

## In This Issue ...

Quality Mgmt Report . . . . .	1
Waiver Changes . . . . .	1
New COG Staff . . . . .	1
Transitioning . . . . .	1
Service Documentation . . . . .	2
In The Spotlight . . . . .	2
Nurse's Corner . . . . .	3
Foster Care Checklist. . . . .	3
Fairs & Festivals . . . . .	4
Team Communication . . . . .	5
PATHS . . . . .	6
Wave Awards . . . . .	6
MBS Errors . . . . .	8
COG Website . . . . .	8

**Are You a Good Communicator? Take our quiz on Page 5 to find out!**

## UPCOMING TRAININGS

**AUGUST 9<sup>TH</sup>**

North Central Ohio Ed. Center, Tiffin

*Transitioning From High School To Adulthood*

**AUGUST 16<sup>TH</sup>**

Camden Falls, Tiffin

*Benefits and Employment in 2011*

Medicaid, Medicare, SS and SSI

**SEPTEMBER**

*Nutrition*

**OCTOBER**

*Various Offenders*

## 2010 CLEARWATER COG QUALITY MANAGEMENT REPORT

The Clearwater COG's Quality Management Report, QMR, contains a wide variety of information, activities and results from across the Clearwater COG counties. Just a sampling of items that are contained in the QMR includes:

a list of services the COG provides for each Clearwater COG county; trainings held in 2010; waiver administration numbers and cost; PATHS; Individual Quality Assurance; Medication Administration Quality Assurance; Provider Compliance; and COG-wide Major Unusual Incidents information.

Please see the entire Quality Management Report on our website [www.clearwatercog.org](http://www.clearwatercog.org)

### WELCOME



We would like to welcome Bobbi Losie as a recent addition to the Clearwater COG staff. Bobbi is the Program Specialist, and as

part of this position she will also be the MUI contact for Ottawa County Board of DD.

Bobbi came to us from the Midwest Center for Stress and Anxiety. Midwest Center for Stress and Anxiety contracted with Riverview Industries, a day services provider. Bobbi lives in Oak Harbor with her husband Tom and two sons, Zachary and Brady.

### TRANSITIONING

#### FROM HIGH SCHOOL TO ADULTHOOD

Transitioning is defined as a change in one's life. Our life is constantly changing and in a state of transition. One of the major transitions for the young person with developmental disabilities is going from high school to adulthood. Transitioning for the student officially starts at the age of fourteen (14). This is time where the schools are asking students to make a plan to assist them in the appropriate education, which will lead to the individual being a productive community member. This can include more job training, education, assistance with finding a job, job placement, retaining a job and living

-Continued on page 3

### WAIVER CHANGES

CMS has approved the new IO waiver services. The effective date is July 15, 2011. The department plans to have the CPT updated by July 29, 2011 to be able to authorize the following new services:

**1. Remote Monitoring**

This service provides remote monitoring for an individual in their home. The monitoring could be with live video, live audio, sensors, etc.

**2. Adult Family Living**

This service is similar to Adult Foster Care, but for individuals receiving services from family members that live in their home.

**3. Community Respite**

This service is to be provided outside of an individual's home in a camp, recreation center or other place of organized community program. This service is intended to be short-term and is limited to 60 calendar days per waiver span. (Even though this service will be effective July 15<sup>th</sup> if you have already authorized "camp" for the summer, you will not have to change the PAWS. The department is going to accept "camp" that has already been authorized with the current code. The new codes will have to be used after October 1, 2011.)

**4. Residential Respite**

This service is currently under the IO waiver, but the type of providers has been amended. Now unlicensed residential settings may also use this service. This service is also short-term and is limited to 90 calendar days per waiver span.

