

Guidelines for GSSCs requesting HCBS for Level 2 members

Tufts Health Plan Senior Care Options



Service Description	Who can order?	Amount Allowed	Notes
Adult Day Health (ADH)		Must be ordered by an RN	
Adult Foster Care (AFC)		Must be ordered by an RN	
Chores/Heavy Chores	GSSC/RNCM	Up to 7 hrs for one occurrence (28 units) <i>Task SCO Clinical Consultant if requesting more than 7 hrs or more than one occurrence</i>	GSSC creates OPE
Companion (including to medical appointments)	GSSC/RNCM	Up to 7 hrs/week (28 units) <i>Task SCO Clinical Consultant if requesting more than 7 hrs/week</i>	GSSC creates OPE
Grocery Shopping & Delivery	GSSC/RNCM	Up to 1x/week <i>Task SCO Clinical Consultant if requesting more than 1x/week</i>	GSSC creates OPE
Group Adult Foster Care (GAFC)		Must be ordered by an RN	
Home Delivered Meals (Meals on Wheels; HDM)	GSSC/RNCM	Up to 14 meals/week (14 units) <i>Task SCO Clinical Consultant if requesting more meals/week</i>	GSSC creates OPE; If requesting Mom's Meals as HDM, email referral form to Intake@MomsMeals.com
Home Health Aide (HHA)		Must be ordered by an RN <i>(including Supportive Care/Alzheimer's – SCHA)</i>	
Homemaker (HMK)	GSSC/RNCM	Up to 7 hrs/week (28 units) <i>Task SCO Clinical Consultant if requesting more than 7 hrs/week</i>	GSSC creates OPE
Laundry	GSSC/RNCM	Up to 1 10-pound bag/week (1 units) <i>Task SCO Clinical Consultant if requesting more bags/week</i>	GSSC creates OPE

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Service Description	Who can order?	Amount Allowed	Notes
Medication Dispensing System		Must be ordered by an RN	
Personal Emergency Response System (PERS)	GSSC/RNCM		GSSC creates OPE; Include whether cellular, fall detection, wandering, etc.
Personal Care Attendant (PCA)		Must be ordered by an RN	
Personal Care (PC)	GSSC (w/RNCM approval)	Up to 7 hrs/week (28 units) NOTE: If requesting PC, must have approval from RNCM, who will create PC Care Plan	GSSC creates OPE and leaves in "Pending" status; Task RNCM to create PC Care Plan (if not complete)
Transportation	GSSC/RNCM	Up to 2 round trips/week (4 units) <i>Task SCO Clinical Consultant if requesting more trips/week</i>	Task SCO CM Admin Group to create OPE; Medically necessary trips include 2 stops for pharmacy/labs; Members also eligible for 2 units/month non-medical transportation within 20 miles

When requesting HCBS, be careful not to duplicate services!
For example: Members are not allowed to have PC, HHA, SCH, PCA and/or AFC in any combination, as these roles are expected to perform similar duties.

All HCBS requests for Level 3 & Level 4 members must be approved by the member's Primary Owner regardless of the service.