



Automated Medical Payments

Medicaid Bulletin

Colorado Title XIX

Fiscal Agent

CONSULTEC
600 Seventeenth Street
Suite 600 North
Denver, CO 80202

Medicaid Provider Services

303-534-0146
1-800-237-0757

Mailing Addresses

Claims & PARs
P.O. Box 30
Denver, CO 80201-0030

Correspondence, Inquiries & Adjustments
P.O. Box 90
Denver, CO 80201-0090

Provider enrollment, Provider information,
Changes, Signature authorization,
and Claim requisitions
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**Distribution: Home Health & HCBS
personal care/homemaker providers**

March 2000

Reference: B0000056

Norms for Home Health & HCBS personal care/homemaker services

The Colorado Department of Health Care Policy and Financing has worked with a variety of stakeholders to develop guidelines regarding the length of time necessary for certain Home Health and Home and Community Based Services. The Department has identified many incidents where Medicaid has been billed for services that are not covered by the Medicaid program, such as companionship, and incidents where the time to perform certain services is excessive (e.g., four hours a day six times a week to clean an apartment). The Program Integrity Unit within the Department is pursuing instances where bills are either excessive or not medically necessary. In order to assist providers in understanding the basis of such investigations, the Department is publishing the attached guidelines. The Department uses the following two important principles to apply these guidelines:

- 1) If documentation exists in the reviewed record to support amounts of time greater than the time indicated in the guideline, and the documentation is not found to be falsified, then no recovery will be requested. For instance, the norms indicate that 30 minutes are allocated for feeding. If the chart documentation clearly indicates that the client is not taking food, spitting it out, and takes longer to feed, then the Program Integrity Unit will consider that in estimating the amount of time the provider is in the home.
- 2) Guidelines are not maximums or minimums. Just as the Program Integrity Unit considers documentation in assessing services that take longer than the guideline, it is not acceptable to document and bill for the maximum amount of time in the guideline. For example, if it took only 15 minutes to feed the client, then that is all that should be billed.

These guidelines are meant to help the agencies and to make them aware of what the Department considers appropriate time frames for common services.

Homemaker tasks performed in the course of providing home health aide services must follow the Homemaker norms on the following pages.

Personal care tasks performed in the course of providing home health aide services must follow the Personal Care norms on the following pages, with the following additional norms:

Home Health aide norms

Task	Time Norms	Comments
Transfers using a Hoyer lift, or E-Z Pivot equipment	Add 15 minutes	Add 15 minutes to the tasks of bathing, dressing, ambulation, bladder and bowel care if the task includes transfer with this equipment.
Skilled Bowel Care	Highly individual.	Includes digital stimulation, enemas, irrigation of established ileostomies and colostomies, the norms are highly individual.
Skilled Catheter Care	5 minutes to change bags, and 10 minutes to clean bags or care for an external catheter.	The frequency is up to twice daily. Catheter care includes external catheters, foley and suprapubic catheters, changing from leg to bed bag and cleaning of tubing and bags.
Therapeutic Stockings	15 minutes to put them on.	Frequency determined by the medical need.
Range of Motion or other Exercise Program	Client-specific written instructions of the therapist.	If the range of motion is for prevention of deterioration, the therapist's evaluation and instructions should be updated at least annually.
Dressing Changes	Highly individualized and according to medical need.	Includes simple non-sterile dressings for chronic stable wounds.
Medication Assistance	5 minutes, as often as medications are ordered.	Medication assistance is more than reminding, and includes putting the medication in the client's hand or mouth. Includes giving the client medication when the client is able to direct.
Respiratory Care	Highly individual and according to medical need.	Respiratory care includes postural drainage, cupping, quad cough, adjusting oxygen flow within established parameters, and suctioning of mouth and nostrils.
Blood Glucose Monitoring	10 minutes duration, with frequency according to medical need.	Blood glucose monitoring includes handing the client the equipment, recording results for the nurse, observing symptoms and compliance, and assisting the client in use of automatic lancet by holding the finger still while the client pushes the button.
Communication with the client	Individual to each client according to communication ability, cognitive status and other factors that are noted on the assessment and/or other client records.	This does not mean the provision of companionship, which is not a covered benefit.

Delegated nursing tasks are not addressed in these norms.

