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Volume 2

Inside this issue:

<i>Health & Safety</i>	2, 3
<i>Training Tips</i>	3
<i>What is HIPAA</i>	4
<i>Hospital Admissions</i>	4
<i>Timesheets and Payroll</i>	5
<i>From Noel's Desk</i>	5
<i>Communication</i>	6
<i>Wit & Wisdom</i>	7
<i>Community Services Bureau Conference 2004</i>	8

Hello Everyone

It looks as if summer is finally here and the weather is turning warmer. We hope everyone is taking advantage of the great weather and enjoying the increased time we can spend outside. Consumer Direct Services wishes you all safe travels on any vacations you may be taking. Please remember to take precautionary measures to ensure you and your loved ones are safe outside. Don't forget your sunscreen, hats, bug repellent, and to drink lots of water. ☺

With summer upon us, we are pleased to bring you Volume II of our newsletter. Once again, we hope you find it fun and informative. We enjoyed your feedback from our last newsletter and continue to welcome your thoughts and suggestions.



Feel free to contact us at anytime at 541-8700 or toll free 1-866-438-8591. We hope everyone has a terrific 4th of July weekend and a relaxing summer.

Katie Spaid, MT Program Manager

Summer Sun, Summer Fun

Welcome to this quarter's newsletter, providing you with inside info on what's going on, in and around CDS. As the photoperiod changes and temperatures rise, please keep in mind those hot weather safety tips. Look inside for details.

You may have noticed a little more activity outside your window in the early hours of the morning. Did you know birds, flowers, and even humans use seasonal changes as a natural calendar? The photoperiod is particularly important to migrating birds; it stimulates the return migration, the development of reproductive organs, and the initiation of courtship, nest-building, and egg-laying. In tropical environments the photoperiod is relatively constant. Nature also provides other cues, such as the beginning of the rainy season.

Changes in photoperiod do more than provide cues. The longer days of summer allow adult birds to feed their young for a longer period each day. A shorter period of night means a shorter period of fasting for young birds. Therefore, birds at northern latitudes can often raise more young than birds of the same species farther south. In the same manner, however, birds at northern latitudes may not be able to spend the winter where they breed, even if they can tolerate the cold. Other factors influence birds' activities, but most relate in one way or another to photoperiod. Be sure to take time to observe and enjoy nature's summer entertainment.

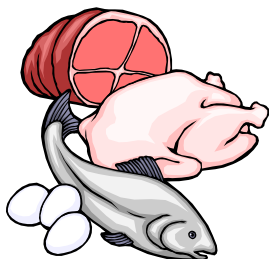
Greer Woody, Operations Manager

HEALTH & SAFETY

I. FOOD HANDLING

The U.S. Department of Agriculture uses four words to describe food safety:

COOK, SEPARATE, CLEAN, CHILL



Wash utensils that have touched raw meat or eggs before using again

COOK

1. Cook ground beef to an internal temperature of 165° F. (well done) to kill any present bacteria
2. Cook other beef cuts to an internal temperature of at least 145° F. (medium-rare)
3. Cook poultry to 180° F.
4. Cook pork cuts to 165° F.

SEPARATE

1. Separate cooked and uncooked foods, as well as foods that can be eaten raw
2. Contamination occurs when raw meat or eggs come in contact

with food that will be eaten uncooked

CLEAN

1. Wash your hands and work surfaces regularly when cooking
2. Wash utensils that have touched raw meat or eggs before using them again

CHILL

1. Set your refrigerator at 40° F. or lower
2. Set your freezer at 0° F. or lower
3. Don't let food sit at room temperature for more than two hours

II. PREVENTING BACK INJURIES

Many back injuries are not caused by a single incident, but more often tend to be the result of damage(s) built up over a period of time. Certain actions, motions and movements are more likely to cause and contribute to back injuries than others.

Any time you find yourself doing one of these things, you might be wise to think:

DANGER! MY BACK IS AT RISK!

- ◆ **HEAVY LIFTING**
- ◆ **TWISTING AT THE WAIST WHILE LIFTING OR HOLDING A HEAVY LOAD**
- ◆ **REACHING AND LIFTING**
- ◆ **LIFTING OR CARRYING OBJECTS WITH AWKWARD OR ODD SHAPES**
- ◆ **WORKING IN AWKWARD OR UNCOMFORTABLE POSITIONS**
- ◆ **SITTING OR STANDING TOO LONG IN ONE POSITION**
- ◆ **SLIPPING ON A WET FLOOR OR ICE**

Some people also suffer back pain because they sleep in a poor position, or because their mattress is too soft and does not provide enough support.

