An Empowering Life
Member Spotlight on Lora Williams

In the late 1950s, cartoonist Allen Saunders said, “Life is what happens to us while we are making other plans.” As it turns out, life often has plans for us of which we are totally unaware. In 2002, Lora Williams was involved in a serious automobile accident in which she suffered severe neck injuries. These injuries led to her neck being fused in 2005. Then, in 2006, while jumping on a trampoline, she landed incorrectly and jammed a piece of metal from her neck straight into her spine.

After she was released from the hospital, Williams was confined to a nursing home, where she spent months on a ventilator. During this time, she developed bed sores and pneumonia, both of which nearly killed her. She thought she would spend the rest of her life in a nursing home.

As Williams began to slowly recover, she realized that, being 38 years old and in a nursing home, it is difficult to find an advocate, so she learned to advocate for herself. She did research and found physical therapists who would help her, and then she found the ADvantage Program. The difference, she says, was night and day. She was depressed while in the nursing home, but getting back into her own home, thanks to the ADvantage Program, gave her hope.

However, Williams continued with self-destructive behaviors that had led to her problems in the first place. She was still addicted to alcohol and other drugs. She fell and broke her leg, and returned to a nursing home for a short time to recover.

“Members from my mom’s church kept on coming to see me and loving me and praying for me; they just wouldn’t give up,” Williams says. One day, the women asked her to go to a facility next door, where they were going to minister. She came home from that visit on a spiritual high and shared her experience with her roommate, who had multiple sclerosis.

(Continued on page 3)
Tips for Successful Service Plan Authorizations

Part of the ADvantage Program Regional Provider Trainings focused on how to get service plans authorized without conditions. By concentrating on the following five fundamentals, you can make certain your service plans are off to a good start.

**Authorization Fundamental #1 - Know**
It’s important to know ADvantage Administration’s website address and check it frequently for updates: http://www.okdhs.org/programsandservices/aging/adw/. You may also visit it by clicking on Services in the dark blue menu bar at the top of every DHS page, and then clicking on ADvantage Services. This page contains general information about the ADvantage Program that is of interest to Members and caregivers. Click on ADvantage Administration in the blue bar to get provider-specific information. Here you will find helpful information, including:

- Program updates and bulletins
- Previous ADvantage Point newsletters
- Contractual documents such as the Service Standards, Case Management Standards and Conditions of Provider Participation
- Health and Safety Risk Indicators list
- The Case Manager’s Toolbox, which contains resources in assisting case managers in in providing an individualized, comprehensive plan of care for Members

**Authorization Fundamental #2 - Use**
Even when you have completed the documents yourself, it’s useful to compare the Health and Safety Risk Indicators list to both the UCAT and ADvantage Nurse Assessment and Monitoring form. Be sure all identified areas of concern have been addressed on the service plan cost sheet and goals.

Using the new version of the Service Plan Goals form also ensures you address all major service planning areas.

**Authorization Fundamental #3 - Justify**
Be sure to justify the requests on the Member’s service plan. The documentation should address why the request is appropriate to meet the Member’s basic health and welfare needs. Questions to consider include:

- **Personal care increase**
  - What has changed in the Member’s situation to require the increase in hours?
  - Is the Member exceeding the authorization threshold? Hours may have been high for associated tasks already.
  - Remember a change of four hours or more requires an updated UCAT – submit a copy with the packet.

- **Equipment and supplies**
  - What is “it”? (Submit a picture or description if possible.)
  - Why is it essential to the Member?
  - Why will a less expensive option not work?
  - Is it necessary for the Member to be able to remain in the community? Explain your reasoning and rationale (versus “she needs it”).
  - How does it support the Member’s continued safe living in the home?
  - Is it essential for continued delivery of services in the home? Explain your reasoning and rationale.
  - Is it expected to increase the Member’s independence or functioning? If so, in what ways?

