OLTL Service Coordination Glossary and Acronyms

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The following is a list of terms and acronyms that may be useful to you.

# Area Agency on Aging (AAA)

Pennsylvania’s 52 Area Agencies on Aging are a source of information for the issues and concerns affecting older people and their caregivers. Specific services at each agency vary throughout the state, but each agency offers a wide array of programs to help older Pennsylvanians and their families get the help and information they need.

# Abuse

An act or omission that willfully deprives a participant of rights or human dignity, or which may cause or causes actual physical injury or emotional harm to a participant including a critical incident and any of the following:

(1) Sexual harassment of a participant.

(2) Sexual contact between a staff member and a participant.

(3) Using restraints on a participant.

(4) Financial exploitation of a participant.

(5) Humiliating a participant.

(6) Withholding regularly scheduled meals from a participant.

# Act 150

Program for persons ages 18-59 with physical disabilities that are expected to last at least a year, and who are financially ineligible for Medical Assistance.

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act of 1990 prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation.

# ADA Complementary Paratransit Service

This program exists for eligible individuals who are functionally unable to use fixed route transportation because of their disability.

# Activities of Daily Living (ADL)

ADLs are daily activities such as:

* Dressing
* Bathing
* Eating
* Toileting
* Incontinence care
* Transferring (getting in and out of a bed or chair)
* Walking (ambulation or supervised walks)

# Agency Model

Agency Model is a delivery model for Waiver and/or program services in which a direct care provider agency is the employer of care workers.

# Agent or Attorney-in-Fact

A person authorized by a power of attorney to act on the principal’s behalf.

# Budget Authority Model

Budget Authority model is a delivery model for Waiver services in which the person receiving the services has control over both the care workers and how funds are spent. This is available in CHC.

# County Assistance Office (CAO)

The local Department of Human Services office in each county or district that is responsible for administering benefits.

# Community HealthChoices (CHC)

CHC is a program that uses managed care organizations to coordinate physical health care and long-term services and supports (LTSS) for older persons, persons with physical disabilities, and Pennsylvanians who are dually eligible for Medicare and Medicaid (dual eligible).

# Center for Independent Living (CIL)

The term “center for independent living” means a consumer controlled, community-based, cross disability, nonresidential private nonprofit agency that is designed and operated within a local community by individuals with disabilities and provides an array of independent living services.

# Care Management Instrument (CMI)

A needs assessment that documents a participant’s strengths, environment, and needs for Act 150 and OBRA.

# Centers for Medicare & Medicaid Services (CMS)

The federal agency responsible for administering HCBS waivers.

# Commonwealth of Pennsylvania Access to Social Services (COMPASS)

COMPASS is an online application for Pennsylvania residents to apply for many health and human service programs.

# Competent Person

Any person who is at least 18 years of age, a high school graduate or married who has not been deemed incompetent by a doctor or a court.

# Congregate Meals

Meals served free of charge (contributions may be requested) to eligible individuals at senior community centers and some senior housing centers and coordinated by local AAAs with the assistance of senior community centers and other organizations.

# Chronic Renal Disease Program (CRDP)

The Chronic Renal Disease Program provides life-saving care and treatment for adults with End-Stage Renal Disease, a condition in which the kidneys no longer function normally.

# Direct Care Worker (DCW)

An individual hired by a Home and Community-Based Services participant to provide waiver/program services under the Employer Authority or Budget Authority models of service.

# Delivery Model

A Delivery Model is how a waiver/program participant wishes to receive and manage services in the home and community. Models reflect the level of involvement that a participant chooses to have in receiving services.

# Durable Medical Equipment (DME)

Durable medical equipment is any medical equipment used in the home to aid in a better quality of living. It is a benefit included in most insurances including Medicare insurance. The item is defined by Title XIX for Medicaid as follows:

“The term 'durable medical equipment' includes iron lungs, oxygen tents, Nebulizers, CPAP, catheters, hospital beds, and wheelchairs . . . used in the patient's home, whether furnished on a rental basis or purchased, and includes blood-testing strips and blood glucose monitors for individuals with diabetes. With respect to a seat-lift chair, the term includes only the seat-lift mechanism and does not include the chair.”

