



HOME SERVICES PROGRAM (HSP) POLICY COMPLIANCE FORM

Key points on Home Services Program (HSP) Compliance Policies:

1. An Individual Provider (IP) CANNOT work more than 60 hours in a work week, unless their customer has an approved overtime exception; see exceptions below.
2. Customers CANNOT approve more hours than are allowed in their monthly service plan; see exceptions below.
3. IPs CANNOT work more than 16 hours in a 24-hour period; see exceptions below.
4. IPs must accurately use the Electronic Visit Verification (EVV) system to electronically track and document time spent working for an HSP customer.
5. For the purposes of HSP Compliance, an occurrence would be defined as an individual incident or event involving a customer or IP's failure to comply with any respective policy outlined below.

Overtime Policy

Contact: DHS.HSPOvertime@Illinois.gov (overtime topics only) or visit www.DRS.Illinois.gov/HSP/OT

Policy: Pursuant to the currently effective Collective Bargaining Agreement (CBA), **an individual provider (IP) cannot work more than 60 hours in a work week** unless their customer(s) have an approved overtime exception.

- A work week is defined as **Sunday at 12:00am to Saturday at 11:59pm**.
- To calculate a customer's *WEEKLY* service plan hours, divide the approved monthly service plan hours by 4.35 or contact the customer's local DRS office.

Exceptions: Customers must apply and be approved for an Overtime Exception to allow an IP to work over 60 hours in a work week. Please note, even with an approved overtime exception, an IP still cannot exceed their customer's approved monthly service plan.

For information on exceptions, HSP Customers should visit www.DRS.Illinois.gov/HSP/OT, contact dhs.hsportime@illinois.gov, or contact their local DRS office counselor.

Occurrences: IP's will receive an occurrence for each week they exceed 60 hours in a work week unless their customer has an approved overtime exception.

- Every four (4) occurrences will result in a 3-month period of ineligibility for payment.
 - o During this period, IPs will not be paid to provide services to any HSP customer.
 - o An IP's twelfth (12) occurrence will result in a permanent unfunding from HSP.

Dispute: Customers may appeal an overtime exception denial through the Bureau of Administrative Hearings (BAH). IP's may file a grievance under the CBA regarding overtime occurrences or periods of ineligibility for payment through their union.

Service Plan Violation Policy (Formerly Over Hours Policy)

Contact: Customers should contact their local DRS office counselor or coordinator. Customers enrolled with a Managed Care Organization (MCO) should contact the assigned MCO Care Coordinator.

Policy: Pursuant to 89 Illinois Administrative Code 677.200, **a customer cannot allow an IP to work more hours than are authorized on their monthly service plan**. The service plan is approved by the customer, along with their HSP counselor, or managed care organization (MCO) care coordinators.

Exceptions: Customers must request and receive approval from their counselor or MCO care coordinator when exceeding their approved monthly service plan.

Occurrences: Customers who receive three (3) unexcused overages of more than 5 hours within a 6-month period may be transitioned from IP services to homemaker agency.

Dispute: Customers may appeal a service plan change to an agency through the Bureau of Administrative Hearings. Customers enrolled with a managed care organization may appeal service plan provider changes through the MCO's internal appeal process.



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16 Hour Policy

Contact: Customers should contact their local DRS office counselor or coordinator. Customers enrolled with a Managed Care Organization (MCO) should contact the assigned MCO Care Coordinator.

Policy: Pursuant to 89 Illinois Administrative Code Section 686.40, **an IP cannot work more than 16 hours in a 24-hour period** or one or more HSP customers.

*Note: The 16-hour limitation does not apply to IPs providing respite services.

Occurrences: Customers with multiple occurrences of an IP working more than 16 hours in a 24-hour period may be transitioned from IP to homemaker agency services.

Exceptions: The customer's DRS counselor may grant an exception should an emergency occur that results in the loss of a paid or unpaid primary caregiver who resides with the customer, and there is imminent danger to the health, safety, and wellbeing of the customer. Customers enrolled with an MCO should contact the care coordinator to request an exception.

Dispute: If there is a dispute regarding the application of the 16-hour policy, the local office will verify the provider's EVV data and timesheets. If the resulting action is a service plan change, customers may appeal a service plan change through the Bureau of Administrative Hearings (BAH). Customers enrolled with an MCO may appeal service plan changes through the MCO's internal appeal process.

Electronic Visit Verification (EVV) Policy

Contact: Customers should contact their local DRS office counselor or coordinator or visit www.DRS.Illinois.gov/EVV

Compliance: Pursuant to Section 12006 of the federal 21st Century CURES Act (42 U.S.C. 1396b(l)) and the Illinois SMART Act (Public Act 97-0689, Sec 5-5f (g)), all HSP Individual Providers must use an EVV system to electronically track and document time spent providing services to a HSP customer.

Please sign up for the EVV PORTAL at www.DRS.Illinois.gov/EVV. The EVV Portal allows responsible time management tools where customers can edit IP hours worked, and IP's can view hours worked. IPs are encouraged to use the Sandata Mobile Connect (SMC) mobile application to clock in/out.

An IP is non-compliant if any of the following applies for each pay period:

1. NO IL488-2251 Home Services Program Time Sheet is submitted
2. NO EVV visits in the EVV Portal
3. MORE THAN 5 visits from the timesheet are missing in the EVV porta
4. MORE THAN 5 visits on the timesheet DO NOT match call times in the EVV portal by ten minutes
5. MORE THAN 5 visits in the portal are from an unregistered EVV telephone number
6. MORE THAN 5 visits in the portal are ADDED/EDITED due to an error made by the IP

Occurrences: Customers and IPs with 3 occurrences listed above within a 6-month period may have their service plan transitioned from IP to homemaker agency services. Additional occurrences may result in case closure.

Exceptions: EVV is mandatory for all IPs providing services to customers in the Home Services Program.
Please contact DHS.EVV@Illinois.gov or your local DRS office counselor or coordinator for questions.

Dispute: Initial review of disputes begin with EVV recorded clock in and out times and timesheet verifications through the local DRS office. If the occurrences result in a service plan change, customers may appeal this action through the Bureau of Administrative Hearings (BAH). Customers enrolled with an MCO may appeal service plan changes through the MCO's internal appeal process.