Courtesy of Oklahoma State University
Employee Safety and Training

**Never give up on anybody.
Miracles happen every day**



Slipping on a wet floor can be prevented!

HEALTH & SAFETY (continued)

III. TIPS FOR HANDLING THE HEAT

- Drink lots of water and natural juices; avoid alcoholic beverages, coffee and colas
- Avoid going out in the blazing heat
- Keep shades drawn and blinds closed, but windows slightly open
- Keep electric lights off or turned down
- Take cool baths or showers; use cool towels
- Stay in air conditioning at home or in a cool place
- Wear loose, lightweight cotton clothing
- Do not eat heavy meals; avoid using ovens for cooking
- Avoid or minimize physical exertion
- Do not let anyone sit in a hot car, even for a few minutes
- Check on family members, friends and neighbors
- If you or anyone you know needs emergency medical attention, call 911



TRAINING TIPS

Consumer Direct Services realizes how difficult it can be to hire, manage, and retain a good caregiver. The tips below are furnished courteous of the Montana Senior & Long Term Care Division. They may help make your experience in the self-direct program a more positive one.

Interviewing/Hiring

1. Set up a time to meet with them in your home
2. Review the work contract in detail
3. Establish a schedule
4. Go over the layout of your home
5. Discuss rules

Managing

1. Offer a pleasant working environment that is enjoyable
2. Be clear when giving directions
3. Understand the caregiver's need for time off for illness, injury, and vacation
4. Discuss schedule changes in order to meet everyone's needs
5. Say "Thank You" for a job well done

Disciplining

1. If appropriate, use progressive discipline: a verbal warning, written warning, and job termination
2. Keep accurate documentation of the events and reasons for termination. This will protect you in case of a later dispute
3. Do not forget to collect keys or other items that belong to you

**Take charge of
your attitude.
Don't let
someone else
choose it for you.**

WHAT IS HIPAA?

HIPAA is the **Health Insurance Portability and Accountability Act** of 1996 (also known as the Kennedy-Kassebaum Act). This act addresses the issues of privacy, confidentiality and the security of protected health information (medical records).

Among the organizations required to comply with HIPAA standards are Health Care Providers. Nightingale Nursing/ Consumer Direct Services is a Health Care Provider

Top 10 HIPAA tasks:

1. Assign overall responsibility for privacy and security
2. Establish procedures for handling protected health information
3. Provide physical security (for medical records, billing information, etc.)
4. Provide technical security (stored and transmitted by computers)
5. Establish rules for protecting patient/ consumer privacy (included in the employee application, requiring that each employee maintain confidentiality of consumer information)
6. Allow patient/consumer access to medical records
7. Procedures for timely response to complaints
8. Publish a Notice of Privacy Practices (enclosed in all consumer intake packets)
9. Ensure business associates protect patient/consumer privacy through contract agreements
10. Train the workforce. All Consumer Direct Services employees are educated on HIPAA, confidentiality and privacy practices.



What is HIPAA?

HOSPITAL ADMISSIONS

As a consumer in the self-direct program it's important to remember a few general provisions about potential hospital stays. Under the self-direct program, time cannot be submitted while you are in the hospital. Your caregiver is allowed to be reimbursed for same-day care they provide in preparing you for a hospital stay. If medical escort is authorized on the profile, medical escort time may also be submitted and paid.

Thus, if you are admitted to a hospital on a day when your caregiver has already provided some assistance to you, it is permissible and expected for you to credit your caregiver for that work on the

timesheet. Upon your discharge from the hospital your caregiver can begin providing reimbursable personal care assistance again. Medical escort, if approved, can also be claimed on the trip home from the hospital, if your caregiver is helping to transport you.

Please note: If you do become hospitalized, it may seem logical for your caregiver(s) to provide some housecleaning, laundry or pet care in your absence from home. This is not allowed as this would be "double-dipping" into Medicaid funds. In situations like this, we encourage you to pay your caregivers privately or ask them to help out as a friend.



Time cannot be claimed while in the hospital

TIMESHEETS AND PAYROLL

Many of our Consumers, Personal Representatives, and Caregivers recall when Consumer Direct Services offered an \$.18 per hour incentive to caregivers who submitted timely and accurate timesheets. This raised the caregiver wage from \$8.97 to \$9.15 per hour. As you've probably all noticed, effective April 18, 2004, CDS caregivers have earned a flat rate of \$9.25 per hour. However, without the incentive program, it might be easy to forget the importance of accurate timesheet documentation.

