

Section 4:

Medicaid Eligible Services

The following information is a brief breakdown of eligible services from the Iowa Department of Human Resources Website for Home and Community Based Services (HCBS). For a full breakdown of services for each waiver, visit the Iowa DHS websites listed below:

All Waivers:

<https://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/waivers>

AIDS/HIV:

<https://dhs.iowa.gov/sites/default/files/Comm527.pdf?121320212221>

Brain Injury:

<https://dhs.iowa.gov/sites/default/files/Comm510.pdf?121420211422>

Children's Mental Health:

<https://dhs.iowa.gov/sites/default/files/Comm512.pdf?121420211517>

Elderly:

<https://dhs.iowa.gov/sites/default/files/Comm513.pdf?121420211644>

Habilitation:

<https://dhs.iowa.gov/sites/default/files/Comm531.pdf?121420211630>

Health & Disability:

<https://dhs.iowa.gov/sites/default/files/Comm529.pdf?121420211643>

Intellectual Disability:

<https://dhs.iowa.gov/sites/default/files/Comm511.pdf?121420211357>

Physical Disability:

<https://dhs.iowa.gov/sites/default/files/Comm528.pdf?121420211430>

Medicaid Home and Community Based Services (HCBS) Comparison Chart:

https://dhs.iowa.gov/sites/default/files/MHDS_Medicaid_HCBS_Program_Comparison_Chart.pdf?111120211447

Adult Day Care

Eligible Waivers: AIDS/HIV, Brain Injury, Elderly, Health & Disability, and Intellectual Disability

Adult day care services provide an organized program of supportive care in a group environment to persons who need a degree of supervision and assistance on a regular or intermittent basis in a day care center.

Adult day care may be provided in an adult day care program in the community that is certified to provide waiver services.

Assistive Devices

Eligible Waivers: Elderly

Assistive devices are practical equipment products to assist members with activities of daily living and instrumental activities of daily living, which allow the member more independence. These assistive devices may include, but are not limited to:

- Long reach brush
- Extra-long shoehorn
- Non-slip grippers to pick up and reach items
- Dressing aids
- Shampoo rinse tray
- Inflatable shampoo tray
- Double handled cup
- Sipper lid

Assistive devices can be provided in:

- Member's home

Cost:

- The cost of any one assistive device cannot exceed \$115.62 per unit.

Assisted Living Service

Eligible Waivers: Elderly

Assisted living service includes unanticipated and unscheduled personal care and supportive services that are furnished to waiver participants who reside in a homelike, non-institutional setting. Assisted living service includes 24-hour on-site response capability to meet unpredictable member needs as well as member safety and security through incidental supervision. Assisted living service is not reimbursable if performed at the same time as any service included in a CDAC agreement.

Assisted living services may be provided in:

- Assisted living center

Behavioral Programing

Eligible Waivers: Brain Injury

Individually designed strategies to increase the member's appropriate behaviors and decrease any maladaptive behaviors that interfere with the member's ability to remain in the community. This may include, but is not limited to, the following:

- Clinical redirection
- Token economies
- Reinforcement
- Extinction
- Modeling
- Overlearning

Behavioral programing services may be provided in:

- Member's Home
- Community
- Cannot be provided in provider's home

Career Exploration Services

Eligible Waivers: Brain Injury, Habilitation, and Intellectual Disability

Career exploration activities are designed to develop an individual career plan and facilitate the members experientially based, informed choice

regarding the goal of individual employment. Career exploration may be provided in small groups of no more than four members to participate in career exploration activities that include:

- Business tours
- Attending industry education events
- Benefit information
- Financial literacy classes
- Attending career fairs

Career exploration may be authorized for up to 34 hours, to be completed over 90 days in the member's local community or nearby communities and may include, but is not limited to, the following activities:

- Meeting with the member and the member's family, guardian, or legal representative to introduce them to supported employment and explore the member's employment goals and experiences.
- Business tours,
- Informational interviews
- Job shadows
- Benefits education and financial literacy
- Assistive technology assessment
- Job exploration events

Prevocational career exploration services shall take place in community-based nonresidential settings.

