

PROPOSED PROGRAM REQUIREMENTS

FLEXIBLE SERVICES

The Organization will be expected to provide Flexible Services that provide alternative, resourceful ways to meet the Participant's needs. Flexible Services would be services outside those provided in the Medicaid benefit package, in the 1115 Choices for Care Demonstration Waiver and by Medicare. The Interdisciplinary Care Team with the Participant would be responsible for determining appropriate and necessary Flexible Services required to meet the Participant's needs on a case-by-case basis. The Flexible Services would be Participant-specific, culturally appropriate, and fiscally and professionally sound. For example, the Organization might find that the use of a local bicycle shop to repair a wheelchair tire may be more convenient for the Participant and less costly than returning the wheelchair to the manufacturer.

Principles

The principles to be used by the Organization to deliver Flexible Services will be:

1. Deliver and coordinate health and social services through an interdisciplinary care team.
2. Treat Participants as individuals who are accountable for decisions and responsibilities and entitled to their rights.
3. Allow Participants to manage their own services to the greatest extent possible or to the extent they desire.
4. Offer Participants the information necessary to make informed decisions.
5. Deliver quality services that are both Participant- and provider-friendly, on a timely basis.
6. Educate health care professionals regarding frail elders and people with disabilities.
7. Maintain physical and mental health standards to ensure optimal levels of health and functioning for each Participant.
8. Encourage Participants to develop and maintain friendships and to participate with their friends and families in their communities.
9. Consider the changing needs of Participants and flexibly adapt services as necessary.
10. Emphasize Participants' dignity, self-reliance and sense of self worth.
11. Carry out the Participant's care plan by effectively and equitably utilizing the available public and private resources.