Personal Care norms

Task	Time Norms	Comments
Bathing	30 minutes duration, with a frequency of up to daily.	The norms are the same whether the bath is a shower, tub, sponge or bed bath. The norms are the same whether it is a full body or a partial bath, except that pericare provided as incontinence care cannot be counted under bathing since it is included under bowel and bladder care. The norms are the same whether the client requires full assistance, partial assistance, standby or cueing. Bathing includes getting the tub or basin ready, drawing the water, wetting down, applying soap, rinsing off, towel drying, and cleaning up afterward by rinsing the tub, wiping spills, etc. as needed. Bathing also includes all transfers and ambulation related to the bathing, and all skin care provided in conjunction with the bath.
Skin Care	5 minutes duration, with a frequency of up to every visit.	Skin care should not be counted separately if it is provided in conjunction with bathing, bowel, or bladder care. The norms are the same whether the client requires full assistance, partial assistance, standby or cueing.
Hair Care	15 minutes duration at a frequency of up to daily.	Shampooing of hair, which includes wetting the hair, adding shampoo, lathering, rinsing, applying conditioner, rinsing, toweling dry, combing through, blow drying and styling. The norms are the same whether the client requires full assistance, partial assistance, standby or cueing. Hair care that consists of just combing or brushing the hair is not counted under this hair care norm, but is included under the bundled norm for hygiene. Hygiene tasks include hair brushing or combing; nail care, soaking and filing; mouth care, tooth brushing, flossing, denture care, swabbing; shaving, electric razor only, face, legs, and armpits. The duration for all hygiene tasks combined is 15 minutes per day, for any and all hygiene tasks, and the frequency for counting the time is daily, even though some tasks will be done more or less often than daily. The norms are the same whether the client requires full assistance, partial assistance, standby or cueing.

Task	Time Norms	Comments
Nail Care	Included in the bundled norm for hygiene.	The norms are the same whether the client requires full assistance, partial assistance, standby or cueing. Hygiene tasks include hair brushing or combing; nail care, soaking and filing; mouth care, tooth brushing, flossing, denture care, swabbing; shaving, electric razor only, face, legs, and armpits. The duration for all hygiene tasks combined is 15 minutes per day, for any and all hygiene tasks, and the frequency for counting the time is daily, even though some tasks will be done more or less often than daily. The norms are the same whether the client requires full assistance, partial assistance, standby or cueing.
Mouth Care	Included in the bundled norm for hygiene.	The norms are the same whether the client requires full assistance, partial assistance, standby or cueing. Hygiene tasks include hair brushing or combing; nail care, soaking and filing; mouth care, tooth brushing, flossing, denture care, swabbing; shaving, electric razor only, face, legs, and armpits. The duration for all hygiene tasks combined is 15 minutes per day, for any and all hygiene tasks, and the frequency for counting the time is daily, even though some tasks will be done more or less often than daily. The norms are the same whether the client requires full assistance, partial assistance, standby or cueing.
Shaving	Included in the bundled norm for hygiene.	The norms are the same whether the client requires full assistance, partial assistance, standby or cueing. Hygiene tasks include hair brushing or combing; nail care, soaking and filing; mouth care, tooth brushing, flossing, denture care, swabbing; shaving, electric razor only, face, legs, and armpits. The duration for all hygiene tasks combined is 15 minutes per day, for any and all hygiene tasks, and the frequency for counting the time is daily, even though some tasks will be done more or less often than daily. The norms are the same whether the client requires full assistance, partial assistance, standby or cueing.
Dressing	15 minutes duration plus 5 minutes per device for braces and splints, at a frequency of twice daily.	The norms are the same whether the client requires full assistance, partial assistance, standby or cueing. Dressing includes dressing, and undressing, with ordinary clothing, including pantyhose. Dressing includes getting clothing out, putting it on or off, and may include braces and splints if not skilled. The norms for dressing include all transfers and positioning related to dressing and undressing.

Task	Time Norms	Comments
Feeding	30 minutes per meal duration, with a frequency of up to 3 meals and 2 snacks daily.	
Assistance with Ambulation	5 minutes duration inside the home, or 15 minutes outside the home.	The frequency is as needed for activities of daily living, but the time is counted only if the ambulation is not already included under bathing, bladder, bowel, or accompanying. Ambulation includes assistance in getting from one place to another through help with walking or pushing of wheelchair; assistance to and from bed, chair, table, car or mobility van. Ambulation norms include any transfers related to the ambulation. The norms are the same whether the client requires full assistance, partial assistance, standby or cueing. Ambulation time should be counted separately only if not already included as part of bathing, bowel or bladder care, or accompanying.
Assist with Exercises	The time allowed under the personal care benefit is too negligible to count under a norm.	
Transfers	5 minutes duration, as often as needed for activities of daily living.	The norms are the same whether the client requires full assistance, partial assistance, standby or cueing. Transfer time is counted separately only when not included with bathing, bowel, bladder, ambulation, or accompanying.
Positioning	5 minutes duration, with a frequency of every 2 hours.	Positioning time is counted separately only if not already included under bathing, bowel, bladder, dressing, or ambulation. The norms are the same whether the client requires full assistance, partial assistance, standby or cueing. Positioning includes turning in bed or positioning in a chair.
Bladder Care	10 minutes duration, 5 additional minutes for pericare when incontinent; or if catheter present, 5 minutes to empty catheter bag. The frequency is up to every 2 hours when awake, and 1 to 2 times during the night; or if catheter present, catheter bag emptied every 3 to 4 hours.	The frequency is up to every 2 hours when awake, and 1 to 2 times during the night; or if catheter present, catheter bag emptied every 3 to 4 hours. The norms are the same whether the client requires full assistance, partial assistance, standby or cueing. Bladder care includes assistance with toilet, commode, bedpan, urinal, or diaper; or emptying of catheter bag. Bladder care norms include transfers, skin care, ambulation and positioning related to bladder care, as well as emptying and rinsing commode or bedpan after each use.