As you know, the more popular aspects of the self-direct program are the benefits in recruiting, hiring, training, scheduling, and managing your own services. In managing your services you accept the responsibility of monitoring timesheets. Timesheets are the official record of how you are utilizing your personal care

services. The timesheets should reflect the tasks that are actually occurring. **Please do not copy your profile or sample timesheet.** If a task deviates from your profile, please check it and document in the "Comments" section why that task is being done, or contact our office so we may help you develop a profile that better reflects your needs. You can also closely monitor timesheets by double checking that all the appropriate boxes are filled out, "in" and "out" times are accurate, and both the consumer/PR and caregiver have signed and dated after the last day worked. Please remember that misrepresentation on timesheets constitutes Medicaid fraud! CDS is continually attempting to bring timesheet training to our consumers. If there are ever any questions regarding timesheets or suggestions on how we can better help you, please don't hesitate to call.



Please continue to ask questions in regard to managing your timesheets. They are very important!

FROM NOEL'S DESK

Timesheets

I appreciate all the effort that you are taking in regard to timesheets. They are continually looking better. Please continue to pay close attention to details when filling out your timesheets. If you are confused about how to fill out your timesheet please call the office and we will be more than happy to assist you. A phone call can sometimes help prevent problems later.

Employee Application Packet

As many of you know, the application packet has changed over the years. Occasionally I still receive applications that are outdated. If you are hiring a new caregiver, please make sure that you have an updated application. If you have not hired a new caregiver in the last 6 months, please call the office and I will send you

the most updated version.

In assisting your caregiver to complete an application packet, remember these important points:

1. Send in the application with the first week's timesheet. **Please do not send it before then.**
2. The Consumer or PR verifies the caregiver's identification and approves it with their signature in Section 2.
3. Copies of appropriate identification still need to be sent to the office with the application.

Thank you for paying extra attention to these details regarding the timesheets and application packet. Remember to contact me if there are any questions.

Become the most positive and enthusiastic person you know

COMMUNICATION

Consumer Direct Services Locations



CDS is located in four states to better serve you

With its high level of choice and independence, the self-direct personal care option is growing, not only in Montana, but across the country.

In an effort to be the leader in self-directed personal care services, Consumer Direct Services has expanded to locations in four states to better serve you and those you know. If you or a loved one is in need of self-directed personal care or is interested in finding out more about the program in the states listed, Consumer Direct Services can help. All four offices provide services statewide to Medicaid-eligible individuals. Please call us if you have any questions, or would like to know more about our services. We would love to hear from you.

CDS Montana
 1903 S. Russell
 Missoula, MT 59801
 Local: 541-8700
 Toll free: 1-866-438-8591

CDS Alaska
 600 W. 41st Ave., Ste 103
 Anchorage, AK 99503
 Local: 222-2652
 Toll free: 1-888-966-8777

CDS New Mexico
 2921 Carlisle Blvd NE, Ste 106
 Albuquerque, NM 87110
 Local: 344-8182
 Toll free: 1-866-344-2371

CDS Nevada
 1005 Terminal Way, Ste 118
 Reno, NV 89502
 Local: 786-4999
 Toll free: 1-877-786-4999

Never underestimate the power of a kind word or deed

NURSE FIRST PROGRAM Nurse Advice and Disease Management Services

The Nurse First Program is a call line available 24 hours a day, 7 days a week, offering free nursing advice to Medicaid recipients. The volunteer nurses are specifically trained to help you decide if you should go to the Emergency Room, visit your physician, or treat your symptoms at home. The calls are **free** and **confidential**. The purpose of this program is to have immediate access to sound

advice regarding problems you may be experiencing with your health condition outside your doctor's working hours and also perhaps to save a trip to the Emergency Room. This service is available to all Montana Medicaid recipients.

The toll free number is:
1-800-330-7847.