**Authorization Fundamental #4 - Communicate**
Communication is a critical piece of the case management role and responsibilities. The case manager should communicate with the Member and the Member’s supports, the IDT members, service (Continued on page 3)
Member Spotlight
Continued from page 1

Sadly, her roommate died that night. Williams says the next day, she accepted God into her life and prayed for help in overcoming her addictions. Williams left the nursing home and again returned home with the help of the ADvantage Program. Williams was so impressed with Eagle Christian Ministries, the ministry she had been invited to help with that day, that she decided to keep helping. At first, she answered phones. Then, she worked her way up in the organization, doing more important work in the office and working in the group homes. Eventually, she won the battle with her own addictions.

“The ADvantage Program helped me return to my own home. If I hadn’t gotten out of the nursing home, I would never have been able to fulfill my purpose. Now, I have a reason to get out of bed in the morning.”

Her employer saw that dedication and spirit, also. The ministry had the Eagle Recovery Center for Men and saw a great need for a women’s center as well. They opened the Eagle Recovery Center: A Sober-Living Home for Women, and Williams became its director.

The men’s facility has since closed, but the women’s program has expanded. Oklahoma consistently ranks first in the number of incarcerated women per capita. The Eagle Ridge program focuses on women who come to them from prisons, jails or short- or long-term treatment programs to empower them to successfully re-enter society and overcome addictions to alcohol and other drugs.

Williams, whose life was nearly destroyed, now dedicates that life and her strong spirituality to helping those who are still struggling.

So, it seems, a beautiful life is waiting to happen whether we are making plans or not.

Tips
Continued from page 2

providers, and AA. Give AA your recommendations and advocate if you feel an incorrect determination was made. You can always contact AA with questions or concerns prior to submitting a request.

Authorization Fundamental #5 - Check
Complete a last-minute review to help significantly reduce the amount of conditions that delay processing of a Member’s service plan. Things to check for include:

- **Required signatures**
  - Member or power of attorney-in-fact, legal guardian or Member’s mark and witness signatures
  - Case manager
  - Case manager supervisor

- **Required forms**
  - Service Plan Cost Sheet (form 02CB011E/ADv6e)
  - Service Plan Goals (form 02CB013E/ADv6a1)
  - UCAT (for reassessments only)
  - Nursing Assessment and Monitoring Tool (form ADv6)
  - Service Team Release of Information (form 02CB005E/ADv5)

- **Required dates**
  - Member signature date
  - Case manager signature date
  - Case manager supervisor date
  - UCAT assessor signature date
Team Spotlight: Karla Selman

A career as a public servant is a rewarding and challenging profession. Karla Selman is one of many public servants called to the profession who exceed all expectations. She is the program manager for ADvantage Administration’s Claims, Closures and Reactivations department. She has been with DHS for more than 15 years and has brought with her a considerable amount of experience. With AA, Selman directly supervises five employees and is responsible for the financial end of ADvantage. Her team assists provider agencies to resolve claim issues and ensure our Members continue to receive the services they need in order to stay in their homes. Selman’s dedication and focus to our Members and providers drives her daily.

Selman’s calling came at an early age. In high school, she volunteered as a teacher assistant for the special needs classroom. She found the job quite rewarding and after graduating from Stillwater High School, her journey began. Selman attended St. Gregory’s College (now St. Gregory’s University), where she received an associate degree in family and child development, and moved to the University of Central Oklahoma where she completed a bachelor’s degree in special education.

Selman wanted to help individuals with special needs directly, but she chose to pursue a career outside of the educational sector. She began working for DHS Developmental Disabilities Services in 1998 as a case manager in Creek County. At DDS, her main focus was to secure and coordinate needed services for individuals with disabilities in order to remain in their homes safely. She loved what she did and quickly advanced, taking on more challenging casework within her division. Selman realized the need for advocacy within this population and felt she had to do more.

