Service Coordination Resources
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Service Coordinator Training and Development Links

The Pa. Code 55 Chapter 52.27 requires Service Coordinators to complete continuing education in specific categories. Service Coordinators and their supervisors should review the regulations and develop plans to complete and document training activities.

Training and Development

Boston University Center for Aging and Disability Education and Research (BU)
Center for Medicare and Medicaid Services (CMS)
College of Direct Support (CDS)
Department of Human Services, Office of Long Term Living (DHS)
Health Care Quality Unit (HCQU)

Home and Community Services Information System Learning Management System (HCSIS LMS) – The updated HCSIS guidebook is located in HCSIS LMS website under “my curriculum.”

PCMI
Pennsylvania Homecare Association (PHA)
Pennsylvania Training and Technical Assistance Network (PATTAN)

Regulations for Service Coordinators and providers of long-term living home and community-based services are part of Pa. Code 55 Chapter 52.

OLTL Training Institute
This website is a primary source of training and resources for Service Coordinators. The Learning Management System (LMS) offers courses and tracking for Service Coordinators to manage their education. Be sure to update your account to include all possible new training courses and resources.

LTLTI Online Training Programs
Each online module is 45-60 minutes in length.
Module 1 & 2: Options in Care & Residence
Module 3: Home & Community Based Services
Module 4: Legal & Consumer Safety Issues
Module 5: Paying for Long Term Care
Module 6: Health & Wellness
Module 7A: Accessing Financial Support: Medical Costs
Module 7B: Accessing Financial Support: Housing Costs
Module 7C: Accessing Financial Support: Food Costs
Module 9: Employment, Volunteer and Recreation Opportunities
Module 10: Telephone Communication Skills
Module 11: Veterans Services Overview
Module 12: Intellectual and Developmental Disabilities Overview

Other LTLTI Training Programs
Housing 101 Series (3 Modules)
Services My Way
Human Diversity and Cultural Competence
Advocacy: Protective Services, Abuse Reporting, Criminal Background Checks
Nursing Home Transition
Older Adult Daily Living Center
Ombudsman
SAMS Basic Training
SAMS Over 60 and Under 60 Protective Services
## Service Coordinator Resources

