

TRAINING AND ORIENTATION

Training and Orientation Objective:

- Understand Consumers responsibilities of being an employer
- Fill out Time Sheets
- Understand how to use UAH's designated electronic Time Tracking System
- Identified issues that would be considered fraud of the program
- Understand which task are Allowable and non-allowable
- Distinguish abuse, neglect and/or explorations

Consumers Responsibilities of being an employer

UAH staff will read over and demonstrate to consumers their rights and responsibilities of being an employer to their chosen care givers with the following topic:

- ✓ Selection, hiring, training and supervision of the consumer's personal care attendants
- ✓ Equal opportunity employers
- ✓ Ensuring that units submitted for reimbursement do not exceed the amounts authorized by CDS plan of care and/or the vendor within ten (10) days of any changes in circumstances affecting the CDS plan of care and/or change in the consumer's place of residence
- ✓ Maintaining an active MohealthNet (Medicaid) Status
- ✓ Training attendant(s) on how to complete the tasks authorized on the plan of care
- ✓ Providing any supplies or equipment needed for the attendants to perform tasks authorized on the consumer's plan of care (cleaning supplies, vehicles, gasoline, etc)
- ✓ Notifying attendants or UAH if consumer will not be come for scheduled work time or visit
- ✓ Notifying UAH's when consumer is hospitalized

Time Sheet

UAH staff will teach consumer on a step by step basic on how to fill out their time sheets, by making sure all of the following information are properly filled.

- ✓ Attendants name
- ✓ Consumer name
- ✓ Dates and times of services delivery
- ✓ Types of activities performed at each visit
- ✓ Attendant signature for each visit
- ✓ Consumers signature verifying
- ✓ Service delivery for each visit
- ✓ Rules and limitation of timesheets

Electronic Telephone Tracking System

UAH will demonstrate verbally and show a video clip to help consumer understand how to properly utilized the Telephone Tracking System

- ✓ How to register for telephone tracking system
- ✓ Unique Identification Number
- ✓ How to clock in and out
- ✓ How to report tasks that have been completed
- ✓ How to verify daily the clock in and clock out times

- ✓ Telephone Tracking System Rules and limitations

Identification of issues that would be considered fraud of the program

- ✓ Telephone Tracking System and Time Sheet Fraud
- ✓ Medicaid Fraud
- ✓ Falsification of documentations
- ✓ Misappropriation
- ✓ How to report fraud
- ✓ Consequences of committing fraud

Allowable and Non-allowable Tasks

- ✓ Routine tasks
- ✓ Instrumental activities
- ✓ Undue hardship
- ✓ Unmet needs

Identification of abuse, neglect, and/or exploitation

UAH shall explain to consumer different types of abuse, neglect, and exploitation. Followed by a short video clip to help consumers, especially native speakers how to better understand these types of issues and how they could get help in case it might happen to them. <http://www.mimhtraining.com/dd/abuse-neglect/>

- ✓ Mandated reporting of abuse/neglect
 - Physical injuries
 - Sexual injuries
 - Emotional injuries
- ✓ Neglect
 - Neglect may be passive
 - Neglect may be active
- ✓ Exploitation
- ✓ How to get help

Upon completion of the training and orientation, UAH will provide copies of documentations for consumers to sign and review. These documents are for consumers to keep with them.

- Copies of all correspondence with DHSS, the consumer's physician, other service providers, and other administrative agencies
- Documents of training in the skills needed to understand and perform the essential functions of the employer
- Documents of the consumer's emergency or backup plan
- Signed documentation that the consumer has been informed of their rights concerning hearing and consumer responsibilities.

Consumer Signature _____ Date _____

United at Home Trainer _____ Date _____