In 2001, she began working for the DHS Office of Client Advocacy as an advocate for people with developmental disabilities. Her work involved advocating for Hisson Memorial Center Class Members, ensuring successful integration into the community. At OCA, she moved into a supervisory position in 2003 and, in 2007, she became a programs manager. She headed the Focused Advocacy unit. One of the main duties of her unit was to closely monitor the programs of those who had no informal supports in their lives. Her group worked with other community providers to find nonpaid advocates and guardians for those in need. She was also the financial mentor for the OCA. She and her staff completed complex financial audits for members served by OCA. She was also the guardianship coordinator and mortality review coordinator, and she oversaw the advocacy program at the Northern Oklahoma Resource Center of Enid.

After more than 11 years with the OCA, a program manager position became available at AA. Selman felt it would be a new, challenging experience with continued focus on providing Members with needed supports in order for them to stay in their homes. She joined the AA family in November 2012 and enjoys working with people who share her passion for humanity.

In her hours away from DHS, Selman enjoys time with her family. She is very family-centered and shares her life with her husband of 10 years, four beautiful children and their family dog.
INSIDE AA: Claims, Closures and Reactivations Unit

The CCR Unit provides a vital link between the provider and DHS. The ADvantage Program could not be the nursing-facility alternative for thousands of Oklahomans without the commitment of ADvantage providers. The CCR Unit is committed to working with providers to resolve issues as quickly as possible. Below is a breakdown of the CCR Unit.

Claims
Claims specialists are responsible for assisting providers in resolving issues with claims. Claims can be denied for multiple reasons. Claims specialists are trained to identify the reason a claim is denied. Providers submit claim issues by completing an Eligibility/Claims Resolution (form ADv21) and faxing it to the CCR Unit fax at 918-933-4981. At this time, the provider should also fax copies of any denied claims. The claims specialists will review the claim and work with DHS and the Oklahoma Health Care Authority to resolve the issue for the provider. Within one business day of receiving an ADv21, claims specialists will respond to the provider, making them aware that their ADv21 was received at AA. It is the goal of the claims specialist to resolve all claims issues, without eligibility issues, within 15 business days. Claims with eligibility issues should be resolved within 30 business days. Regardless of the issue, the provider should be faxed a status update on their claim issue every 15 business days until the claim issue is resolved.

Claims specialists are also responsible for notifying providers of prior authorization errors that are received from the OHCA daily. The claims specialist has the responsibility to follow up with the provider regarding the PA errors until they are successfully resolved. Providers are notified of PA errors through SmarterMail. All providers should now have a SmarterMail account. If not, please contact AA to get a SmarterMail account set up for your agency. PA errors can be caused for different reasons. The most common reasons are the provider billed for more units than were authorized, or the provider billed for dates of services after the date the service line ended. Most of these PA errors could be avoid if the case manager would ensure that all providers are notified of a service changing or ending prior to the date the service is set to change or end on the service plan addendum. PA errors could also be avoided if the case manager would notify all providers immediately when a member passes away or goes “nursing-facility permanent.”

Closures
A Member’s case can be closed for a variety of reasons. These include financial ineligibility (DHS determines), medical ineligibility (DHS determines), voluntary withdrawal (ADv2), permanent nursing-facility placement, unable to locate Member, noncompliance by Member, home or Member unsafe for provider, and death of the Member. It is the closure specialist’s goal to close cases within three business days of the closure notification to help avoid claim issues that can result from a case not being closed in a timely manner. It is very important that the case manager notify AA and all contract providers immediately when a Member’s eligibility for ADvantage service ends. This is especially important when a Member passes away or goes “long-term care” in a nursing facility. There is no funding to pay for ADvantage services after a Member’s death or permanent placement in a nursing facility. This is also the reason for many PA errors.

For all closures, other than those determined by DHS and the Member’s voluntary withdrawal, the case manager submits a Discharge Evaluation (form 02CB015E/ADv15) to AA. All discharge evaluations (Continued on page 6)
Inside AA
Continued from page 5

must be signed and dated by the case manager. Because it is vital AA be notified of a Member’s death or permanent placement in a nursing facility immediately, these forms may be faxed to the CCR unit fax at 918-933-4981. These forms must have the exact date of death or date the Member went “long-term care” in the nursing facility to be processed. Forms reporting closure for a permanent nursing facility placement must list the name of the nursing facility and the facility’s telephone number. In the case of the Member’s death, please include a death notice from the newspaper or Internet if possible, as this helps reduce our processing time for the closure.