Task	Time Norms	Comments
Bowel Care	10 minutes duration, with 10 additional minutes for pericare required for incontinence care. The frequency is every bowel movement.	The norms are the same whether the client requires full assistance, partial assistance, standby or cueing. Bowel care includes assistance with the toilet, commode, bedpan, urinal or diaper. Transfers, skin care, ambulation and positioning related to the bowel care are included, as well as emptying and rinsing the commode or bedpan after each use.
Assist with Medications	The time allowed under the personal care benefit is too negligible to count under a norm.	
Care for Oxygen Equipment	The time allowed under the personal care benefit is too negligible to count under a norm.	
Accompanying	Duration of the time needed to accompany, as needed for medical services and up to twice weekly for shopping.	All personal care tasks performed while accompanying must be documented, but the time spent in performing tasks shall not be counted under other norms if it is being counted under accompanying.
Homemaker Services		The homemaker norms apply when <u>homemaker services</u> are provided in conjunction with personal care.
Protective Oversight for Standby Assistance		For <u>protective oversight for standby assistance</u> with personal care, the norms for each applicable personal care task shall be applied, both for duration and for frequency.
Protective Oversight to Prevent Wandering	Time spent providing oversight of the wandering client.	The documentation must indicate wandering behavior and redirection. All personal care tasks provided during the oversight time shall be documented, but the time shall not be separately counted because the time is already counted in the oversight time.
Communication with the Client	Individual to each client according to communication ability, cognitive status and other factors that are noted on the assessment and/or other client records.	This does not mean the provision of companionship, which is not a covered benefit.
Respite		When personal care is being provided as <i>respite</i> , the norms for each specific task performed shall apply.

Homemaker norms

Task	Time Norms	Comments
Dusting	30 minutes in duration at a frequency of weekly.	
Mopping	15 minutes per room duration at a frequency of weekly.	Spills and mud shall be wiped up as needed.
Sweeping or Vacuuming	15 minutes per room duration at a frequency of weekly.	Spills and mud shall be wiped up as needed.
Bathroom Cleaning	15 minutes duration at a frequency of weekly.	Bathroom cleaning includes cleaning the toilet, commode or bedpan; sink and counter; mirrors; tub or shower. Cleaning of the bathroom floor is counted separately under the norms for mopping or vacuuming.
Kitchen Cleaning	15 minutes duration, at a frequency of weekly.	Kitchen cleaning includes wiping up spills in the refrigerator and tossing out old food. Cleaning of the kitchen floor is counted separately under the norms for mopping or vacuuming. Everything else in the kitchen is included under the norms for dishwashing.
Taking out the Trash	Up to 5 minutes duration at a frequency of daily.	More often if the trash is full or smelly.
Meal Preparation	1 hour duration for the client's main meal; up to 30 minutes duration per meal for other meals, and up to 15 minutes duration for all snacks in one day.	For meals with long cooking times, the assumption is that other tasks are being performed during the cooking time. The frequency is up to 3 meals per day, plus 2 snacks. In addition, providers may prepare several meals at one time for the client to eat later in the day or week.
Dishwashing	20 minutes duration per meal, with a frequency of daily.	Dishwashing includes wiping the counter, the top of stove or inside of the microwave, and the outside of other kitchen appliances.
Bedmaking	5 minutes duration, at a frequency of daily.	
Linen Change	10 minutes duration at a frequency of weekly.	
Laundry	5 minutes one-time duration for sorting of clothes, no matter how many loads; 5 minutes duration for loading per load; 10 minutes duration for folding and putting away per load.	If the laundry must be done at a laundromat, add 30 minutes washer time and 30 minutes dryer time, to be added only once no matter how many loads. Travel time to and from the laundromat should also be included. If laundry is done in the home, add no time for washer and dryer time, because it is assumed that other tasks are being performed while the washer and dryer are running. The frequency is 2 to 3 loads per week.

Task	Time Norms	Comments
Shopping	2 hours in duration, with a frequency of weekly.	Shopping may take longer if the client goes along on the shopping trip; however, the homemaker is not allowed to transport the client. Shopping includes putting away the groceries or other goods that were purchased.
Communication with the Client	Individual to each client according to communication ability, cognitive status and other factors that are noted on the assessment and/or other client records.	This does not mean the provision of companionship, which is not a covered benefit.