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GOVERNOR

**TERRY F. WHITE**  
SECRETARY

## MEMORANDUM

**TO:** AAA Directors

**NOTICE#:** 021204-1-I-SWCBS

**FROM:** Terry White  
Secretary

**DATE:** February 12, 2004

**SUBJECT:** Notice of Instruction: Care Plan Review Protocol

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The purpose of this memorandum is to present the new care plan review protocol. As agreed with the release of the care plan review procedures several months ago, the Department established a workgroup to focus on elements of the protocol, i.e., predicting and controlling cost, quality of care, standardization of client services statewide, and cost effective services. The workgroup consists of representation from Florida Association of Area Agencies on Aging, Florida Association of Service Providers, Community Care for the Elderly Coalition and Florida Association of Homes for the Aging.

Due to the current statewide deficit in the Medicaid Aged/Disabled (ADA) Waiver, the Department has established this protocol with the overall purpose of ensuring that quality services are provided in the most cost effective and efficient manner possible while assisting clients to age in place in their communities. By establishing monthly statewide targets for care plan expenditures, we believe the aging network's ability to predict ADA programmatic expenditures will improve. Please be advised, it is not the intent of the Department to universally reduce and/or ration the availability of services for older Floridians. This protocol is intended to provide a process and targets to guide Area Agencies on Aging (AAA's) and Lead Agencies (LA's) in the development of consumer care plans.

The protocol outlines the role of Area Agencies on Aging, Lead Agencies, CARES Program, and Care Plan Review teams. The role of the Care Plan Review teams, in addition to the ongoing activities of the AAAs and Lead Agencies is pivotal to the effectiveness of the protocol. The Care Plan Review teams will review care plans that exceed the target values in Medicaid Aged/Disabled Waiver-funded services by risk level. Additionally, the team will have the responsibility for approving monthly expenditures for care plans that exceed the LA's authorization. Attachment I is an analysis of the estimated workload associated with file reviews. It is understood the implementation of this protocol will create workload burdens on some AAA's, therefore, the Department will work with each AAA in developing strategies to implement this protocol.

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The new care plan review protocol is fully applicable to the ADA Waiver. The protocol applies partially to the Medicaid Assisted Living for the Elderly Waiver in regards to authorization of client enrollment into the program. Each AAA is expected to develop implementation strategies and submit them to the DOEA for approval by February 28, 2004. Implementation strategies must include the following:

1. formulation of the care plan review team
2. operation procedures for the care plan review team
3. authorization of client enrollments
4. authorization of monthly expenditures for lead agencies
5. monitoring and quality assurance
6. process for handling special exceptions

Upon review of the AAAs' implementation strategies, the Department will provide technical assistance as needed. All AAAs must begin utilizing the care plan review protocol no later than March 15, 2004. If you have questions, please contact your OMC Manager.