In turn, when a Member returns home, the case manager sends a Provider Communication with the exact date the Member returned home (this is not necessarily the date service resume) to AA and all service providers to let them know to resume services. The AA does not close a Member’s case while they are in the hospital or in a skilled nursing placement. A Member can remain “skilled” for up to 100 days. If or when a Member’s status changes to “long-term care,” then the Member’s ADvantage case will be closed. It is the case manager’s responsibility to notify AA when a Member’s status changes to “long-term care.”

Reactivations

When a Member who previously had ADvantage services is approved to receive ADvantage services again, the opening of the Member’s case is called a reactivation. If a Member’s case has been closed less than 90 days and the Member has a current medical and financial eligibility determination, services are resumed using the previously approved service plan. If a Member’s case has been closed longer than 90 days, this is treated like a new case and application for services should be requested through the county office.

Suspending and Resuming services are different than case closures and reactivations. All suspends of services are reported to the CCR Unit by means of a Provider Communication (form 02CB009E/ADv9). A Member’s case can be suspended for hospitalization, “skilled” nursing facility placement, rehabilitation placement or vacation. The case manager completes the Provider Communication form and sends to AA and all ADvantage providers for the Member, so they are aware the Member is not at home and services should be suspended until the Member returns home.

Expanding Services: CD-Pass Service Update

When the Consumer Directed Personal Assistance Services and Supports service option was first added to the ADvantage Program, the service was limited to residents living in Tulsa, Creek, Rogers, Wagoner and parts of Osage counties. Over the past 12 months, CD-PASS has been expanded to Pittsburgh, all of Osage, Cleveland, Canadian and Oklahoma county residents. The recent Consumer Directed Agent training for ADvantage case managers, conducted in May 2013 by ADvantage staff on the OSU-Oklahoma City campus, was well-attended. Every case management agency serving Members in these counties will need at least one case manager and one case management supervisor who has received CDA training in order to provide case management services to individuals who request this service option.

(Continued on Page 7)
CD-Pass Update
Continued from page 6

New ADvantage Providers
New provider orientation was held in Tulsa on the OSU-Tulsa campus in June for all agencies interested in becoming new ADvantage providers. Thirty providers from across the state attended the informational session on the process to become an ADvantage provider. Twenty-two of those providers completed the contractual process and became new providers, effective July 1, 2013.
• Allcare Hospice Inc. (hospice)
• Assurance Health Care (case management and home care)
• Autumn Bridge Hospice (hospice)
• Benchmark Home Health (case management and home care)
• Bonny Crest Home Health Care (home care)
• Caring Home Health (case management and home care)
• Devine Care Home Health Inc. (home care)
• Dynasty Care Services (adult day care)
• Eton Home Health Inc. (case management and home care)
• Family Care Home Health (case management and home care)
• Gentle Shepard Home Health Care (home care)
• Heavenly Hospice (hospice)
• Hospice Of Green Country Inc. (hospice)
• Mercy Hospital OKC (case management, home care and hospice)
• Mercy Hospital Ardmore (case management and home care)
• Mercy Hospital El Reno (case management and home care)
• Rivercross Hospice (hospice)
• Roserock Healthcare (hospice)
• Shanadoa Home Health (home care)
• Sunbeam Family Services (case management)
• Sunshine Hospice (hospice)
• Victory Home Health (case management and home care)

Regional Provider Meetings
Regional trainings were conducted covering Quality Assurance and Service Plan Authorization during the first half of 2013. The focus of these meetings was to continue open dialogue with local providers as well as to provide training on common issues case managers face related to service plan authorization, clinical review processes and Member transfer processes. This training also included the DHS Aging Services Division’s Quality Assurance Audit team covering common deficiencies found during auditing the ADvantage case management and ADvantage home care agencies.

