost of the low bid exceeds the waiver cap, the waiver participant/legal guardian will be notified of the overage by the WCM. If the waiver participant/legal guardian chooses to move forward with the modification, privately funding the overage, he/she will need to review and sign the "Acknowledgement of Financial Responsibility" indicating that he/she will be responsible for these costs and any other unanticipated costs that might arise during construction. When the cost of the modification exceeds the waiver cap, the contractor awarded the modification will be responsible for completing a separate contract with the homeowner/waiver participant denoting the portion

of the work and costs that are the responsibility of the homeowner/waiver participant. The contractor will also outline the specific work and costs provided with waiver funding. A copy of this agreement/contract between the contractor and participant/homeowner must be provided to the WCM and reviewed by the Project Coordinator before the waiver funded portion of the work can be authorized.

7. The Project Coordinator will initiate the DDSN Form 101, Environmental Modifications Agreement (contract) and have the contractor sign. When signed, the Project Coordinator will forward this form to the WCM. The WCM is responsible to sign the contract and have the contract signed by the waiver participant/legal guardian and homeowner, and returned to the Project Coordinator **within seven business days**. Upon receipt, the Project Coordinator will initial and date the contract and forward to the contractor.
Work cannot begin until the contract is signed by all involved parties and the work is authorized.
8. WCM must update the Support Plan to include the cost of the modification (see “Updating the Support Plan” below for detail regarding this process). Upon approval, the WCM must send the authorization to the contractor (see “Authorizing the Service” below for detail regarding this process). **No work can begin until the service has been approved and authorized.**
9. Upon receipt of the signed contract, Project Coordinator will identify a pre-construction meeting date for first time contractors and all bathroom modifications (ramps and smaller projects do not require a pre-construction meeting unless the PDT deems it necessary). Project Coordinator will forward this information to the WCM and request that the WCM confirm the meeting date/time with waiver participant/legal guardian. WCM will confirm date and notify Project Coordinator **within five business days**. The WCM and/or WCMS must be present at the pre-construction meeting.
If no pre-construction meeting is required, the Project Coordinator will negotiate the start date with the contractor and confirm participant’s availability with WCM.
10. At the pre-construction meeting, the waiver participant/legal guardian/property owner shall make all required color/material selections from literature and/or samples provided by the contractor (such as color choice for floor covering, paint, etc.). Work will begin immediately following the pre-construction meeting.
11. The Project Coordinator will monitor the progress of the work. Upon completion, the Project Coordinator will make an inspection visit to determine that contract provisions have been met. The WCM and/or WCMS should be present at the project completion inspection visit. If the contract provisions have not been met, the Project Coordinator will develop a “punch list” outlining the necessary corrections.
When all punch list items are completed, the Project Coordinator will indicate that the work is complete, and submit the invoice to the WCM for payment. WCM shall monitor satisfaction with participant/legal guardian within two weeks of completion, and if satisfied, the case manager will submit the invoice for payment **within five business days**.

Updating the Support Plan:

Once the winning bidder is determined, the participant’s Support Plan must be updated to clearly reflect the name of the service and payer, the amount, frequency, and duration of the service, and the provider type. In order to update the Support Plan, the Waiver Case Manager will request approval from the SCDDSN Waiver Administration Division. **The price quotes or bids (and all**

other supporting documentation) must be forwarded to the Waiver Administration Division with the request.

Upon approval, the Waiver Case Manager must enter the service into the Service Tracking System (STS).

Authorizing the Service:

To initiate the service following approval by the Waiver Administration Division, an electronic authorization must be completed and submitted to the chosen provider

If the provider **is** enrolled with SCDHHS, the provider must bill Medicaid directly for the modification. “Direct Billed” must be indicated on the authorization. Include a copy of the authorized bid and the Environmental Modification consultation, if applicable, with the authorization.

If the provider **is not** enrolled with SCDHHS, Board Billed must be indicated on the authorization. If the provider of a Board Billed service is not directly enrolled as a Medicaid Provider and is not on the DDSN QPL but will be invoicing DDSN for services, the “non-sharable” indicator should be selected when authorizing the service and the authorization can be printed and faxed to the provider. Include a copy of the authorized bid and the Environmental Modification consultation, if applicable, with the authorization.

It must be determined whether the vendor providing the service has previously provided services to other state agencies. The Waiver Case Manager must inquire of the vendor whether they have provided services to any other state agency and if so, must request their state vendor number.

- If the vendor providing the service has not provided services to any other state agency, the vendor is not in the state payable system.
- If the vendor has not provided services to any other state agency or is unsure, the Waiver Case Manager must obtain a completed W-9 from the vendor and forward to: AP@DDSN.SC.GOV at the time the service is authorized. This will shorten the length of time for processing payment after completion of the modification.
- When completing the Financial Manager portion of the electronic authorization, the Waiver Case Manager should choose “Case Management” as the Financial Manager.
- The modification provider should be directed that their invoice should read DDSN, but it must be sent through the Waiver Case Manager for processing.