# Pennsylvania Department of Health (DOH)

DOH is responsible for planning and coordinating health resources throughout the commonwealth. It licenses and regulates a variety of health facilities, such as hospitals, nursing homes, ambulatory surgical facilities, and other inpatient and outpatient facilities. In addition, DOH supports outreach, education, prevention, and treatment services across a variety of program areas. Grants and subsidies to community-based groups are used to provide essential services to the Commonwealth's citizens including programs for women and children, nutrition, immunization, diagnosis and treatment of certain blood and communicable diseases, cancer control and prevention, and the prevention and treatment of substance abuse.

# Direct Service Providers (DSP)/Service Providers

Organizations that have been enrolled by both the MA and OLTL programs who are authorized to provide services to waiver participants.

# Durable Power of Attorney

A durable power of attorney allows the attorney-in-fact to run the daily affairs of a person’s business and make other very important decisions on that person’s behalf. A durable power of attorney remains effective even after the person suffers a cognitive impairment.

# Durable Power of Attorney for Healthcare

A durable power of attorney for healthcare (also known as Healthcare Power of Attorney) grants the attorney-in-fact the right to make decisions regarding another person’s medical care in the event that the person is unable to do so.

# Enterprise Incident Management System (EIM)

Information system used to report critical incidents.

# Elder Abuse Unit

Created in August 2006, The Attorney General's Elder Abuse Unit investigates and prosecutes those who cheat, deceive, or abuse older Pennsylvanians. The Unit is comprised of prosecutors, agents, and support staff. A special section within the Unit educates the public about senior fraud and teaches them how to avoid being victimized.

# Employer Authority Model

Employer Authority model, also known as Participant-Directed model, is a delivery model for waiver/program services in which the person receiving the services is the employer of care workers.

# End State Renal Disease (ESRD)

When the kidneys stop working well enough for a person to live without dialysis or a transplant.

# Eligibility Verification System (EVS)

The EVS enables providers to determine a MA beneficiary’s eligibility.

# Electronic Visit Verification (EVV)

Electronic Visit Verification (EVV) is a technology solution which electronically verifies that home and community-based services are delivered to the individuals needing those services.

# Exploitation

An act of depriving, defrauding or otherwise obtaining the personal property of a participant in an unjust or cruel manner, against one's will, or without one's consent or knowledge for the benefit of self or others.

# Fiscal/Employer Agent (F/EA)

Performs payment-related employer responsibilities on behalf of participants who choose the Employer Authority or Budget Authority models of service delivery.

# Functional Eligibility Determination (FED)

The FED is a tool used to determine and redetermine whether an individual is NFCE or NFI under the FED process. The FED process is a multiple step process that begins with an assessment and concludes with translating the assessment scores into a determination of whether an individual is NFCE. (See the NFCE and NFI definitions in the glossary.)

# Fiscal Agent

A Fiscal Agent is an individual, used by a person receiving waiver services, which handles payments, insurance and other financial functions related to service delivery.

# Financial Management Services (FMS)

Payment-related tasks required by participants who choose the Employer Authority or Budget Authority models of service delivery. Vendor Fiscal/Employer Agents provide FMS services on behalf of participants or their Common Law Employer.

# Federal Poverty Level (FPL)

A poverty measure issued each year in the Federal Register by the Department of Health and Human Services. Benefit levels of many low-income assistance programs are based on poverty guidelines.

# Fraud

An act against an individual’s resources by deceit, trickery, misrepresentation, coercion, or threats.

# General Power of Attorney

A general power of attorney allows a person to designate an individual to conduct transactions on his or her behalf. As of January 1, 2010, in Pennsylvania, all financial powers of attorney are considered to be durable.

Note: General/Regular power of attorney ends when a person becomes incapacitated.

# Guardian

A person who is entrusted by law with the care of a minor or someone legally incapable of managing his or her own affairs.