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<th>Resource</th>
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<tr>
<td><strong>Aging and Disability Resource Centers (ADRCs)</strong></td>
<td>Pennsylvania’s federal ADRC program is called the PA Link to Aging and Disability Resources. The PA Link is a network of long-term service and support (LTSS) agencies and providers that work together to streamline consumer access to services and programs. The PA Link facilitates referrals, provides training and sponsors networking events for organizations in the LTSS network.</td>
<td>Providers can contact a regional representative. Consumers can contact a local PA Link partner or the statewide call center. Phone: 800-753-8827</td>
</tr>
<tr>
<td><strong>Area Agencies on Aging (AAAs)</strong></td>
<td>Pennsylvania’s 52 AAAs are a great source of information for the issues and concerns affecting older people and their caregivers. Specific services at each AAA vary, but each offer a wide array of programs to help older Pennsylvanians and their families get the help and information they need.</td>
<td><a href="#">Contact list of AAAs by county</a></td>
</tr>
<tr>
<td><strong>COMPASS SSD</strong></td>
<td>COMPASS Service and Support Directory is a search engine for participants, providers and Service Coordination Entities to find qualified providers</td>
<td>For additional consumer information, contact the Long Term Living Helpline. Phone: 866-286-3636</td>
</tr>
<tr>
<td><strong>County Assistance Offices (CAOs)</strong></td>
<td>Pennsylvania residents can seek assistance and a range of services for themselves and their families from professionally trained staff members at CAOs.</td>
<td><a href="#">Contact list of CAOs by county</a></td>
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<tr>
<td>DHS</td>
<td>The Department of Human Services consists of six executive level offices and seven different program offices.</td>
<td>DHS Contact Form</td>
</tr>
<tr>
<td><strong>Department of Military &amp; Veterans Affairs (DMVA)</strong></td>
<td>Pennsylvania's Department of Military and Veterans Affairs (DMVA) has a dual mission: to provide quality service to the Commonwealth’s veterans and their families, and to oversee and support the members of the Pennsylvania National Guard (PNG).</td>
<td>Contact list of DMVAs by county</td>
</tr>
<tr>
<td><strong>Electronic Provider Enrollment Automation Project (ePEAP)</strong></td>
<td>Electronic Provider Enrollment Automation Project (ePEAP) allows enrolled Providers to request changes to their Provider information electronically.</td>
<td>To request training, send an email to: <a href="mailto:promiseprovidertraining@hpe.com">promiseprovidertraining@hpe.com</a></td>
</tr>
<tr>
<td><strong>Enterprise Incident Management System (EIM)</strong></td>
<td>Web-based system that records, tracks and manages incidences that occur to participants in the under 60 waivers.</td>
<td>Email: <a href="mailto:RA-OLTL_EIMimplement@pa.gov">RA-OLTL_EIMimplement@pa.gov</a></td>
</tr>
<tr>
<td>Fraud and Abuse Resource</td>
<td>Website and telephone numbers used to report fraud or abuse</td>
<td>Bureau of Program Integrity To report abuse, call: 800-932-0582</td>
</tr>
<tr>
<td>Resource</td>
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| **Home and Community Services Information System Learning Management System (HCSIS LMS)** | The Home and Community Services Information System (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. | HCSIS Frequently Asked Questions  
HCSIS Help Desk  
Phone: 866-444-1264  
Fax: 717-540-0960  
Email: c-hhcsishd@state.pa.us |
| **HealthChoices** | HealthChoices allows PA to provide greater health care coverage in a streamlined manner to Pennsylvanians who are most in need. | For questions regarding Medicaid expansion, send an email to:  
RA-PWDHSMEDICAIDFAQ@pa.gov |
| **Long Term Living Training Institute (LTLTI) of PA** | LTLTI supports and retains qualified trained staff. This is accomplished by providing a variety of educational opportunities. | Phone: 717-541-4214  
Fax: 717-541-4217 |
| **Health Care/Medical Assistance (MA)** | Website that provides information on how to apply, what to do if an individual is not eligible, and types of care available. | For additional information, contact the Consumer Service Center for Health Care Coverage: 866-550-4355 |
| **Medicaid State Plan** | The plan is not available online and the files are too large to email. Text searchable PDF files are available on a CD Rom. | OMAP - Bureau of Policy, Analysis, and Planning  
PO Box 2675  
Harrisburg, PA 17120  
Attn: Regulations Coordinator |
<p>| <strong>OLTL Bureau of Participant Operations</strong> | Waiver program specialists in the Bureau will address questions pertaining to participants and their service plans | Phone: 717-787-8091 |</p>
<table>
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| OLTL Bureau of Quality & Provider Mgmt. Provider Operations              | Hotline open to providers with questions related to Long-Term care service provision and OLTL waivers, enrollment, billing, etc.                                                                      | Phone: 800-932-0939 (Mon – Thu, 9:00 am - Noon and 1:00 pm – 4:00 pm) Option 1: Enrollment  
Option 2: Participant Operations or remain on line for billing  
Fax: 717-772-0965  
Email: RA-ProviderOperation@pa.gov |
| OLTL Bureau of Quality & Provider Mgmt. Provider Assessment and Certification | The BQPM Provider Assessment & Certification Resource Account inbox can be sent emails from providers who have questions or issues related to OLTL provider enrollment. Please note that this mailbox cannot be used to submit provider enrollment applications. | Email: ra-hcbsenprov@state.pa.us                                                                                                                             |
| OLTL Participant Helpline                                               | Enrolled waiver participants can call with any concerns regarding their services.                                                                                                                         | Phone: 800-757-5042                                                                                                                                             |
| **PA Adult Day Services Association (PADSA)**                           | PADSA is an organization of providers and individuals interested in the promotion of quality Adult Day Services in Pennsylvania.                                                                             | Phone: 267-644-5635  
PADSA Contact Form                                                                                                           |
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<tr>
<td>PA Centers for Independent Living</td>
<td>Assists in removing barriers and expanding independent living options available to people with disabilities and the elderly.</td>
<td><a href="#">Contact List of CILs by region</a></td>
</tr>
<tr>
<td>PA Independent Enrollment Broker</td>
<td>Provides enrollment services for applicants with physical disabilities who are 18-59 years of age applying for Attendant Care, COMMCARE, Independence, OBRA, and the 0192 (AIDS) Waivers and the Act 150 Attendant Care Program. Area Agencies on Aging (AAA) provide eligibility/enrollment services for applicants over age 60.</td>
<td>Helpline: 877-550-4227 TTY: 877-824-9346 Fax: (717) 540-6201 Central office in Harrisburg: 6385 Flank Drive, Suite 400 Harrisburg, PA 17112-4603</td>
</tr>
<tr>
<td>Pennsylvania Community Providers’ Association (PCPA)</td>
<td>A forum for exchange of information/experience. Represents providers on legislative and administrative matters and serves as a point of contact with other related statewide organizations.</td>
<td>Phone: 717-364-3280 Fax: 717-364-3287 Email: <a href="mailto:info@paproviders.org">info@paproviders.org</a> <a href="#">RCPA Contact Form</a></td>
</tr>
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| **Pennsylvania Homecare Association (PHA)**         | The Pennsylvania Homecare Association is a state trade association representing more than 700 organizations that provide care and support to individuals in their own homes. PHA helps its members tackle every day challenges. With a member-centered focus, the association champions efforts that range from advocating on behalf of patients and consumers, interpreting and developing regulations and legislation to exploring needs and business strategies. | Phone: 800-382-1211 or 717-975-9448  
Fax: 717-975-9456  
PHA Contact Form |
| **PROMISe™ Resources**                              | DHS has a number of PROMISe™ handbooks and billing guides for all provider types. In addition, OLTL maintains a PROMISe™ Help Desk for providers. | [PROMISe™ Provider Handbooks and Billing Guides](#) |
| **Provider Assistance Center (PAC)**                | Provides information on direct deposit (electronic funds transfer) /HP | Phone: 800-248-2152  |
| **Waiver Descriptions**                             | List and description of waivers                                             | For additional information, contact the Long-Term Living Helpline:  
800-753-8827 |
**Support Service Waivers**