Note: If the participant/legal guardian desires Environmental Modifications above the \$20,000 per modification cap and can secure separate funding for those modifications that would exceed the cap, they can **privately** contract with the same provider. Any additional work funded by the family or other outside resources cannot be a part of the Waiver Case Manager’s written

authorization or the written specifications/scope of work for the waiver-funded service. Rather, it must be negotiated as a separate contract between the participant/legal guardian and the contractor.

Note: If the participant enters the hospital before the modification is initiated by the provider, the Waiver Case Manager must suspend the service (see “Service Denial, Reduction, Suspension Termination” section). The service will be suspended until the participant exits the hospital, and must be reauthorized upon discharge. The WCM must notify the HASCI Program Coordinator immediately upon notification that the individual entered the hospital if there is a pending environmental modification.

Billing

If the authorized provider is enrolled with SCDHHS as a DME provider, the service must be Direct-billed to SCDHHS. This must be indicated on the authorization.

If the authorized provider is not enrolled with SCDHHS as a DME provider, the service must be Board-billed to the participant’s SCDDSN Financial Manager agency. This must be indicated on the authorization.

Requests for Payment for Environmental Modifications that are NOT direct billed:

Once the modification is completed and the Waiver Case Manager has monitored the modification to ensure satisfaction of the waiver participant, the Case Management organization will submit a request for payment via RBC (a secure DDSN Web Portal). Each Case Management organization will need access to RBC in order to submit payment requests. If your organization does not have access, please put in a helpdesk ticket by sending an email to helpdesk@ddsn.sc.gov.

To request payment for a completed modification, the following information is required:

- Request for Modification Payment Form
- Invoice from the vendor
- Waiver authorization form (if unable to send electronic authorization)

When the work is completed to the satisfaction of the participant/participant’s family, then the above documentation must be scanned and uploaded through the DDSN Web Portal through RBC.

Once the information has been received, it will be reviewed and a payment to the vendor will be issued through DDSN’s Accounts Payable Department. To check the payment status, please send an email to AP@DDSN.SC.GOV.

Monitorship

The Waiver Case Manager must monitor the effectiveness, frequency, duration, benefits, and usefulness of the service along with the participant's/family's satisfaction with the service.

Monitoring must be conducted as frequently as necessary in order to ensure:

- the health, safety and well-being of the participant;
- the service adequately addresses the needs of the participant;
- the service is being furnished by the chosen provider in accordance with the authorization, relevant policies and quality expectations;
- the participant/representative is satisfied with their chosen provider(s).

The Waiver Case Manager is required to make an on-site visit to observe the modifications within two (2) weeks following completion, and must be conducted with the participant/legal guardian; the visit and observation of the modifications must be documented in a Case Note, to include a statement regarding completion of the modifications as specified and satisfaction of the participant and/or representative before payment is issued. *This requirement does not apply to consultation/assessment or follow-up inspection related to Environmental Modifications.*

Some questions to consider during monitoring include:

- During construction: Has the modification begun? Is the participant satisfied with the work that has been done so far? Does the provider show the participant courtesy and respect when working in his/her home?
- Once the modification is complete: Was the modification completed as originally prescribed?
- Is the modification functional?
- Is the participant satisfied with the end result of the modification?
- How has it made his/her home more accessible and safe?
- Was he/she satisfied with the provider of the modifications?
- Did the provider show up at scheduled times and respect the wishes of the participant and his/her family?
- Are there additional needs that were included in the bid and the authorized modification that were not met by the provider?

Service Denial, Reduction, Suspension, and Termination

If a HASCI Waiver participant is denied a service that was requested or denied an increase in units of a service already authorized, the Waiver Case Manager must provide written notification to the participant or legal guardian, including reason for denial. The Process for Reconsideration of SCDHHS Decisions must also be provided.

If a participant's authorized units of a HASCI Waiver service must be reduced, temporarily suspended, or indefinitely terminated, the Waiver Case Manager must provide written notification to the participant or legal guardian, including reason for the action. The Process for Reconsideration of SCDHHS Decisions must also be provided. The Waiver Case Manager will end the electronic authorization(s), sending notification to the affected service provider.

Except when the action was requested by the participant or legal guardian or if the action is due to the participant's death, admission to a hospital or nursing facility, or loss of Medicaid and/or HASCI Waiver eligibility, there must be at least 10 calendar days between the date of notification and effective date of the action.

Written notification to the participant or legal guardian is made using the following forms:

- *Notice of Denial of Service* (HASCI Form 11C)
- *Notice of Reduction of Service* (HASCI Form 11A)
- *Notice of Suspension of Service* (HASCI Form 11B)
- *Notice of Termination of Service* (HASCI Form 11)

These can be accessed via the SCDDSN Application Portal>Business Tools>Forms>HASCI Waiver.

When the action becomes effective, the participant's Support Plan must be updated. Budget information in the Waiver Tracking System (WTS) must be adjusted accordingly.

Service information must be updated in the Service Tracking System (STS) by the Waiver Case Manager as necessary.