# Guardianship

The position and responsibilities of a guardian.

# Home and Community-Based Services (HCBS)

Services covering a wide range of needs that are available to allow individuals to remain in their communities and homes.

# Home and Community Services Information System (HCSIS)

HCSIS is the Department of Human Services' computer system used to improve the management of HCBS programs and Medical Assistance waivers for people under age 60.

# Health Insurance Portability and Accountability Act (HIPPA)

HIPAA was enacted by the U.S. Congress in 1996. HIPAA requires all healthcare providers and payers nationwide to use a universal set of standards for paper and electronic billing and administrative transactions (e.g., healthcare claims, remittance advice, eligibility verification requests, referral authorizations and coordination of benefits) to safeguard against inappropriate access or distribution of protected health information (PHI) (e.g., a medical record number or diagnosis.)

# Home-Delivered Meal Programs

Coordinated by local AAAs with the assistance of senior community centers and other organizations, hot and cold meals are delivered to eligible individuals free of charge (contributions may be requested).

# Instrumental Activities of Daily Living (IADL)

IADLs are household and other tasks that you may do every day, such as:

* Housework
* Preparing and cleaning up after meals
* Taking medication
* Shopping for groceries or clothes
* Using the telephone or other communication devices
* Managing money
* Responding to emergency alerts such as fire alarms

# Intermediate Care Facility/Other Related Conditions (ICF/ORC)

Intermediate care is provided by a State-operated or private facility licensed by the Department of Human Services. Other related conditions (ORCs) are severe physical disabilities such as cerebral palsy, muscular dystrophy, epilepsy, or similar conditions that are diagnosed before age 22 and which result in three or more functional limitations of daily living.

# Independent Enrollment Broker (IEB)

The Independent Enrollment Broker for the state of Pennsylvania is a contracted entity that manages the processes to enroll participants in the Home and Community-Based Service waivers.

# Incompetence

When a person lacks sufficient capacity to make or communicate decisions concerning him or herself.

# Individual Service Plan (ISP)

Documents a waiver participant’s goals, needs, physical/behavioral health status, risks, back-up plans, preferences, non-waiver services, waiver services, and choices of providers and models of service.

# Living Independence for the Elderly (LIFE)

LIFE (nationally known as Programs of All-inclusive Care for the Elderly) combines medical, social, and long-term care services for frail elderly people, those who are eligible for both Medicare and Medicaid. In Pennsylvania, this is known as the LIFE program to differentiate it from the pharmaceutical assistance program.

# ListServ

DHS has created a number of email update services for our providers, partners, and other interested parties. These services enable the department to relay important information to subscribers in a fast, efficient manner. If you are interested in receiving information related to these available services, subscribe today.

# Learning Management System (LMS)

A technology platform that houses and allows users to access and manage online training.

# Long-term Care (LTC)

LTC refers to a comprehensive range of health, medical, personal, and social services. Long-term care is provided to people with chronic or prolonged illnesses, disabilities, or cognitive impairments. It is provided to compensate for individuals’ limitations in functioning independently.

# Long-term Care Insurance (LTCI)

LTCI is an insurance product that helps provide for the cost of long-term care beyond a predetermined period.

# Medical Assistance in Pennsylvania (MA)

MA, also known as (Medicaid), pays for healthcare services for eligible individuals.

# Medical Assistance Transportation Program (MATP)

MATP provides transportation to medical appointments for MA recipients who do not have transportation available to them. The individual’s county of residence will provide the type of transportation that is the least expensive while still meeting their needs.

# Medical Assistance Benefits for Workers with Disabilities (MAWD)

For people with disabilities, finding a job or returning to work can be a challenge. One of the biggest obstacles to working was health care coverage. Earning too much money meant risking losing health care benefits.

MAWD lets Pennsylvanians with disabilities take a fulfilling job, earn more money, and still keep their full medical coverage. With MAWD people can keep Medical Assistance while they work, even if their earnings increase above the limits for other Medical Assistance programs.