Continued on Page 3



**SPOTLIGHT ON**  
**KATHY WRIGHT**

LIFE WITH INDEPENDENT PROVIDERS  
Written by Kathy Wright

My name is Kathy Wright. I have cerebral palsy (CP) and have been living on my own in Port Clinton for over 15 years. Most of that time I have had Independent Providers (IPs) taking care of me from twelve to fourteen hours a day. I don't need overnight care. Why do I have IPs instead of Agency providers? That is simple; with Agencies you never know from one day to the next who will be coming, or if they are coming at all. Many times I came home from work and no one showed up, so I called to find out there wasn't anyone coming. Then, I had to call people I know to come and help me.

As my CP progressed, I couldn't live that way any longer because I needed more help. With IPs, I get to chose who I have and when. So now I have a consistent schedule, knowing who will be here at what time each day. This way I can plan what I want to do with each person.

Some of the things I like to do are: puzzles, reading, taking a walk downtown and writing to people to give them a hope for the future. Also, from March to May I am busy planting vegetable seeds indoors. Then in May, I sell them to people. I can only keep a few for myself because I only have a small patio and no yard. I also like to take week long trips three or four times a year and day trips in between. So as you can see, my life isn't boring!



Visit us on web at:

[WWW.CLEARWATERCOG.ORG](http://WWW.CLEARWATERCOG.ORG)

**SERVICE DOCUMENTATION**

Quality Assurance Reviews are completed to assist County Boards and Providers to improve services for the individuals we serve. We recently completed our Quality Management Report for 2010 and identified the areas where improvements are needed. The most significant area is in documenting ISP services. Only 47% of individuals served received all ISP services according to Quality Assurance Reviews completed last year. Either providers did not identify each ISP service on their daily documentation form or providers did not document a service one or more times throughout the month.

When providers create their own documentation forms, they need to ensure all services from the ISP are identified on the service documentation forms. If a service does not appear on the documentation, then it cannot be documented. Providers also need to ensure that they also meet the required frequencies for each service identified in the ISP. Often time's providers fail to document a service although it may have been provided. This may include documenting medication, personal care needs, outings or attending a medical appointment. Providers need to review the service delivery and ensure each service that was provided is being documented.

When reviewing the ISP, providers should:

- Read the ISP and understand what is expected of you.
- If there are services you cannot do, discuss this with the SSA before signing.
- If a service can no longer be provided, contact the SSA so an Addendum can be completed to remove the service from the ISP. If the service is still identified in the ISP, you are responsible to provide that service.
- If you have recommendations for changes to the ISP, contact the SSA.
- If you are having difficulty delivering services for any reason, contact the SSA.
- Ensure your documentation forms match the ISP even when the county board provides them to you.

**According to the documentation Rule 5123:2-9-05: (D-E), providers should keep in mind the following:**

- Services shall not be considered as delivered unless the provider maintains service documentation.
- Reimbursements made to the provider of services for services delivered that are not supported by service documentation or are supported by service documentation that does not include all the required items listed in paragraph (B) of this rule may be recoverable.

If you are an independent provider or an agency provider and would like examples of how to set up documentation, there are examples on the COG website.

**TRANSITIONING**... *Continued from Page 1*

arrangements as well as identifying the person who will assist in the areas needed.

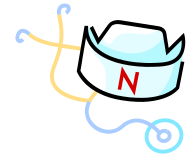
There are agencies in our communities that can assist with this process. It is important to be sure to invite the support people to the Individual's Educational Planning (IEP) meeting. If the individual or family is not sure who to invite to assist with this process, a good starting point is the teacher. He or she will guide you in finding the correct person such as Service and Support Administrators (SSAs) from the County Board of DD, the Bureau of Rehabilitation, Department of Job and Family Services or an advocate, to assist in this process.

Transitioning is the beginning of the individual's journey to being an active community member. The journey may have many stumbling blocks, but with supports in place, the individual will achieve his/her life goals. The individual must set a goal and keep his /her eye on the goal by recognizing their disability and disclosing the disability to the people he/she knows are able to assist in obtaining the goal. Remember, there are numerous people to assist with a variety of types of support. Transition may have moments that cause all of us to have fear, but the prize at the end of road is well worth the trip.