Case Management

Eligible Waivers: AIDS/HIV, Brain Injury, Children's Mental Health, Elderly, Habilitation, Health & Disability, Intellectual Disability, Physical Disability

The goal of case management is to enhance the member's ability to exercise choices, make decisions, and take risks that are typical of life, and fully participate in the community.

Case management activities include the following:

- A comprehensive diagnosis and evaluation
- Assistance in obtaining appropriate services and living arrangements

- Coordination of service delivery
- Ongoing monitoring of the appropriateness of services and living arrangements
- Crisis assistance to facilitate referral to the appropriate providers

Case Management can be provided in:

- Member's home
- Community

Chore Services

Eligible Waivers: Elderly

Chore services are limited to the following services:

- Window and door maintenance, such as hanging screen windows and doors, replacing windowpanes, and washing windows
- Minor repairs to walls, floors, stairs, railings, and handles
- Heavy cleaning which includes cleaning attics or basements to remove fire hazards, moving heavy furniture, extensive wall washing, floor care, painting, and trash removal
- Lawn mowing and removal of snow and ice from sidewalks and driveways

The following services are not included:

- Leaf raking
- Bush and tree trimming
- Trash burning
- Stick and tree removal

Chore services can be provided in:

- In and on the outside of the home and on the member's property

Consumer-Directed Attendant Care (CDAC)

Eligible Waivers: AIDS/HIV, Brain Injury, Elderly, Health & Disability, Intellectual Disability, Physical Disability

Assistance to the member with self-care tasks that the member would typically do independently if the member was otherwise able. An individual

or agency, depending on the member's needs may provide the service. The member, parent, guardian, or attorney-in-fact under a durable power of attorney for health care shall be responsible for selecting the individual or agency that will provide the components of the CDAC services to be provided.

Skilled services may include, but are not limited to:

- Tube feedings
- Intravenous therapy
- Parenteral injections
- Catheterizations
- Respiratory care
- Care of decubiti and other ulcerated areas
- Rehabilitation services
- Colostomy care
- Care of medical conditions out of control
- Postsurgical nursing care
- Monitoring medications
- Preparing and monitoring response to therapeutic diets
- Recording and reporting of changes in vital signs

Non-skilled services may include, but are not limited to:

- Dressing
- Hygiene
- Grooming
- Bathing supports
- Wheelchair transfer
- Ambulation and mobility
- Toileting assistance
- Meal preparation

- Cooking
- Eating and feeding
- Housekeeping
- Medications ordinarily self-administered
- Minor wound care
- Employment support
- Cognitive assistance
- Fostering communication
- Transportation

CDAC may be provided in:

- Member's home
- Community
- Cannot be provided in a provider's home.

Counseling Services

Eligible Waivers: AIDS/HIV and Health & Disability

Counseling services are face-to-face mental health services provided to the member and caregiver by a mental health professional as defined in 441 Iowa Administrative Rule 24.1(225C) to facilitate home management of the member and prevent institutionalization. Counseling services are nonpsychiatric services necessary for:

- The management of depression
- Assistance with the grief process
- Alleviation of psychosocial isolation and support in coping with a disability or illness include terminal illness

Counseling services may be provided both for the purpose of training the member's family or other caregiver to provide care and for the purpose of helping the member and those caring for the member to adjust to the member's disability or terminal condition. Counseling services may be provided to the member's caregiver only when included in the case plan for the member.

Counseling may be provided in:

- Community mental health center
- Other location used by a provider that meets accreditation under the Mental Health and Disabilities Commission

Day Habilitation

Eligible Waivers: Habilitation and Intellectual Disability

Day habilitation services are services that assist or support the member in developing or maintaining life skills and community integration. Services must enable or enhance the member's:

- Intellectual functioning
- Physical and emotional health and development
- Language and communication development
- Cognitive functioning
- Socialization and community integration
- Functional skill development
- Behavior management
- Responsibility and self-direction
- Daily living activities
- Self-advocacy skills
- Mobility

Family training option. Day habilitation services may include training families in treatment and support methodologies or in the care and use of equipment. Family training may be provided in the member's home.