# Medicaid

United States health program that provides health coverage to more than 50 million children, families, pregnant women, the elderly, and people with disabilities.

# Medicaid Fraud and Abuse

Billing for services that are inconsistent with MA regulations, unnecessary, inappropriate to patients’ health needs or contrary to customary standards of practice.

This includes:

* Providers submitting claims for services they didn’t provide.
* Providers altering claims to get higher payments.
* Using another person’s Medicare/Medicaid card to obtain medical care.
* Signing a Direct Care Worker’s time sheet for hours of care not provided.
* Providers requiring services that are unnecessary to meet your needs.

# Medicare Part A (Hospital Insurance)

Medicare Part A (Hospital Insurance) helps pay for inpatient hospital stays but also helps cover skilled nursing care, home health care, and hospice care.

# Medicare Part B (Medical Insurance)

Medicare Part B (Medical Insurance) helps cover medically necessary services like doctor visits and outpatient care. Part B also covers some preventive services including screening tests and shots, diagnostic tests, some therapies, and durable medical equipment like wheelchairs and walkers.

# Medicare Part C (Medicare Advantage)

Medicare Part C (Medicare Advantage) is a way to get Medicare benefits that combine Parts A and B, and sometimes Part D (prescription drug coverage). Medicare Advantage Plans are managed by private insurance companies approved by Medicare.

# Medicare Part D (Prescription Drug Coverage)

Medicare Part D (Medicare prescription drug coverage) helps pay for outpatient prescription drugs and may help lower your prescription drug costs and help protect against higher costs in the future.

# Meals-on-Wheels (MOW)

A volunteer organization that delivers nutritious meals to individuals who are unable to shop or cook for themselves due to short- or long-term convalescence or disability.

# Medicare Savings Program (MSP)

Medicare beneficiaries who have limited income and resources may qualify to have their Part B premium paid by DHS.

# Neglect

The failure to provide an individual the reasonable care that he or she requires, including but not limited to food, clothing, shelter, medical care, personal hygiene, and protection from harm. Seclusion, which is the involuntary confinement of an individual alone in a room or an area from which the individual is physically prevented from having contact with others or leaving, is a form of neglect.

# Non-emergency Medical Transportation (NEMT)

NEMT is non-emergency medical transportation service includes transportation to and from a medical facility, physician's office, dentist's office, hospital, clinic, pharmacy, or purveyor of medical equipment for the purpose of receiving medical treatment or medical evaluation or purchasing prescription drugs or medical equipment. This transportation is not under emergency circumstances and is normally pre-scheduled.

# Nursing Facility Clinically Eligible (NFCE)

A person is determined to be NFCE by a Functional Eligibility Determination. NFCE means that the person, based on his or her medical diagnosis and demonstrated functional capabilities, is eligible for nursing home care. The designation is used by multiple programs in assessing people’s eligibility for long-term care services and support.

# Nursing Facility Ineligible (NFI)

A person is determined to be NFI by a Functional Eligibility Determination. NFI means that the person, based on his or her medical diagnosis and demonstrated functional capabilities, is not eligible for nursing home care. The designation is used by multiple programs in assessing people’s eligibility for long-term care services and support.

# Nursing Home Transition (NHT)

A program in Pennsylvania for older adults and people with disabilities who reside in nursing facilities. It offers residents the alternative to live in a home environment with the assistance of home and community-based services. Support is available to those who wish to return to their homes or to live independently in an apartment or house. Funding may be available for essential furnishings and other moving expenses.

# Older Americans Act (OAA)

The Older Americans Act provides federal funds to pay for home and community-based long-term care services for older adults, generally 60 and older, and their families. The focus of these programs is to help older adults remain in the community as independently as possible. Older Americans Act services are provided through state and local agency networks known as the Aging Network.

# Omnibus Budget Reconciliation Act (OBRA) Waiver

The OBRA waiver provides home and community-based services to persons with development disabilities aged 18 and over who require an Intermediate Care Facility for Persons with Other Related Conditions (ICF/ORC) level of care.