**NURSE'S CORNER**

Lisa Arebaugh, RN

QA RN Coordinator



An allergy is an abnormal reaction by a person's immune system against a normally harmless substance. A person with no allergies would not have a reaction to this substance. When a person is allergic, the body reacts by releasing chemicals that cause allergy symptoms. Allergy symptoms can include nasal congestion, sneezing, rash, hives, swelling, muscle spasm or an itchy or runny nose.

Hay fever is a form of an allergy that affects people at the onset of spring season and summer. Hay fever is also called seasonal allergic rhinitis. This allergy is caused by inhaling pollen or the entry of pollen through the eye. Treatments can be medications, eye drops, or nasal sprays.

Allergic reactions can also result from food, insect stings or reactions to medicines. Depending on these types of allergic reactions it can cause bronchoconstriction, edema, hypotension, coma or even death. This type of reaction can be sudden or delayed. The severity of this type of reaction may require injections of Epinephrine, sometimes through an EpiPen.

Once a diagnosis of an allergic disease has been made, then testing is completed to confirm the cause of the allergy. Tests can include skin testing and blood tests.

Many indoor allergies can be reduced by regular cleaning. Allergies can be in many places in your home including furniture, floors, and other surfaces.

Always consult your physician for advice and questions.

*Internet References:*

- Allergy Symptoms and Remedies
- Basic Allergies
- Allergic Symptoms

**CONSIDERING BECOMING A FOSTER CARE PROVIDER?**

The following checklist, for individuals and families who are considering foster care, will give you an insight about the responsibilities involved. Please take a few minutes to read it over if you are contemplating a foster care situation.

- ✓ **How is access to medical care/assistance assured? (Doctors appointments, medication assistance)**
  - It would be expected that the agency provider or the independent provider would be responsible for this type of support if it is written into the ISP. If families prefer to continue to coordinate medical care, that is an option.
- ✓ **What kind of monitoring takes place to make sure the person is getting the care he/she needs?**
  - What type of training and supervision comes from agency provider organization so that the foster care provider knows how to deliver services according to the plan?
  - Providers must document all services they provide according to what is written in the ISP.

--Continued on Page 7

*Waiver Changes, Continued from Page 1*

A couple other changes that are going to happen at the same time are:

1. County Boards will no longer need to send the Freedom of Choice Form to the department with redetermination packets. This form will still need to be kept in the County Board files.
2. There has also been clarification around guardians that also provide services to individuals. Unrelated guardians cannot provide waiver services to the individuals for whom they are guardians.

The SELF waiver is also still in the process of being approved. The Department is hopeful that this waiver may become effective October 1, 2011.

## HUNGRY FOR SOME FAIR FOOD?

### Here is a List of Fairs and Festivals in your County

#### Crawford County

**Fair:** July 17 – 23rd

17<sup>th</sup>: Classic Car Exhibition, Baked Goods Auction, Antique Tractor Parade, Tractor Pull

18<sup>th</sup>: 9:00 p.m. Darryl Worley Concert

20<sup>th</sup>: Half Price Day (\$3) 7:30 p.m. Stage in the Park –

More than a Show – Christian Band

21<sup>st</sup>: Veterans and Senior Citizens Day: \$1 admission for Veterans and Senior Citizens, Dollar Ride Day (all rides \$1 each), 8:30 p.m. Bo

Bice (American Idol Semi Finalist) Free Concert

22<sup>nd</sup>: 7:00 p.m. Stock Truck Pull

23<sup>rd</sup>: 8:00 p.m. Demolition Derby

More information can be found at <http://crawfordcofair.com>



**Bucyrus Bratwurst Festival:** August 18 – 20<sup>th</sup> located downtown Bucyrus

#### Erie County

**Fair** August 9 – 14<sup>th</sup>

9<sup>th</sup>: Beautiful Baby Contest and Queen's contest

10<sup>th</sup>: Free admission for children under 16 years of age until 4 p.m.,

Beautiful Baby contests

11<sup>th</sup>: Dog judging, Little prince and princess contest, Jr. Miss Pageant