An overview of eligibility and services that may be included is available for each waiver on the DHS website. There is also a link to view the current approved waiver.
Support Services Waivers

Support Services Waiver -- or simply waiver -- is a shortened term for the Medicaid Home and Community Based Waiver Program. This program provides funding for supports and services to help you to live in your home and community. Waivers offer an array of services and benefits such as choice of qualified providers, due process and health and safety assurances.

The name waiver comes from the fact that the federal government “waives” Medicaid Assistance/Medicaid rules for institutional care in order for Pennsylvania to use the same funds to provide supports and services for people closer to home in their own communities.

In Pennsylvania, the Department of Human Services administers 10 Medical Assistance/Medicaid waivers and the Living Independence for the Elderly Program. On May 22, 2008, the Governor announced the newest waiver, which addresses the needs of adults living with autism. Learn more about the Autism Waiver.

Each waiver has its own unique set of eligibility requirements and services.

Aging Waiver - Provides long-term care services to qualified older Pennsylvanians living in their homes and communities.
Attendant Care Act 160 - Information for mentally-alert Pennsylvanians with physical disabilities.
COMMUNITY Waiver - Home and community-based program developed for individuals who experience a medically determinable diagnosis of traumatic brain injury.
Consolidated Waiver for Individuals with Intellectual Disabilities - Provides services to eligible persons with intellectual disabilities so that they can remain in the community.
Independence Waiver - Provides services to persons with physical disabilities to allow them to live in the community and remain as independent as possible.
Infant, Toddlers, and Families Waiver - Provides services to children from birth to age three in need of Early Intervention services who would otherwise require the level of care provided in an Intermediate Care Facility (ICF).
LIFE (Living Independence for the Elderly) - Managed care program for frail, elderly recipients who have been determined to need “nursing facility level of care” but wish to remain in their home and community as long as possible.
OBRA Waiver - Provides services to persons with severe developmental physical disabilities, such as cerebral palsy, epilepsy or similar conditions.
Person/Family Directed Support Waiver - Provides services to eligible persons with intellectual disabilities so that they can remain in the community.

Aging Waiver

Home and Community-Based Services Waiver for Individuals Aged 60 and Older

Aging Home and Community-Based Waiver Services may be available to Pennsylvanians over the age of 60 to enable them to continue to live in their homes and communities with support and services.

To be eligible for the Aging Waiver, you must:

- Be a resident of Pennsylvania
- Be a U.S. citizen or qualified non-citizen

Learn More

In order to qualify for Aging Waiver services, you must meet eligibility requirements. This includes a level of care assessment and a determination of financial eligibility. For more information, contact your local Area Agency on Aging.