# Organized Health Care Delivery System (OHCDS)

An organization that provides specific HCBS services. OHCDSs must be enrolled as MA and OLTL providers. Unlike direct service providers, SCEs may provide OHCDS services without conflict. OHCDS providers may coordinate services including:

* Community transportation
* Durable Medical Equipment
* Home delivered meals
* Personal Emergency Response Units
* Non-medical transportation
* Accessibility adaptations

The OHCDS payment approach is used with OBRA.

# Office of Income Maintenance (OIM)

OIM is responsible for the oversight of:

* Temporary Assistance for Needy Families (TANF) cash assistance program
* Medical Assistance (MA)
* Supplemental Nutrition Assistance Program (SNAP)
* Home heating assistance (LIHEAP)
* Employment and training services
* Child support

All these programs are administered locally at the county assistance offices found across Pennsylvania.

# Office of Long-Term Living (OLTL)

Purpose is to assist individuals aged 60 and over and adults with physical disabilities to recognize and obtain needed and available long-term living services.

# Office of Medical Assistance Programs (OMAP)

OMAP administers Pennsylvania's Medicaid program, which is the joint state and federal Medical Assistance program that provides coverage for health care for eligible Pennsylvania residents. Medical Assistance provides coverage for health care services through a fee-for-service program, as well as through the managed care program that is administered by contracted Managed Care Organizations. The Office of Medical Assistance Programs is also responsible for enrolling providers, processing provider claims, establishing rates and fees, contracting, and monitoring of managed care organizations, and detecting and deterring provider and recipient fraud and abuse.

# Options Counseling

An interactive decision-support process whereby persons, family members, and/or significant others are supported in their deliberations to determine appropriate long-term care choices. Choices are reviewed in the context of each person’s needs, preferences, values, and individual circumstances. The Options Counseling approach is a decision-support process for the person and as such is person-centric.

# Pennsylvania Department of Human Services (DHS)

DHS' mission is to promote, improve and sustain the quality of family life; break the cycle of dependency; promote respect for employees; protect and serve Pennsylvania's most vulnerable citizens; and manage resources effectively.

# Pennsylvania Medicare Education and Decision Insight (PA MEDI)

Effective July 1, 2021, APPRISE is now Pennsylvania Medicare Education and Decision Insight (PA MEDI). PA MEDI offers free Medicare counseling to older Pennsylvanians. PA MEDI Counselors are specially trained to answer questions and provide objective, easy-to-understand information about Medicare, Medicare Supplemental Insurance, Medicaid, and Long-Term Care Insurance.

# Personal Assistance Services (PAS)

Services aimed at assisting the participants to complete activities of daily living (ADLs) and instrumental activities of daily living (IADLs) that would be performed independently if the participant had no disability.

# Pennsylvania Department of Aging (PDA)

PDA provides a wide array of services and programs intended to help older Pennsylvanians live and thrive in their homes and communities for as long as possible. Some of these services include:

* Home-delivered and congregate meals
* Caregiver support
* Health and wellness services
* Personal assistance
* Senior community centers
* Medicare enrollment counseling
* Transportation
* Job training
* Elder abuse prevention
* PACE prescription assistance

# Pennsylvania Caregiver Support Program

Pennsylvania Caregiver Support Program is a program that reinforces the care being given to persons over the age of 60 or adults with chronic dementia. This package of benefits begins with an assessment to determine what benefits best meet the caregiver’s needs and the needs of the person receiving care. Benefits can include counseling, education, and financial information. This program is administered through PDA.

# Personal Emergency Response System (PERS)

PERS is an electronic device which enables participants to secure help in an emergency. The individual may also wear a portable “help” button to allow for mobility. The system is connected to the person’s phone and programmed to signal a response center once a “help” button is activated. The response center is staffed by trained professionals, as specified. The PERS vendor must provide 24-hour staffing, by trained operators of the emergency response center, 365 days a year.

# Person with Disability Parking Placards/Plates

Special parking privileges are available for individuals with certain disabilities.

