



## **PERSONAL SUPPORTS**

### **Description**

Personal supports services provide assistance and training to the recipient in activities of daily living, such as in the areas of eating, bathing, dressing, personal hygiene, and preparation of meals. When specified in the support plan, this service can also include housekeeping chores, such as bed making, dusting, and vacuuming, and assistance to do laundry, shopping and cooking, which are incidental to the care furnished, or which are essential to the health and welfare of the recipient rather than the recipient's family.

This service can also provide respite services to a recipient age 21 and older living in their family home. The provider, to the extent properly qualified and licensed, assist in maintaining a recipient's own home and property as a clean, sanitary, and safe environment. This service can include heavy household chores to make the home safer, such as washing floors, windows, and walls; tacking down loose rugs and tiles; or moving heavy items or furniture. Services also include non-medical care, supervision, and socialization. This service can provide access to community-based activities that ca is not provided by natural or unpaid community supports and are likely to result in an increased ability to access community resources without paid support. This service is provided in support of a goal in the support plan and is not purely diversional in nature.

Assistance is provided on a one-on-one basis to recipients who live in their family homes unless they are engaged in a community- based activities can be provided to recipients living in their family home or in their own homes in groups not to exceed three.

### **Limits on the amount, Duration, frequency, Intensity, and scope**

Personal supports are limited to adults only (age 21 and older). Personal supports can be provided to recipients age 18 years and older who are in a supported living situation or living in their own home.

The recipient's support plan shall specifically explain the duties that a personal supports provider will perform for the recipient.

Personal support services cannot be provided during the time a recipient is attending and adult day training program.

Services can be billed by the hour or by the day. If it is more cost effective to bill the daily rate as opposed to the hour, the recipient has the opinion to adjust the cost plan to use the most cost-effective unit for service provision. In order to meet their needs, a recipient can negotiate a rate to maximize their iBudget waiver allocation.

Providers of recipients in supported living arrangements who receive both personal supports and supported living coaching must coordinate their activities to avoid duplication. The personal supports services are separate and are not a replacement for the services performed by a supported living provider. Personal support provided in supported living must follow plans and strategies developed by the supported living provider as detailed in the support plan, the circle of support, or both. Personal supports are designated to





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encourage community integration and participation in the recipient's home. Personal supports in supported living are also designed to encourage community integration and participation in the recipient's home. Personal support in supported living are also designed to teach the recipients about home-related responsibilities.

Personal supports providers are not reimbursed separately for transportation and travel costs. These costs are integral components of the personal supports service and are included in the basic rate.

Personal supports services are billed by the quarter-hour up to 96% quarter-hours or by the day if the recipient is receiving more than eight hours per day.

For recipients under the age of 21, refer to the Florida Medicaid Home Health Services Coverage and limitations Handbook for additional information on Medicaid state plan coverage. The handbook is available on the Medicaid fiscal agent's Web site at [www.mymedicaid-florida.com](http://www.mymedicaid-florida.com) Select Public Information for providers, then Provider Support, and then Provider Handbooks.

### Provider Qualifications

Providers of personal supports can be home health or hospice agencies, licensed in accordance with Chapter 400, Part III or IV, FS. Providers can also be solo and unless the provider is a nurse, are not required to be licensed, certified, or registered if they bill for and are reimbursed only for services personally rendered.

With the effective date of this Handbook, new solo providers and employees of agencies shall be age 18 and older, and have at least one year of hands-on supervised experience working in a medical, psychiatric, nursing, or childcare setting or working with recipients who have a developmental disability or 30 semester hours, 45 quarter-hours, or 720 classroom hours of college or vocational school.

An agency using more than one employee to provide services and billing for their services, shall be registered as a homemaker, sitter, or companion provider in accordance with section 400.509, F.S.

### Place of Service

Personal Supports shall be provided in the recipient's own home or family home or while the recipient who lives in one of those settings is engaged in a community activity. Personal support can also be provided at the recipient's place of employment. No service can be provided or received in the provider's home, the home of a relative or friend of the provider, a hospital, an Intermediate Care Facility for the Developmentally Disabled (ICF/DD), or other institutional environment.