Based upon the success AA has had in conducting regional trainings, the Support and Quality Assurance Team is providing the next round of regional trainings during the second half of 2013. Topics will include AuthentiCare, claims, billing and training. Dates and locations will be distributed soon.
TULSA STAFFER WINS GOLD MEDALS AT SPECIAL OLYMPICS

by Debra Martin
DHS Office of Communications

Sarah Camden won three gold medals at the Special Olympics Oklahoma Summer Games in Stillwater. Her skills were evident as she collected three gold medals – one each for singles bocce, unified bocce and doubles bocce. In the unified category, special needs competitors have an equal opportunity to compete with able-bodied athletes. A record-setting 4,626 athletes participated in a variety of sports, including track and field, swimming, basketball, bocce, golf, powerlifting and volleyball.

Camden has competed in the Special Olympics for 10 years and has worked in Tulsa’s AA for five years. “I like working for DHS because I am a new case processor/administrative assistant,” Camden says. “I worked for LTCA (Long Term Care Authority) for 10 years doing the same job when they had the ADvantage Program.”

With her “can-do” spirit and great work ethic, Camden has earned respect and affection from her coworkers. “Sarah is dedicated, dependable and invaluable to the ADvantage Waiver Program,” says Lois Cordes, administrative assistant. “She demonstrates the passion she has for her job through the tedious work she completes each day. I am honored to call her my friend.”

Matt Bellendir, programs assistant administrator, says Camden is rightfully proud of her accomplishments. “After each of her events, I look forward to hearing how she has done. She is a great representation of what DHS is all about.”

Laurie Gilliland, social services specialist, agrees. “All of us are very proud of Sarah’s accomplishment. She is the best, in our eyes!”

It seems Camden’s colleagues and customers would give her another gold medal, if they could, for the service she provides to vulnerable Oklahomans. She has the heart of a champion, and that makes Camden very special indeed.

“She is the best, in our eyes.”
- Laurie Gilliland
38th Annual Oklahoma Conference on Aging

Following a theme based on the legendary Route 66, the 38th Annual Oklahoma Conference on Aging, “The Road to Aging Well: Enjoy Your Trip,” wound its way through three days of interesting speakers, workshops and networking May 21-23 at the Embassy Suites Hotel and Conference Center in Norman. Following a week of devastating storms and tornados throughout Oklahoma, attendance was lower than expected, but more than 1,000 seniors and professionals managed to travel from all corners of the state to attend the event.

The conference roared to a start with Senior Day, a free event for individuals age 60 and above, commencing with the keynote session by Producer Keith Ochwat of the Documentary Foundation, a Northern California-based nonprofit organization dedicated to documentary production, education and outreach. Conference participants enjoyed a viewing of “Age of Champions,” the award-winning documentary film produced by Ochwat and partner Christopher Rufo. “Age of Champions” follows five competitors through their preparation and competition at the National Senior Olympics. For more information on how you can share this film in your organization or community, go to www.ageofchampions.org.

Senior Day events were rounded out with a scrumptious continental breakfast, an extensive exhibitor’s hall and film festival, the Senior Wellness Expo, aging-related workshops and lunch, where

(Continued on page 10)
winners of the popular Statewide Senior Spelling Bee and senior poetry contests were announced. First place in the spelling bee went to Jane Phillips from Stigler, who spelled “insurrection” correctly after 14 rounds.

Top honors in the poetry contest women’s division went to Ruth Loeffler of Norman with her poem, “Autumn Light.” In the men’s division, Mike Cottrell of Choctaw was first with his poem, “When I Die.” The winning poems may be read on page 11.

Day two shifted into high gear for professionals, students and advocates in the field of aging with keynote speaker Katherine Freund, founder and president of ITNAmerica. Freund spoke on innovative solutions to transportation difficulties faced by older Americans and people with disabilities. For more information about the services provided by ITNAmerica, go to www.itnamerica.org.