Day Habilitation services may be provided in:

- Integrated community-based setting
- Cannot be provided in the member's home

Environmental Modifications and Adaptive Devices

Eligible Waivers: Children's Mental Health

Environmental modifications and adaptive devices are items installed or used within the child's home that address specific documented mental health, health, or safety concerns. This service shall be provided under the recommendation and direction of the mental health professionals that are included on the child's interdisciplinary team. Items may include, but are not limited to:

- Smoke alarms
- Window or door alarms
- Pager supports
- Motion sensors

Services not included:

- Items ordinarily covered by Medicaid
- Items funded by educational or vocational rehabilitation programs
- Items provided by voluntary means
- Repair and maintenance of items purchased through the waiver
- Fencing

Environmental modifications and adaptive devices may be provided in:

- In or on member's home

Family and Community Supports Services

Eligible Waivers: Children's Mental Health

This service shall be provided under the recommendation and direction of the mental health professionals that are included in the child's interdisciplinary team. This service shall support the child and family by helping them with the development and implementation of strategies and interventions that will result in the reduction of stress and depression and will increase the child's and family's social and emotional strength.

Depending on the needs of the child and family members (individually or collectively), family and community support services may be provided to the child, to the child's family members, or to the child and family members as a family unit. This service shall incorporate recommended support interventions and activities that may include the following:

- Developing and maintaining a crisis support network for the member and for the member's family.

- Modeling and coaching effective coping strategies for the member's family members.
- Building resilience to the stigma of serious emotional disturbance for the member and the family.
- Reducing the stigma of serious emotional disturbance by the development of relationships with peers and community members.
- Modeling and coaching the strategies and interventions identified in the member's crisis intervention plan as defined in 441 Iowa Administrative Code 24.1(225C) for life situations with the member's family and in the community.
- Developing medication management skills.
- Developing personal hygiene and grooming skills that contributes to the member's positive self-image.
- Developing positive socialization and citizenship skills.

Transportation and therapeutic resources: Family and community support services may include an amount not to exceed the upper limit per 441 Iowa Administrative Code 79.1(15)“b”(8) per member per year for transportation within the community and purchase of therapeutic resources. Therapeutic resources may include books, training materials, and visual or audio media.

- The interdisciplinary team must have identified the transportation or therapeutic resource as a support need and included it in the service plan.
- The annual amount available for transportation and therapeutic resources must be listed in the member's service plan.
- The member's parent or legal guardian shall submit a signed statement that the transportation or therapeutic resource cannot be provided by the member or the member's family or legal guardian.
- The member's Medicaid case manager or integrated health home shall maintain a signed statement that potential community resources are unavailable and shall list the community resources contacted to fund the transportation or therapeutic resource.
- The transportation or therapeutic resource must not be otherwise eligible for Medicaid reimbursement.

The following items are not included:

- Vocational and prevocational services
- Supported employment services

- Room and board
- Academic services
- General supervision
- Childcare
- Parenting
- Case management

Family and community support services may be provided in:

- Child's home
- Community

Family Counseling and Training

Eligible Waivers: Brain Injury

Face-to-face mental health services that help the member, the member's family members or friends with:

- Crisis coping strategies
- Stress reduction
- Management of depression
- Alleviation of psychosocial isolation
- Support in coping with the effects of brain injury

Family counseling and training may be provided in:

- Member's home
- Community
- Community mental health center or other location used by a mental health provider that meets Mental Health and Disabilities Commission accreditation.
- Cannot in the provider's home

Home and Vehicle Modification

Eligible Waivers: Brain Injury, Elderly, Health & Disability, Intellectual Disability, and Physical Disability

Physical modifications to the home and vehicle to assist with the health, safety, and welfare needs of the member and to increase or maintain

independence. Competitive bids are essential to determine the cost effectiveness of the requested item. All modification requests are reviewed individually, and a determination is made regarding the appropriateness of the modification request.