12<sup>th</sup>: Senior Fest – Free admission for seniors age 60 and older until

4 p.m., wood carving demonstration, magician, 6:30 p.m. Tractor Pulls, 8:00 p.m. DeWayne Spaw Street concert

13<sup>th</sup>: Veterans and immediate family Free Admission until 4 p.m.,

6:30 p.m. DeWayne Spaw concert, 8:00 p.m. hypnotist

14<sup>th</sup>: Beautiful baby contest finals, 6:00 p.m. Demolition Derby

More information can be found at [www.eriecountyohiofair.com](http://www.eriecountyohiofair.com)

**Milan Melon Festival:** September 3 – 5<sup>th</sup> located downtown Milan.

**Berlin Heights Basket Festival** – August 6 – 7<sup>th</sup> located downtown Berlin Heights

#### Huron County

**Fair** August 15 – 20<sup>th</sup>

Schedule to be announced at [www.huroncountyfair.com](http://www.huroncountyfair.com)

Entertainment: Josh Thompson and Thompson Square, Tickets on sale at the Fair Office

#### Marion County

**Popcorn Festival:** September 8–10<sup>th</sup> located in Marion

#### Morrow County

**Fair** August 29<sup>th</sup> – Sept. 5<sup>th</sup>

Schedule to be announced at [www.mountgilead.net](http://www.mountgilead.net)

#### Ottawa County

**Fair** July 18 – 24<sup>th</sup>

18<sup>th</sup>: Harness Horse Racing, 8 p.m. King and Queen contest

19<sup>th</sup>: Harness Horse Racing

20<sup>th</sup>: Professional Rodeo

21<sup>st</sup>: Demolition Derby

22<sup>nd</sup>: Motorcycle Racing

23<sup>rd</sup>: Tractor Pulls

24<sup>th</sup>: Draft Horse/Pony Hitch Show

More information can be found at [www.ottawacountyfair.org](http://www.ottawacountyfair.org)

**Port Clinton Annual Car and Truck Show:** August 6<sup>th</sup> in Downtown Port Clinton

**Oak Harbor Apple Festival** – October 8–9<sup>th</sup> in Oak Harbor

#### Sandusky County

**Fair** August 23 – 29<sup>th</sup>

25<sup>th</sup>: Smash It Demo Derby

26<sup>th</sup>: Tractor Pull

28<sup>th</sup>: Smash It Demo Derby

More events to be announced on [www.sanduskycountyfair.com](http://www.sanduskycountyfair.com)

**Clyde Fair:** September 16 – 18<sup>th</sup> in downtown Clyde

#### Seneca County

**Fair** July 24 – 31<sup>st</sup>

25<sup>th</sup>: Veterans Day – Bonafide Vets \$2 admission all day, Harness Racing

26<sup>th</sup>: Seniors Day – Seniors 60+ \$2 admission all day, Antique Machinery Parade, Pig Scramble, Sleek Bros. Entertainment 7:30 p.m. and 9:00 p.m.

27<sup>th</sup>: Horse Pulls, Phil Dirt and the Dozers Entertainment 7:30 p.m. and 9:00 p.m.,

28<sup>th</sup>: Star Search, Demolition Derby 8:00 p.m.

29<sup>th</sup>: Kiddie Tractor Pull, Broken Horn Rodeo 8:00 p.m.

30<sup>th</sup>: Cheerleading contest, Classic Tractor Pull, US FMX Championship Series 8:00 p.m.

31<sup>st</sup>: Draft Horse Show, Hitch Judging, Tractor and Truck Pull 6:30 p.m.