Thursday, participants journeyed with Martha Roherty, executive director of the National Association of States United for Aging and Disabilities. NASUAD represents the nation’s 56 state and territorial agencies on aging and supports visionary state leadership, the advancement of state systems innovation and the articulation of national policies that support home- and community-based services for older adults and individuals with disabilities. NASUAD’s mission is “to

AAU Team Basket Donation to Aging Conference

The ADvantage Administration team made personal donations to create three themed baskets to be given away as door prizes at the 2013 Aging Services Conference on Aging.

Shirley Jackson won the “MIO” basket, filled with items made in Oklahoma, created by the Service Plan Authorization team. Joy Harbeson won a Route 66-themed basket, created by the Member and Provider Relations team. Martha Lewis won the “grilling out” basket, put together by the Support and Quality Assurance team.
design, improve and sustain state systems delivering home- and community-based services and supports for people who are older or have a disability, and their caregivers.”

Other awards presented May 23 included:

**Aging Network Partners of the Year:** Sequoyah-Adair-Cherokee Nutrition Project, Project H.E.A.R.T. and Kiamichi Area Nutrition Project

**Advocate of the Year:** Jim Killackey

**Business Partner of the Year:** Choctaw Nation of Oklahoma

**Lifetime Achievement in Aging Award:** Mike Lester

**Media Partners of the Year:** M. Scott Carter and Bob Sands

**Professional of the Year:** Bill Weaver

**Program of the Year:** Drive By Fruiting/Senior Home Bound Bag Program

**Volunteers of the Year:** Ellen Venniro and RSVP of Central Oklahoma Provide-A-Ride Transportation Program

---

**2013 SENIOR POETRY CONTEST WINNERS**

*“Autumn Light” by Ruth Loeffler, first place women’s division*

Oct 2013

October light
Glows through maples
Lighting scarlet leaves
Cordovan and plum
Staining the wind between

Luminous
Yellow stained-glass leaves
Rustle together
Silky
Sifting sun light
On to dried green patches

In autumn
A hungry fire
Consumes every color
Leaving trees
An alphabet of winter bones

*“When I Die” by Mike Cottrell, first place men’s division*

The toothbrush must be the first to go.
I won’t need it, never helped you know—
Toss it out after two weeks or so.

Give my caps to the sons and the grands,
And a pair of gloves without my hands—
No more sweat, red dirt, no weeds or sand.

The boots will be worn out (like my work pants);
Fill them with dirt and stick in some plants.
Water them well—home for bugs and ants.

Clothing—you could sell it by the pound.
Give it away with other things you’ve found,
And the guitar which seldom made a sound.

The music—folk, blues, hard rock to light—
Sell it, give it, or keep what is right,
I’ll be making music just out of sight.
INCOG Area Agency on Aging hosts Living Longer Living Stronger. This interactive workshop provides individuals with practical skills to manage chronic health problems such as diabetes, arthritis, high blood pressure, heart disease, chronic pain or lung disease. Participants receive the support they need from other participants and lay group leaders on practical ways to deal with pain and fatigue, better nutrition and exercise choices, new treatment options and better ways to talk with doctors and family members about health issues. Family members and caregivers of those with chronic health conditions are also encouraged to attend the workshop.

During a visit to one of the classes, one participant provided this unsolicited comment: “For the past several years, I have been depressed over my health issues. I was doing nothing day-to-day. This group helped me develop the understanding that I am not the only one with problems, and it has given me the courage to work on my problems and solve them. I feel like I can do almost anything that’s within my reach..... And it’s made a big difference not only to me, but to my friends and family. I’m ready to enjoy the rest of my life!”

LLLS is an evidence-based program developed by Stanford University. Locally, it has been sponsored by a variety of organizations including senior centers, libraries, faith-based organizations, community health clinics, the Equality Center and independent senior centers. Funding for these workshops was provided by the U.S. Administration for Community Living, Administration on Aging’s Empowering Older Adults and Adults with Disabilities through CDSME Programs, financed through the Prevention and Public Health Fund and administered locally by Oklahoma Department of Human Services Aging Services. By collaborating with these diverse organizations, IAAA is able to provide community-based solutions to help people with chronic diseases lead healthier lives. IAAA serves Tulsa, Creek and Osage counties. For information on workshops across the state, call the Senior Info-Line at 1-800-211-2116.