Neither the personal supports services provider nor the provider's immediate family shall be the recipient's landlord or have any interest in the ownership of the recipient's housing unit, as stated in a Rule 65G-5.004, FAC. A provider is defined as a solo provider or a corporation, including all board members and any paid employees and staff of the provider agency, its subsidiaries, or subcontractors. If renting, the name of the recipient receiving personal support services must appear on the lease either singularly, with a roommate, or a guarantor.

Personal supports services rendered by a provider or an employee of a provider who is living in a recipient's home must be billed at the live-in rate for the service.

When the personal supports provider lives in the recipient's home, the worker will share equally in the room and board for the home. The equal share determination shall be made prior to any stipend calculation for the recipient. The



encourage community interaction and participation in the recipient's home. Personal supports in supported living are also designed to encourage community interaction and participation in the recipient's home. Personal support in supported living are also designed to teach the recipients about home-related responsibilities.

Personal supports provided are not reimbursed separately for transportation and travel costs. These costs are integral components of the personal support service and are included in the basic rate.

Personal support services are billed by the quarter-hour up to 96 quarter-hours or by the day if the recipient is receiving more than eight hours per day.

For recipients under the age of 21, refer to the Florida Medicaid Home Health Services Coverage and Reimbursement Handbook for additional information on Medicaid state plan coverage. The handbook is available on the Medicaid fiscal agent's Web site at [www.floridamedicaid.com](http://www.floridamedicaid.com). Select Public Information for providers, then Provider Support, and then Provider Handbook.

## Provider Qualifications

Providers of personal supports in the home health or hospice agencies, licensed in accordance with Chapter 400, Part III or IV, FS. Providers can also be sole and unless the provider is a nurse, are not required to be licensed, certified, or registered if they bill for and are reimbursed only for services personally rendered.

With the effective date of this Handbook, new solo providers and employees of agencies shall be age 18 and older and have at least one year of hands-on supervised experience working in a medical, psychiatric, nursing, or childcare setting or working with recipients who have a developmental disability or 30 semester hours, 45 quarter hours, or 120 classroom hours of college or vocational school.

An agency using more than one employee to provide services and billing for their services, shall be registered as a home care, skilled nursing, or companion provider in accordance with section 400.509, F.S.

## Place of Service

Personal supports shall be provided in the recipient's own home or family home or while the recipient who lives in one of those settings is engaged in a community activity. Personal support can also be provided at the recipient's place of employment. No service can be provided or received in the provider's home, the home of a relative or friend of the provider, a hospital, an intermediate care facility for the Developmentally Disabled (ICF/DD), or other institutional care setting.

Neither the personal support services provider nor the provider's immediate family shall be the recipient's landlord or have any interest in the ownership of the recipient's housing unit as stated in a Rule 62G-3.004, F.A.C. A provider is defined as a solo provider or a corporation, including all board members and any paid employees and staff of the provider agency, its subsidiaries, or subcontractors. If more than the name of the recipient receiving personal support services must appear on the bill either separately, with a guarantor, or a guarantor.

Personal support services rendered by a provider or an employee of a provider who is living in a recipient's home must be billed at the lower rate for the service.

When the personal support provider lives in the recipient's home, the worker will share equally in the room and board for the home. The equal share determination shall be made prior to any stipend calculation for the recipient. The



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recipient has the opinion to negotiate with the personal support's provider for a share of the household expenses during the time that the personal supports provider shares the living arrangement when it is not the primary residence.

Personal supports services that are provided on an hourly basis, instead of a live-in basis, shall be billed by the quarter hour in accordance with the rate of personal supports services at a daily rate.

If the recipient owns the home, the waiver support coordinators (WSC) or the APD Regional office staff must assist the recipient in negotiating the provider's share of expenses and then negotiate offsetting the fee by the amount the provider owes the recipient for rent and other expenses including sharing the telephone, cable, internet, rent, utilities, lawn care, etc.

In supported living situations, an agreement must be entered into between the provider and the recipient that outlines the financial obligations of the providers and the recipient. The supported living coach will develop an attachment to the recipient's financial profile outlining the average "share of expenses" between the in-home support staff, the recipient, and any other occupant of the home.

Staff Signature: \_\_\_\_\_

Date: 11/11/21