- Area Agency on Aging
- View the Current Aging Waiver (an accessible version of this document is available upon request)

Contact

For Information: Office of Long-Term Living Bureau of Participant Operations (717) 767-8091
Toll free 1-800-763-8027

Enrollment: Area Agency on Aging
**Bulletins and Directives**

OLTL and the Office of Medical Assistance Programs (OMAP) issue bulletins and directives that apply to Service Coordinators of HCBS. These documents contain operating procedures, clarifications, and explanations of existing regulations.

**LISTSERV**
Publication Search
**Bulletin Search**

The Bulletin Search can be used the search for information you may need, such as the Accessibility Adaptations Bulletin and the Billing Instructions Bulletin.
BULLETIN SEARCH

Use the search features below to view Bulletins that have been issued by the various Program Offices within the Department of Human Services.

NOTE: The Bulletins are in Adobe PDF format. You must have a copy of Adobe Acrobat Reader installed on your system to view them. You can obtain a copy of Adobe Acrobat Reader from the Adobe Website. The length of time to download a bulletin depends on its size. Large Bulletins may take several minutes to download or view.

**Search Option A:** If you know the Bulletin number, use this search feature by entering the bulletin number (use dashes).

- Bulletin Number:

**Search Option B:** If you do not know the Bulletin number, use the additional search features below to search using the Program Office, regulation code, provider type, year issued and/or keywords from the bulletin's subject/title. You can search with either one or a combination of these search fields. If you wish to view a list of all bulletins issued by a particular Program Office, simply select the Program Office from the drop down list, and click on the search button below.

- Program Office:
- Regulation Code:
- Search by regulation code
Service Plan Bulletin

BULLETIN SEARCH

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-OR-

Search Option B: If you do not know the Bulletin number, use the additional search features below to search using the Program Office, regulation code, provider type, year issued and/or keywords from the bulletin's subject title. You can search with either one or a combination of these search fields. If you wish to view a list of all bulletins issued by a particular Program Office, simply select the Program Office from the drop down list, and click on the search button below.

Office:
Office of Long Term Living

Regulation Code:
Search by regulation code

Provider Type:
Search by provider type

Year of Issue:
Search by issue year

Subject Search Text:
Service Plan

Content Search Text:

Search
# BULLETIN RESULTS

**Program Office Acronyms**
- OA - Office of Administration
- ODE - Office of Developmental Programs
- OCS - Office of Client Services
- OCDF - Office of Children, Youth, and Families
- OMHSAS - Office of Mental Health and Substance Abuse Services
- OLS - Office of Social Programs

**Note:** All Program Office Bulletins are not yet posted. Program Offices are currently in the process of adding bulletins to the website.

<table>
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<tr>
<th>Bulletin Number(s)</th>
<th>Program(s)</th>
<th>Subject/Title</th>
<th>Issue Date</th>
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<tr>
<td>06-13-02, 51-13-02, 54-13-02, 56-13-02</td>
<td>OLTL</td>
<td>Billing Instructions - Home and Community Based Waiver Provider's billing of Procedure Codes Based on Authorized Service plans through PROMIS</td>
<td>02/07/2013</td>
<td>01/06/2013</td>
</tr>
<tr>
<td>06-12-01, 51-12-01, 54-12-01, 56-12-01, 58-12-01</td>
<td>OLTL</td>
<td>Billing Instructions - Home and Community Based Waiver Provider's Billing of Procedure Codes Based on Authorized Service Plans through PROMIS</td>
<td>06/05/2012</td>
<td>06/01/2012</td>
</tr>
<tr>
<td>06-12-02, 51-12-02, 54-12-02, 56-12-02, 58-12-02</td>
<td>OLTL</td>
<td>Individual Service Plan Development, Review and Implementation Procedures for OLTL Home and Community-Based (HCB) Services</td>
<td>10/20/2010</td>
<td>10/26/2010</td>
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</table>

* Indicates that the bulletin has become obsolete. **Note:** The details and text of the bulletin document are still available for viewing.

[Return to query page]
### Waiver Participant Informational Materials

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<th>Appeal and Fair Hearings</th>
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<tr>
<td>Vietnamese</td>
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