More information can be found at [www.senecacountyfair.com](http://www.senecacountyfair.com)

**Seneca Heritage Festival:** September 16 – 18<sup>th</sup> in Tiffin

#### Wyandot County

**Fair** Sept 13 – 18<sup>th</sup>

Schedule to be announced at [www.wyandotcountyfair.net](http://www.wyandotcountyfair.net)

**Ohio State Fair** July 28<sup>th</sup> – August 8<sup>th</sup>

The following acts are scheduled to perform; Ke\$ha (July 28<sup>th</sup>), Summer of Love Tour (July 29<sup>th</sup>), Meat Loaf (July 30<sup>th</sup>), Seether with special guest Sevendust ( July 31<sup>st</sup>), David Crowder Band (August 1<sup>st</sup>), Loretta Lynn and the Oakridge Boys (August 2<sup>nd</sup>), Big Time Rush (August 3<sup>rd</sup>), Trace Adkins (August 4<sup>th</sup>), The O'Jays (August 5<sup>th</sup>), Journey (August 5<sup>th</sup>), Melissa Etheridge (August 6<sup>th</sup>) and Brad Paisley (August 7<sup>th</sup>).

More information and a schedule of events can be found at <http://ohiostatefair.com>

**Columbus Oktoberfest:** September 23 – 25<sup>th</sup> located at the Ohio Expo Center and State Fair



## TEAM COMMUNICATION

Teams are groups of individuals who work together to accomplish a specified goal or task. The effectiveness of the team relies heavily upon the manner in which the team communicates. Communication is not solely the sending of information to others, but also receiving the sender's intended message.

There are three components to effective communication.

1. The first component is **sensory data** or raw data. This part deals with things what you have heard and seen, both verbally and nonverbally. Examples of sensory data are body language, gestures and tone of voice.
2. The second component of communication is **thoughts**. Thoughts are your own personal ideas regarding the sensory data you are surrounded by at any given time. This is what you have once you have processed the sensory data around you. They are concrete thoughts and beliefs, not feelings or emotions.
3. The third component of communication is **feelings**. This is the emotional response to sensory data and your personal thoughts about them. Depending upon the type of communication, your feelings may be rational or irrational.

Knowing the types of communication gives you an understanding of how to deal with each of them as a team member. In order to convey sensory data, describe and be honest about what you have seen or heard, both verbally and non-verbally. Supply the other team members with concrete information. Expressing your thoughts by saying what you think, believe, interpret and expect provides a segway to allow others to know where you are coming from. Finally, disclose your emotions directly. Recognize your own emotions in order to deal with them appropriately.

Distinguishing the difference between facts, feelings, values and opinions allows you to understand a fellow team member's communication. Although we are taught early that facts are more important than feelings, as team members we are likely to weigh each the same, sometimes without realizing it. Facts do not typically raise emotions, whereas, feelings and opinions are usually very emotionally charged.

Understanding the components of communication gives you an advantage when you are in a team setting and promotes effective team communication.

### How Effective Are Your Communication Skills?

Think of a recent important conversation. How many of these questions can you answer YES to?

1. Did I taking full responsibility for the message being heard by the other person? (Remember, it doesn't matter what you say, it only matters what the other person hears.)  
Did I respect the other person's point of view? (Did I have a reaction to what they were saying that prevented me from listening to their full message?)

2. Did the other person feel heard and understood? (Did I acknowledge them?)
3. If I was asking someone to take a specific action, did I make my request clear?
4. Was I speaking in a way the other person can understand? (Speaking in their communication style.)
5. Was I communicating openly, without prejudices, expectations and judgment? (Was I focused on having to be right or hearing their point of view?)
6. Did the other person leave the conversation feeling good - with some value?
7. Did I leave the conversation feeling good - with some value?
8. Did I follow-up to see if the conversation was successful - it led to the desired results?
9. If the outcome of the conversation did not meet my expectations, did I learn what I could improve upon to better communicate with that particular person?

### So how did you score?

- 8-10 Yes responses indicate you're the tops. Keep up the good work!
- 4-7 Yes answers is OK. Brush up in certain areas.
- 0-3 Means you have work to do.