# Persons with Disabilities Half-Fare Program

Individuals with disabilities, presenting a Commonwealth of Pennsylvania Reduced Transit Fare Identification Card or a Medicare Card at the time of fare payment, ride for half-fare on fixed route transit service during non-peak periods.

# Power of Attorney (POA)

A written document where a principal designates an agent to transact powers and duties on the principal’s behalf if the principal becomes unable to act for himself or herself or under specific circumstances.

# Provider Reimbursement and Operations Management Information System (PROMISe)

DHS offers state of the art technology with PROMISe™, the claims processing and management information system.

# Service Authorization Form (SAF)

An OLTL standard form used to notify agencies that they are the service provider chosen by a waiver participant. The SAF also notifies direct service providers of authorization of OLTL waiver/program services for all new participants and service changes for existing participants.

# Service Coordinator (SC)

An individual who assists HCBS waiver participants in gaining access to needed waiver services, Medical Assistance state plan services, and other medical, social, housing, and educational services regardless of funding source.

# Service Coordination Entity (SCE)

An organization that provides Service Coordination services for HCBS services. SCEs are specialized providers and must be enrolled as MA and OLTL providers. Agencies assist HCBS waiver participants in gaining access to needed waiver services, Medical Assistance state plan services, and other medical, social, and educational services regardless of funding source.

# Senior Free Transit

Senior citizens aged 65 and older ride free on local fixed-route service whenever the local public transit system is operating.

# Senior Shared Ride

Shared-Ride/Demand Response service offers seniors door-to-door transportation services throughout Pennsylvania and subsidizes the cost of that service for senior citizens.

# Senior Farmer’s Market Nutrition Program (SFMNP)

SFMNP provides eligible Pennsylvania seniors with checks to purchase unprepared, locally grown fruits, vegetables, and herbs from farmer’s markets, roadside stands, and community-supported agriculture programs. This program operates during the harvest season.

# Shared Ride for Persons with Disabilities

In the Shared Ride for Persons with Disabilities Discount Program, persons with disabilities pay a portion (approximately 15%) of the general public fare for advance reservation, shared-ride transportation service.

# Supplemental Nutrition Assistance Program (SNAP)

SNAP is a federal program, funded through the United States Department of Agriculture (USDA) and administered at the local level by County Assistance Offices. SNAP helps qualifying individuals with the cost of food.

# State Long-Term Care Ombudsman

The State Long-Term Care Ombudsman is the chief advocate for consumers of long-term care within Pennsylvania and oversees the statewide Long-Term Care Ombudsman Program.

# Third Party Liability (TPL)

Refers to the legal obligation of third parties to pay all or part of the expenditures for the care of an individual eligible for Medical Assistance.

# Third Party Resource (TPR)

TPRs are used to pay for participant services and include:

* TRICARE/CHAMPUS
* Workers’ compensation
* For-profit and nonprofit health care coverage
* Insurance policies
* Other forms of insurances

# United Cerebral Palsy (UCP)

UCP educates, advocates, and provides support services to ensure a life without limits for people with a spectrum of disabilities. Its mission is to advance the independence, productivity, and full citizenship of people with disabilities through an affiliate network. UCP and its nearly 100 affiliates have a mission to advance the independence, productivity, and full citizenship of people with a spectrum of disabilities by providing services and support to more than 176,000 children and adults every day-one person at a time, one family at a time.

# Veteran Directed Home and Community Based Services (VD-HCBS)

VD-HCBS is a program that was developed in 2008 for eligible veterans of any age. The program provides veterans with a flexible budget to purchase services. Counseling and other supports for veterans are provided by the Aging Network in partnership with the Veterans Administration.

# Veteran Service Organizations (VSO)

VSO is a national organization that offers employment-related services for disabled veterans (and in many cases all veterans) in various localities. Examples include the American Legion, Veterans of Foreign Wars, Disabled American Veterans, AMVETS, Paralyzed Veterans Association, Blinded Veterans Association, Military Order of the Purple Heart, Vietnam Veterans of America, and Non-Commissioned Officers Association.