Upcoming Events

- **Case Manager Training:**
  AAU Training Room, Tulsa
  August 5-9
  September 9-13
  October 7-11
  November 4-8
  December 2-6

  For more information, contact us at Provider Questions via Smarter Mail link: https://aau.okdhs.org/Login.aspx

- **Assisted Living Case Manager Training:**
  September 19

- **CD-PASS/CDA Training**
  October 17

  For more information or to register, visit http://events.oucpm.org/advantage

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**Member Spotlight:**
Sharlene and Richard Herndon

Sharlene and Richard Herndon (78 and 80, respectively) live in the beautiful hills of Osage County, about 10 miles north of the Gilcrease Art Museum. A resident of Tulsa since 1953, Richard is retired after 40 years on the road driving an 18-wheeler. Originally from Missouri, Sharlene, a licensed beautician, was at home caring for the four children they raised while Richard was on the road. One son, Rex, still lives close by. The others are a little farther away in Bartlesville, Tahlequah and Arkansas.

Eighteen years ago, Richard and Sharlene adopted their great-grandson, Eric, who lives with them and attends Skiatook High School. “He keeps us young!” Richard says.

The Herndons have been receiving ADvantage services through the CD-PASS service option since 2008. At that time, Sharlene had been receiving ADvantage personal care services to help with her health issues. When Richard also became eligible for ADvantage services, their case manager from Girling Health Care suggested the CD-PASS service option, which would allow them both to continue to receive personal care in their home, self-direct their care and allow more flexibility for scheduling their personal care aide. Angela, their personal care aide at the time, transitioned over to become their CD-PASS personal services assistance aide, and she has now worked as the Herndons’ caregiver for 13 years.

Sharlene is no longer able to drive, and Richard says although they were both very active at one time, they are now “about 90 percent down.” According to Richard, CD-PASS option, which...
AAU Team Spotlight: Jonathan Vanbeber, CD-PASS Programs Manager

Duty and service are qualities that are often overlooked by some, but come naturally to a handful of individuals. Jonathan Vanbeber is one of these individuals. As the ADvantage Administration Unit’s new programs manager II for CD-PASS, he takes the role of public service very seriously.

Vanbeber graduated high school as valedictorian in Claremore. He spent six years in the military where he was a three-time recipient of the “Soldier of the Year.” Mental health was his primary focus while serving. His skills and expertise were utilized as his duty took him to Texas, Georgia, Washington and Egypt. His military work allowed him to experience inpatient and outpatient psychiatric care, correctional facility mental and medical health services, and outpatient substance abuse programs.

Upon returning from the military, Vanbeber graduated from Rogers State University with a Bachelor of Science degree in psychology and sociology. He continued his career in mental health at Shadow Mountain Behavioral Health Systems and was the program manager for the Rogers County Training Center, a sheltered workshop and work training center assisting individuals with developmental disabilities to work in the community. He pursued a career with DHS where he has been a Child Welfare investigator, a Developmental Disabilities Services case manager and a programs field representative.

Vanbeber’s role at AAU has recently evolved with his promotion to the CD-PASS programs manager. Prior to this new position, he worked on the Escalated Issues team, often using his mediation skills to ensure Members remain safe in their homes and their providers are able to safely provide care. He is also the chair of many internal committees and is actively involved in policy revisions for the ADvantage Waiver.

As programs manager for CD-PASS, Vanbeber and his team are responsible for enrollment of Members into the CD-PASS service option, daily operations and maintenance and CDA training for ADvantage case managers. He works closely with the fiscal reporting agent, Public Partnerships (PPL), to ensure every part of the CD-PASS operates smoothly and Members are provided quality service. In addition to the CD-PASS service option, Vanbeber is also assuming the new role of oversight for all Spouse/Legal Guardian as Paid Caregiver requests by Members.

When away from the office, Vanbeber enjoys spending time with his wife and two young sons. His hobbies include woodworking, hunting, fishing and scuba diving. He also enjoys playing golf and representing the AAU in the annual DHS golf tournament.