RFP Contract Update

Public Partnerships LLP for Fiscal Agent, and First Data for Interactive Voice Recognition Authorization, have both been in contract with ADvantage Administration, providing services since 2009. Both of these contracts are set to expire in the latter part of 2013. As part of the bidding process for new contracts for these services, AA has prepared a Request for Proposal for potential bidders to submit proposals to obtain these contracts for the upcoming years with AA. Following submission of these RFPs by AA to the Contracts and Purchasing Unit, they are then forwarded to the state Office of Management and Enterprise Services’ Division of Capital Assets Management (formerly Department of Central Services) for posting for a 30-day period. Based upon the responses received following the 30-day posting period, evaluations are conducted and a contract for each of these services is awarded to the bidder whose response is deemed best value. We look forward to continued success and great working relationships with each of these future contract providers. Should a change in provider occur, AA will work diligently to create a seamless transition. Providers being awarded each of these contracts will be posted in a future newsletter.
Member Choice

One of the many strengths of the ADvantage Program is the Member’s ability to choose. This is an extremely powerful right that some of our Members may not have in other areas of their lives. Our Members not only have a choice of which company provides their services (whether case management, home care, durable medical equipment, assisted living or others), but they also have the right to help decide what services are needed, appeal decisions, register complaints, refuse proposed assistance, and, ultimately, choose whether to receive ADvantage waiver services at all.

“Member direction” is an ADvantage Program philosophy and orientation to the delivery of home- and community-based services whereby informed Members make choices about the services they receive.

— Excerpt from the ADvantage Program Member Assurances

Our responsibilities as administrative workers and direct-care providers are to support this central component of the program by ensuring Members have the ability to make informed decisions about services and to support them in making these decisions. It is hard to make choices when you don’t know the options, so the case manager and home care nurse will often need to present these options to the Member so they can make an informed choice. This includes assisting Members in getting the needed information to make an informed choice, putting information in a culturally relevant format, helping them identify others who may help them make decisions if needed, encouraging them to take an active role in decisions and ensuring their choices are carried out. For example, this means providing a listing of all available agencies for a transfer and, in the case of home care, even providing information about which agencies have staffing available. Even if it means the Member will be unstaffed, we will respect that choice.

Ultimately, it is Members’ choices that drive our services and the service plans for Members. The dignity and respect that this fosters is invaluable, even though there are times when we do not agree with those choices and there are times when those choices place our Members at risk of loss or disruption of services. In those instances, we need to communicate and explain all available choices, even when those are very difficult. This can result in the need for some negotiation and documentation of the Members’ refusal of some services, but it can also result in the Members making tough decisions for themselves.

Bottom line: The efforts in supporting Member choice go well beyond choosing which agency to use for a service. This promotes individual empowerment and personal independence in our Members.

Forms Update

In an effort to meet security and Americans with Disabilities Act accessibility guidelines, DHS has changed the document standards for all DHS forms. As a result, the AA is in the process of converting all ADvantage forms to this new format. To meet these new standards, forms will not be available in Word format. However, the new PDF format will be more user-friendly and have greater functionality.

Some forms will have the ability to add additional lines as needed, such as the Service Plan Cost Sheet. Others will contain expanding boxes or spell check options. Additional forms may have other features that make the form easier to use.

One key feature we would like to point out is the ability to add and delete lines, which can be seen on the new Service Team Release (form 02CB005E). You may now add or delete lines by clicking on the green or red boxes found in the Service Team Members section.

Updates will be sent as new forms become available, and forms can be accessed at http://www.okdhs.org/programsandservices/aging/adw/docs/formdirectory.htm. This page contains a list of all forms along with their old ADv number and new DHS number. You can also access all DHS forms by clicking on “Library” at the top of any DHS page, then clicking “Forms.”