### Here are four ways to be a better communicator:

1. **Talk less and hear more.** We want to be heard and listened to but we don't always concentrate on listening to others. We focus more on our agenda than on the other person's thoughts, concerns or issues.
2. **Don't assume others are mind readers.** We want some kind of action or response from another person. However, we don't let them know what we really want or how to achieve it. Before assuming the other knows what you want, first inform and then ask for feedback. Take the time upfront.
3. **Don't shoot the messenger.** We want to understand but our ability to understand is tainted by our perceptions of the person speaking or the outcome we are looking to achieve. So, we often pass judgment on the speaker and disregard the message. Concentrate on the message not the messenger.
4. **Join forces.** We want acceptance and agreement from others, so we often become consumed with having to be right or proving our point. We push and push our agenda. Rather, stop, look and listen for areas of mutual agreement. Then work from there to create a greater outcome together.

The next time you are involved in an important conversation pause your mental and verbal tape player for a moment. Then start really listening. It's amazing what you will discover.



## NEW PATHS CIP GRADUATES

Congratulations to the most recent graduates of the North Central Region's PATHS Credentialing Program:

- Eva Burkhalter, Renaissance House
- Andrea Klima, Renaissance House
- Shelly Butler, First Choice of Ohio
- Becky Lux, Marion County Board DD
- Laura Cline, Renaissance House
- Danielle Mullins, Renaissance House
- Tammy Francis, Morrow County Board of DD
- Amy Philips, Marion County Board DD
- Beth Granlee, Marion County Board of DD
- Theresa Rodriguez, Renaissance House
- Cindy Greene, Renaissance House
- Betsy Skitowski, Renaissance House
- Monica Heineman, Independent Provider



The PATHS Credentialing Program is an education and training program designed for Direct Support Professionals working with individuals with intellectual disabilities. The Certificate of Initial Proficiency includes 60 hours of classroom instruction in a variety of topics including, but not limited to, community living skills and supports, service facilitation, self-determination, documentation, advocacy and personal ethics. In addition, students completed an extensive portfolio that included a collection of work

samples that demonstrated their skills. In addition to the CIP credential, Amy Philips also received her credential from a Specialty Course in Autism.

Clearwater COG held a drawing at the graduation celebration of all graduating candidates. The winner, Cindy Greene was given a free registration and stay at the upcoming OSDA/PAR conference to be held October 5<sup>th</sup> through 7<sup>th</sup>, 2011 in Dublin at Embassy Suite. The free registration and stay also includes a self-advocate to attend with Cindy.

Below is a picture of all graduates that attended the graduation celebration held on April 20<sup>th</sup> 2011 for all CIP classes held in 2010 in the North Central PATHS region.



## ADDITIONS TO THE CLEARWATER WAVE AWARDS RECIPIENT GROUP

The following people are being recognized by receiving a Clearwater Wave Award since the publication of our last newsletter. Congratulate them if you see them and keep those nominations coming! Go to our website to view all recipients and the number of nominations for each. [www.clearwatercog.org](http://www.clearwatercog.org)