Home and Vehicle Modification must be in the member's home or vehicle. Only the following modifications are included:

- Kitchen counters, sink space, and cabinets
- Special adaptations to refrigerators, stoves, and ovens
- Bathtubs, bath chairs and toilets to accommodate transfer, special handles and hoses for shower heads, water faucet controls, and accessible showers and sink areas
- Grab bars and handrails
- Turnaround space adaptations
- Ramps, lifts, and door, hall, and window widening
- Fire safety alarm equipment specific for disability
- Voice activated, sound activated, light activated, motion activated, and electronic devices directly related to the member's disability
- Vehicle lifts, driver specific adaptations, remote start systems, including such modifications already installed in a vehicle
- Keyless entry systems
- Automatic opening device for home or vehicle door
- Special door and window locks
- Specialized doorknobs and handles
- Plexiglas replacement for glass windows
- Modification of existing stairs to widen, lower, raise or enclose open stairs
- Motion detectors
- Low pile carpeting or slip resistant flooring
- Telecommunications device for people who are deaf
- Exterior hard surface pathway
- New door opening

- Pocket doors
- Installation or relocation of controls, outlets, and switches
- Air conditioning and air filtering if medically necessary
- Heightening of existing garage door opening to accommodate modified van

Cost (May change over time, speak with your case manager for specific rates):

- Brain Injury - The member is eligible for up to \$6,366.64 per year
- Elderly - The maximum lifetime benefit is \$1,061.11
- Health & Disability - The member is eligible for up to \$6,366.64 per year
- Intellectual Disability - The maximum lifetime benefit is \$5,305.53
- Physical Disability - The member is eligible for up to \$6,366.64 per year

Home-Based Habilitation (HBH)

Eligible Waivers: Habilitation

HBH provides 1 to 24 hours of support per day based on the individual's needs.

This service is designed to assist the member with daily living needs.

Assistance may include, but is not limited to:

- Adaptive skill development
- Assistance with activities of daily living
- Community inclusion
- Transportation (except to and from a day program)
- Adult educational supports
- Social and leisure skill development
- Personal care
- Protective oversight
- Supervision

This does not include transportation to and from a day program, room and

board costs, academics, medical services, vocational services, daycare and babysitting, parenting, or case management

Home-based habilitation may be provided in:

- Family home
- Guardian home
- Typical community settings (i.e., houses, apartments, condominiums, townhouses, trailers, etc.).
- Cannot be provided in the provider's home

Home Delivered Meals

Eligible Waivers: AIDS/HIV, Elderly, and Health & Disability

Home-delivered meals are prepared outside of the member's home and delivered to the member. Each meal must ensure that the member receives a minimum of one-third of the daily recommended dietary allowance as established by the Food and Nutrition Research Council of the National Academy of Sciences. Each meal may also be a liquid supplement, which meets the minimum one-third standard.

Home delivered meals are delivered to the member's home

Home Health Aide Services (HHA)

Eligible Waivers: AIDS/HIV, Elderly, Health & Disability, and Intellectual Disability

Unskilled medical services that provide direct personal care. This service may include:

- Assistance with oral medications
- Eating
- Bathing
- Dressing
- Personal hygiene
- Accompanying member to medical services
- Transporting member to and from school or medical appointments
- Other necessary activities of daily living that is intended to prevent or postpone institutionalization

Home Health Aide may be provided in:

- Member's home except when transporting to or from school
- Cannot be provided in the provider's home

Homemaker

Eligible Waivers: AIDS/HIV, Elderly, and Health & Disability

Homemaker services are those services provided when the member lives alone or when the person who usually performs these functions for the member needs assistance.

