



Service Stations:
Services & Supports
through
Intermediate
Care Facilities

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“In helping others we shall help ourselves, for whatever good we give out completes the circle and comes back to us.”

Flora Edwards

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YOU'RE THE DRIVER

A project initially sponsored and directed by the Florida Developmental Disabilities Council, Inc. Community Living/Support Coordination Task Force in association with the Florida Department of Children and Families Developmental Disabilities Program

2005

Medicaid State Plan and ICFs

Since you must be eligible for Medicaid to receive services through a waiver, we want to remind you that these services should be used before requesting services through a waiver. Your support coordinator should help you with these. There are mandatory and Optional Services available through Medicaid State Plan. The Mandatory Medicaid Services include:

- Early & Periodic Screening of Children (EPSDT)/ Child Health Check-up
- Family Planning
- Home Health Care
- Independent Lab and Portable X-ray Services
- Inpatient Hospital
- Nurse Midwife Services
- Nurse Practitioner Services
- Outpatient Hospital
- Physician Services
- Rural Health
- Skilled Nursing Home Services
- Transportation

Medicaid also has around 33 Optional Services.

To find out about these and other information about Medicaid State Plan go to
<http://www.cms.hhs.gov/medicaid/stateplans/toc.asp?state=fl>

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Preface

Intermediate care facilities (ICFs) are home to individuals who have a developmental disability and who require various levels of support. Their disability can vary from having autism or profound mental retardation to requiring 24-hour nursing care. Most ICF/DD's are privately operated in the community; however, some are operated by the state as Developmental Services Institutions. Private ICFs vary in size from six (6) to 120 residents. Public Intermediate Care Facilities may have several hundred residents. All private and public ICFs, except for the forensic units, are licensed by the Agency for Health Care Administration as Intermediate Care Facilities for the Developmentally Disabled (ICF/DDs). These facilities are monitored at least annually by AHCA to ensure that they are in compliance with strict state and federal ICF/DD regulations. ICFs are all inclusive providers in that housing, materials needs and therapies are provided at the institution or are contracted to community providers (local hospitals, doctors, or universities). More details about their services can be found on the next page.

Currently there are three (3) public ICFs and 88 private ICFs. The public ones are operated by the Agency for Persons with Disabilities and are:

Gulf Coast Center in Ft. Myers

Sunland in Marianna

Tacachale in Gainesville.

Gulf Coast Center opened on April 4, 1960 and is in the process of being phased down with an eventual closure date projected to be June 30, 2010, as agreed to in the Brown v. Bush lawsuit settlement. A policy is now in place that does not allow new residents in public ICFs. Private ICF admissions are handled through a central admission process that is administered in the central office. See Section 8 for the Central Admissions process.

Apply for Services

To qualify for an ICF you must meet several requirements. Page 112 provides an overview of the eligibility criteria or you can go online to find all the specific requirements to receive services. The following website (<http://floridamedicaid.acs-inc.com/index.jsp>) will take you to the Home Page for the Florida Medicaid Fiscal Agent. Click on the title "Intermediate Care Facilities for the DD" to review the Intermediate Care Facility for the Developmentally Disabled (ICF/DD) Services Coverage & Limitation Handbook. Requirements to receive services from an ICF begin on Page 2-1 of that document.

Intermediate Care Facility for the Developmentally Disabled

Most people who reside in an **Intermediate Care Facility for the Developmentally Disabled** (ICF/DD) have significant medical and/or behavioral needs.

When you live in an ICF/DD you will have 24-hour support for your personal care, habilitation, developmental and health services. The ICF/DD must ensure that all of your medically necessary needs are met. Specific ICF services include:

Adaptive Equipment	Asst. w/ Activities of Daily Living	Behavior Ser-
vices	Clothing (5-day supply)	Dental Services
Care	Incontinence Supplies	Medical Equipment
Serv.		Habilitative Medication
Nutritional Services	Personal Care Services	Podiatry Services
Prevent. Health Care	Psychotropic Medication Services	Rec. & Leis. Serv.
Restorative Care Services	Stock Medical Supplies	Therapy Services
Transportation		

The determination of medical necessity for ICF services is based on the outcome of a uniform assessment of need : Florida Status Tracking Survey (FSTS).

Only a person who is trained to use this specialized tool can help you complete this survey. It must be completed with you and whomever you choose to help you. The purpose of this tool is to help you decide what services you need to assure your health and safety. Depending on your needs, a follow-up review may be required by a professional.