Expanding Services: CD-PASS

In May 2012 the ADvantage Program expanded the Consumer Directed Personal Assistance Services and Supports (CD-PASS) service option to Pittsburg County residents. Additional CDA refresher training was provided for all case management agencies serving those residents. Effective Jan. 20, 2013, the CD-PASS service was expanded to residents of Osage county. Current plans are to continue service expansion to Cleveland, Canadian and Oklahoma counties this summer.
The 2013 Senior Day at the Capitol drew an amazing 335 attendees from all over Oklahoma on Feb. 25, in spite of terrible weather conditions across much of the state. This free event was open to older Oklahomans and professionals in the field of aging, and it focused on legislation and issues affecting these groups and individuals. Many took this opportunity to discuss needs and concerns with their state senators and representatives. Several nonprofit agencies were on hand to give information and answer questions about their services.

AAU employees Jonathan Vanbeber, Maggie Johnson, Lois Cordes and Linda Yeargain braved the storm and volunteered to assist with providing information and direction to visitors.
THE PAPER TRAIL:
Case Management Orientation
Training Requests and Case Manager Supervisor Requests

All requests for ADvantage Administration Unit consideration of new case manager candidates for ADvantage case management orientation training, as well as for case manager supervisor and backup case manager supervisor, should be submitted to Provider Questions by either email to aauproviderquestion@aau.okdhs.org or by fax to 405-230-8017.

Request for AAU consideration of new case manager candidates for ADvantage case management orientation training should be submitted on agency letterhead and include the dates of the training class week being requested, as well as the agency branch where the candidate will be assigned. The letter must be accompanied with the full résumé of the candidate to be considered.

The candidate’s résumé should include:
• A complete work history including each employer name, beginning and end date for each position with at least the month and year, and a description of job duties performed.
• A complete educational history including name of each school attended, attendance beginning and completion date with at least the month and year, and highest level of education attained at each school. If a baccalaureate or higher degree was obtained, it should specify for which discipline the degree was issued. If a nursing degree has been obtained it should specify the level and discipline of the degree.
• If the case manager candidate is a nurse, the résumé should specify that they are currently licensed in the state of Oklahoma, whether they are an RN or LPN, and provide their Oklahoma Board of Nursing licensure number.

NOTE: to review the requirements of employee minimum qualifications for ADvantage case management, please see the program updates and bulletins dated April 1, 2010, entitled “Service Standards Change for Employee Minimum Qualifications ADvantage Case Management” on the AAU webpage.

Request for AAU consideration of a case manager to be promoted to case manager supervisor or backup supervisor should be submitted on agency letterhead and include to which branch(es) the supervisor will be assigned. The request letter must be accompanied by the supervisor candidate’s full résumé.

NOTE: to review the requirements for becoming an ADvantage case manager supervisor or backup supervisor, please see page 8 of the ADvantage Program Service Standards.

Program update:

ADvantage Administration Unit
http://www.okdhs.org/programsandservices/aging/adw/docs/ADvantageAdmin.htm

Member Spotlight
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allows for Angela to assist with transportation, has been a real lifesaver for the couple, and he highly recommends it to anyone. Angela takes Sharlene to doctor appointments as needed, and she also helps pick up prescriptions and groceries.

Besides spending time with their family, the Herndons also enjoy watching NASCAR racing and bull riding on television.
A WORD FROM THE SPA

During the first quarter of 2013, the ADvantage Administration Unit’s Service Plan Authorization (SPA) team maintained at or under a five-day processing time. This counts the time from the receipt date of documents to the time the authorizations (ADv6Gs) are faxed to provider(s).

Contributing to this success milestone are the diligent efforts made by our professional case managers. They assure documentation that is submitted adheres to our process regarding required signatures and dates; contains accurate health care product codes; and includes all correct forms. This assists the SPA team to process service requests the first time the paperwork is submitted.

One cannot underestimate the benefits of reviewing all paperwork for accuracy in these areas prior to mailing documentation to the AAU for authorization. When paperwork is completed accurately, it allows for more expeditious processing, which translates directly to rapid service delivery to our ADvantage members. It also means a significant reduction in cost for both the case management agency and the ADvantage Administration Unit. The SPA team appreciates the continued attention to detail it takes to ensure continuity in services provided to our members.

Adrienne Ashworth, Service Plan Authorization team member, works at her desk.

David Virili, Service Plan Authorization team member, looks over service plan packets.