**Broken Arrow**

Ruth Cross

**Clearwater COG**

Barb Bacak  
Ruth Watson  
Michelle Wells

**Crawford County Board**

Amy Frizzell  
Duana Coleman  
Keith Bradley

**Marion County Board**

Carla Blazier  
Becky Lux

**Morrow County Board**

Brad Jacobson

**Renaissance House**

Toni Griffith 2 awards  
Joni Tommas  
Holly Whidden  
Bob Weinhardt

**Self-Advocate**

Sean McWhorter  
Jason Lumpkins

**Stansberry Home**

Celia Stansberry



**FOSTER CARE** – Continued from Page 3

- ✓ **How is access to special services arranged?**
  - *These needs should be addressed in the ISP, so that the provider knows what is needed.*
- ✓ **Can the individual attend community activities they are interested in? (church, bowling league, family visits)**
  - These needs should be addressed in the ISP. The provider can be authorized to provide transportation to places the individual wants to go.
- ✓ **What are the qualifications for an Adult Foster Care Provider, and what kind of training do they receive?**
  - Ask about the level of training and support the agency will provide to the foster care provider. If this is an independent provider, clarify through the planning process how this will occur. Each independent provider must meet certain requirements, including background checks, first aid and CPR training. These same requirements are provided by agency foster care provider organizations.
- ✓ **What happens if there is an emergency in the home?**
  - An agency provider should make crisis support available to the foster home provider. In each county, the Board of DD must provide after hours and weekend on call support for crisis situations.
- ✓ **How are the individual's resources (benefits and paycheck) managed and protected?**
  - How much does individual contribute to the household expenses, and how is that decided? (Waiver just pays for the staff)
  - The individual's contribution to household expenses is meant to be a supplement to the general costs of the household. It is a partial offset of costs for the expenses that the entire household shares (cable, telephone, utilities, meals, etc.)
  - The ISP should address how decisions will be made regarding the management of the individual's resources beyond room and board and who is responsible for them. The individual's resources will need to cover clothing, recreation and other expenses.
  - Any time someone is being paid to assist an individual to manage their finances, the details of that arrangement should be included in the ISP. Agencies should have policies and procedures about how individual's personal funds are protected, whether they are payee or not. Families can request to see those policies.
  - If an independent provider acts as payee, there must be a clear understanding that the individual's funds need to be managed and ledgered separately and apart from household expenses. Natural supports can monitor personal funds management, in addition to the SSA.
- ✓ **What are the plans for supervision and coverage if the foster home provider has to leave the house for a few hours or becomes ill and/or hospitalized? Who else lives in the home, and do they have background checks? How will safety of the individual be monitored since there is no staff rotating in and out of the home?**
  - By rule, since the agency is the provider of record for these foster supports, other household members can provide services and supports to the individual as long as they have background checks and maintain current training requirements as well. The agency can also arrange for the individual to stay in a back-up foster home for respite if the caregiver must be away from the home.
  - An independent foster provider is the only one authorized to deliver services in the foster home. ISP would need to address whether the individual has alone time or can be in the home under the supervision of other household members (natural supports) if the independent provider needs to be away for a brief period of the day. An independent foster provider cannot subcontract with another individual to provide services inside or outside of the home. Only the independent foster provider has undergone a background check and had first aid training to get certified. The other adults in the household are not required by rule to have a background check or have any training or first aid certification.
- ✓ **How is the overall safety of the physical structure of the home determined? Are there requirements?**
  - As with the I/O waiver program, there are no rules tied to the environment of the home. Many agency providers will develop criteria for the physical expectations of a home. Criteria would need established by guardians or county board staff for Independent Contractors.
  - No safety inspections are required by rule except in licensed foster homes. Ask what kind of inspections does the agency conduct anyway? (hot water kept at safe temperature, working smoke detector, fire extinguishers and carbon monoxide detectors, two clear emergency exits, private well inspection, adequate heating and ventilation).
  - If the foster home provider is an independent provider, safety inspections will need to be negotiated before selecting the provider.
- ✓ **How much living space does the individual have? Will they have their own bedroom? Will their personal belongings be safe?**
  - Licensure rules address square footage required for a bedroom. Nothing else mandates a personal bedroom, but each individual is entitled to privacy, and can request this if it is important to him/her. Consideration should be given to the location of the room. Is it in the same area as the rest of the family? Egress issues, heating and cooling issues, need to be considered.

**SO YOU'RE  
AN INDEPENDENT PROVIDER  
MBS BILLING ERRORS**

Clearwater COG periodically receives several requests for assistance in resolving billing issues. We are able to assist with simple problems when adequate information is shared with us. Other more complex issues/questions may need to be directed to the Provider Billing and Support Team at Ohio Department of DD.

When contacting either Clearwater COG Provider Support Specialist, Michelle Wells (567) 262-3154, or the Ohio Department of DD Provider Billing and Support Team, (800) 617-6733, be sure to include the following information regarding your billing issue.