*Confidential and free nursing advice available 24 hrs, 7 days a week
 1-800-330-7847*



Wit & Wisdom

Word Scramble

- | | | | |
|-------------|-----------|-----------------------|-----------|
| TIBNAGH | 1. _____ | MAEL RORPEANAPTI | 11. _____ |
| DEB AHTB | 2. _____ | TAIGEN SIECASNAST | 12. _____ |
| HEORSW | 3. _____ | EXSEERIC | 13. _____ |
| BUT | 4. _____ | WOLEB RAPRMOG | 14. _____ |
| SSDEGNIR | 5. _____ | WUNDO AECR | 15. _____ |
| GENIYHE | 6. _____ | NARRUYI GETNANMEAM | 16. _____ |
| GIOLETTIN | 7. _____ | CIMNOATEID TACASSIESN | 17. _____ |
| NAFRETSR | 8. _____ | LECDAIM REOTSC | 18. _____ |
| SOOGTNINIIP | 9. _____ | UHSOLHEO SATKS | 19. _____ |
| MOILYTIB | 10. _____ | LURNAYD | 20. _____ |

Answers at bottom of page 8

Answers to Word Search from the April newsletter

M	M	E	C	N	A	T	S	I	S	S	A	G	N	I	T	A	E
E	X	F	A	X	T	X	H	H	S	G	H	I	I	C	D	B	S
D	O	O	F	A	N	U	O	R	T	O	F	M	Z	U	X	B	I
I	Q	S	P	S	I	V	W	E	P	R	E	M	U	S	N	O	C
C	A	R	E	G	I	V	E	R	E	V	C	E	W	D	E	X	R
A	T	A	Z	Y	B	H	R	G	F	A	U	D	W	F	F	D	E
T	I	P	N	N	S	T	I	F	O	A	W	I	P	O	V	H	X
I	O	G	S	E	Q	U	O	V	J	J	V	C	Q	R	U	I	E
O	N	N	M	O	B	I	L	I	T	Y	L	A	M	L	K	N	J
N	X	I	A	E	M	W	N	A	C	A	V	L	N	A	U	T	D
A	T	S	I	X	B	L	S	R	S	O	C	E	E	T	Q	X	M
S	B	S	F	H	G	K	D	G	Q	Z	Y	S	P	E	D	P	Y
S	I	E	B	H	N	U	A	P	P	L	I	C	A	T	I	O	N
I	C	R	J	K	I	N	J	E	H	D	O	O	G	I	X	F	N
S	L	D	E	G	T	T	R	O	P	L	R	R	V	M	W	S	L
T	U	B	D	S	E	P	A	Y	D	A	Y	T	V	E	R	O	Q
A	M	H	R	C	L	E	I	P	Z	U	T	U	W	Y	R	K	W
N	J	J	T	A	I	Q	R	E	F	S	N	A	R	T	N	A	Z
C	G	A	E	Z	O	B	F	K	T	X	Z	V	P	Q	S	O	C
E	F	M	I	K	T	A	B	E	D	B	A	T	H	I	N	G	M

Friendship

Friendship tried and true;

It's like a rambling rose,
Once planted, just grows and grows.

Encompassing everything it meets,
Hiding the rocks, covering the wall,
Adding its beauty to one and all.

Nurtured with understanding,
Watered with kindness,
It blooms in all its greatness.



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Missoula, MT 59801-6623

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Return Services Requested

Community Services Bureau Conference 2004

Consumer Direct Services, along with the Montana Senior and Long Term Care Division invites you to participate in the annual Community Service Bureau Conference. This year's conference will be September 8th-10th at the Billings Hotel in Billings, Montana. The theme is "Wellspring: Exploring the Source of Good Health." This exciting event is attended by consumers, personal care attendants, consumer advocates, state-wide self-direct and agency-based providers, case managers, state officials, and distinguished guest speakers. The conference explores, through workshops, a wide spectrum of topics related to issues such as keeping people in their homes, additional community resources and support, and Medicaid. The conference is informative, fun, and a great way to meet new people.

Attendance by Consumers, Personal Care Attendants, and Personal Representatives is always encouraged. There is a registration fee for all attendees, but conference scholarships are available to help those in need of financial assistance. Consumer Direct Services has conference scholarship applications and can provide one to you on request. Please keep in mind that to be considered for a scholarship, the Senior and Long Term Care Division in Helena must receive applications no later than **July 30th, 2004**. Please call us at 541-8700 or toll free 1-866-438-8591 for an application or more information.

We hope to see you there! ☺

ANSWERS TO WORD SCRAMBLE: 1. Bathing 2. Bed Bath 3. Shower 4. Tub 5. Dressing 6. Hygiene 7. Toileting 8. Transfer 9. Positioning 10. Mobility 11. Meal Preparation 12. Eating Assistance 13. Exercise 14. Bowel Program 15. Wound Care 16. Urinary Management 17. Medication Assistance 18. Medical Escort 19. Household Tasks 20. Laundry