Rates

Since the Agency for Health Care Administration (AHCA) licenses and monitors ICFs, their website has more information on it than does APD's. AHCA's website can be found at <http://ahca.myflorida.com>. Near the top of their home page you will find a grey bar across the page with the words "Search AHCA:" followed by a box. If you will type in ICF, it will provide you with the places on their website that address ICFs. Semi-annually the per diem rates are posted for the various public and private ICFs and can be located at http://ahca.myflorida.com/Medicaid/cost_reim/icf-mr_dd_rates_04_05.xls.

Filing a Complaint About an ICF/DD

Outlined below are the steps you should take if you believe an ICF/DD does not meet the standards required by the Federal Code of Regulations or the Florida license regulations or you have concerns about the care received by an individual or individuals residing in the ICF/DD.

It would be a good idea for you to keep written notes of who you talk to, when you talked with them and what was said.

- Discuss your issues with the facility administrator and the QMRP. If the problem is not solved to your satisfaction, go to the next step.
- Call the Agency for Health Care Administration Complaint line at **1-888-419-3456**. This is an information clearing center toll free number where your call can be directed to someone who is trained to take your complaint. In making a complaint you should be prepared to give as much specific information as possible. This will help the surveyors who investigate your complaint to make decisions about the best time of the day or day of the week to make their visit, who to be sure to observe, what records need to be reviewed and who needs to be interviewed. Complaints that are broad or non-specific in nature are very difficult to investigate. Remember that the investigators must find evidence or witness inappropriate care in order to issue a citation or take other action. At a minimum, you should be prepared to answer the following:

WHO is causing the problem?

WHAT is the problem?

WHERE does the problem occur?

WHEN does the problem occur? When did you witness the problem?

HOW does the problem affect the individuals living in the ICF/DD? Or what impact does it have upon the residents?

If the problem is not solved to your satisfaction, go to the next step.

- Contact the **area supervisor** for the survey team. (See following list with the names of the field office managers their address and telephone numbers.) If the problem is not solved to your satisfaction, go to the next step.
- Contact **the Bureau Chief for Field Operations**, Health Quality Assurance, Agency for Health Care Administration at **1-850-487-2528**. If she is not able to help you with your issues, go to the next step.
- Write a letter outlining your complaint in detail and the steps you have taken to

see the issues resolved and send it to:

Deputy Director
 Health Quality Assurance
 Agency for Health Care Administration
 2727 Mahan Drive
 Building 1, Room 107.
 Tallahassee, Florida 32308

and copy:

Shelly Brantley, Director
 Agency for Persons with Disabilities
 4030 Esplanade Drive
 Tallahassee, Florida 32399-0700

If this response does not satisfy you, go to the next step.

- Write a letter outlining your complaint in detail and the steps you have taken to see the issue(s) resolved and send it to:

Director
 Agency for Health Care Administration
 2727 Mahan Drive
 Tallahassee, Florida 32308

and copy:

Shelly Brantley, Director
 Agency for Persons with Disabilities
 4030 Esplanade Drive
 Tallahassee, Florida 32399-0700

If this response does not satisfy you, go to the next step.

- Write a letter or an email outlining your complaint in detail and the steps you have taken to see the issues resolved and send it to the Governor at:

Office of the Governor
 The Capitol
 Tallahassee, Florida 31399-0001

and copy:

Shelly Brantley, Director
 Agency for Persons with Disabilities
 4030 Esplanade Drive
 Tallahassee, Florida 32399-0700

If, after all of these steps have been exhausted, you find that you are still not satisfied with

the ICF/DD, you should consider:

- (a) Talking with a Choice Counselor about the appropriateness of an ICF/DD to meet the needs of your family member/ward or
- (b) Talking with the District Program Administrator for Developmental Services about the possibility of movement to another ICF/DD.

If you believe that the care constitutes abuse or neglect you should call the Abuse Hotline at 1-800-962-2873 (T.D.D. 1-800-453-5145) **immediately**. This is a very busy number and you may be on hold for an extended period of time but don't give up. Eventually your call will be processed.

Complaints about the care provided by licensed personnel (doctors, nurse and therapists) working in the facility can be initiated through the **1-888-419-3456** number at AHCA but must be presented in writing. The staff at the hotline number can tell you where to access the form on their website or have a copy of the form sent to you if you do not have Internet access.