1. Your full name (and agency name, if applicable)
2. Your DODD contract number
3. Phone number (including area code) where you can be reached between 8:00 a.m. and 4:30 p.m.
4. Thorough description of the problem.
5. Include client name(s)
6. When you submitted claims.

Providers can also view billing reports in the MBS system. These reports can help to resolve many of your billing issues. In order to view these reports, you will have to access the Ohio Department DD application portal <https://www.dodd.ohio.gov/apps/>. After you login to the system, you will go to EMBS and follow the steps below.

1. Click on 'Continue to MBS'. **Note that there will frequently be notices posted here.**
2. To view your weekly reports: Click on 'Provider Weekly Reports'
3. The folder name indicates the bill cycle/production date.
4. Under Display Files, click 'View' next to the cycle you wish to check.

There are several reports that can be viewed. Included is a description of all reports that can be viewed and used in understanding your billing errors.

**REPORTS BILLED\_CLAIM**

Individual claims without errors that will be submitted to ODJFS for adjudication, by billing program and month billed.

**ERROR\_SUMMED**

Summary listing of claims older than 365 days (error 4), duplicate batch claims (error 28), and claims identical to prior claims (error 32) by error type.

**ERROR\_DETAIL**

Detailed listing of claims with billing errors (including error description).

**ADJUSTMENTS**

Adjustment transactions that will be submitted to ODJFS for adjudication at a later date, both by individual claim and summarized by billing month and service code.

**REIMB\_APPROVED**

Individual claims approved for payment by ODJFS, by adjudication date, billing program and month billed.

**REIMB\_DENIED**

Individual claims denied payment by ODJFS, by adjudication date, billing program and month billed.

**REIMB\_WAIVSUM**

Summary of waiver claims approved for payment by ODJFS, by adjudication date, billing program, month billed and individual.

**INVFLAT**

Flat file of claims invoiced for payment.

**INVOICE**

Individual claims vouchered for payment, by invoice number, billing program, fiscal year and month billed.



**CHECK IT OUT**

- Need to find a particular form or a little guidance on a procedure you haven't done in a while?  
*\*Best Practices Manual*
- Looking for an Ohio Dept of DD rule and want to find it quickly?  
*\*DODD Rules*
- Looking for a provider list to assist someone with the provider selection process?  
*\*Provider Pools*
- Has someone gone out of their way to assist you and you'd like to nominate them for a Wave Award?  
*\*Wave Awards*

The COG website has been revamped to include links (marked with an \* in the above examples) to provide information to all of these questions.



**Visit us on web at:**  
[WWW.CLEARWATERCOG.ORG](http://WWW.CLEARWATERCOG.ORG)

## CLEARWATER COG STAFF

**Nancy Richards,**  
Executive Director  
(567) 262-3152

**Barb Bacak,**  
Administrative Assistant  
(419) 898-8264

**Julie Cupp,**  
Manager of Program Operations  
(567) 262-3151

**Amy Rife,**  
Director of Fiscal Operations  
(567) 262-3153

**Michelle Wells,**  
Provider Support Specialist  
(567) 262-3154

**Ruth Stage,**  
Quality Assurance Manager  
(740) 375-6120

**Denise Roush,**  
Quality Assurance Coordinator  
(567) 230-0648

**M. Brittany Stiltner,**  
Quality Assurance Coordinator  
(419) 765-0130

**Lisa Arebaugh, RN,**  
Quality Assurance RN Coordinator  
(419) 707-4261

**Kelli Grisham,**  
Lead Investigative Agent  
(740) 262-7604

**Ruth Watson,**  
Investigative Agent  
(419) 366-7060

**Kemmes Keys**  
Investigative Agent  
(419) 239-3141

**Kathy Lumpkins**  
Special Projects and Administrative Supports Coordinator

**James Trainer**  
Clearwater Athletic League Commissioner