Home maker service is limited to the following components:

- Essential shopping
- Limited house cleaning
 - Vacuuming
 - Dusting
 - Scrubbing floors
 - Defrosting refrigerators
 - Cleaning stoves
 - Cleaning medical equipment
 - Washing and mending clothes
 - Washing personal items used by the member
 - Washing dishes
 - Meal preparation

Homemaker services will be provided in:

- Member's home and community
- Cannot be provided in the provider's home

In Home Family Therapy

Eligible Waivers: Children's Mental Health

In-home family therapy services are skilled therapeutic services provided to the child and family. Services will increase the child and family's ability to cope with the effects of the child's serious emotional disturbances on

the family relationships. The goal of in-home family therapy is to maintain a cohesive family unit. The service must support the family in developing coping strategies that will enable the child to continue living within the family environment.

Does not include In-home family therapy is exclusive of, and cannot serve as, a substitute for individual therapy, family therapy, or other mental health therapy that may be obtained through other funding sources.

In home family therapy may be provided in:

- Child's Home

Interim Medical Monitoring and Treatment (IMMT)

Eligible Waivers: Brain Injury, Health & Disability, and Intellectual Disability

Monitoring and treatment of a medical nature requiring specially trained caregivers beyond what is normally available in a day care setting for persons aged 20 and under. Interim medical monitoring and treatment (IMMT) services shall provide experiences for each member's social, emotional, intellectual, and physical development. The service will include developmental care and any special services for a member with special needs; and will include medical assessment, medical monitoring, and medical intervention as needed on a regular or emergency basis.

The service allows the member's usual caregivers to be employed. IMMT may also be used after the death of a usual caregiver. IMMT services may include supervision for the child during transportation to and from school when not available through school or other sources. IMMT services may also be provided for a limited period when the usual caregiver is involved in the following circumstances:

- Attendance at academic or vocational training
- Employment search
- Hospitalization
- Treatment for physical or mental illness

IMMT can be provided in:

- Member's home
- Registered group childcare home
- Registered family childcare home

- Licensed childcare center
- During transportation to and from school

Providers of this service must:

- Be at least 18 years of age
- Not be the spouse of the member or parent or stepparent of a member aged 17 or under
- Not be the usual caregiver
- Be qualified by training or experience as determined by the usual caregiver, and
- Be a licensed medical professional on the member's interdisciplinary team to provide medical intervention or intervention in a medical emergency

Mental Health Outreach

Eligible Waiver: Elderly

Services provided in a member's home to identify, evaluate, and provide treatment and psychosocial support. The services can be provided only based on a referral from case management.

Mental health outreach may be provided in:

- Member's home
- Cannot be provided in the provider's home

Nursing Services/Nursing Care

Eligible Waivers: AIDS/HIV, Elderly, Health & Disability, and Intellectual Disability

Nursing care services are services provided by a licensed nurse. The services are ordered by and included in the plan of treatment established by the physician. The services shall be reasonable and necessary to the treatment of an illness or injury and include:

- Observation
- Evaluation
- Teaching
- Training

- Supervision
- Therapeutic exercise
- Bowel and bladder care
- Administration of medication
- Intravenous, hypodermoclysis, and enteral feedings
- Skin care
- Preparation of clinical and progress notes
- Coordination of services
- Informing the physician and other personnel of changes in the member's condition and needs

Nursing can be provided in:

- Member's home
- Cannot be provided in the provider's home

Nutritional Counseling

Eligible Waivers: Elderly and Health & Disability

Nutritional counseling for a severe nutritional problem or condition, which is beyond standard medical management.

Nutritional Counseling can be provided in:

- The member's home
- Cannot be provided in the provider's home

Personal Emergency Response Systems (PERS) or Portable Locator System

Eligible Waivers: Brain Injury, Elderly, Health & Disability, Intellectual Disability, and Physical Disability

An electronic device connected to a 24-hour staffed system which allows the member to access assistance in the event of an emergency.

A portable locator system is an electronic device that transmits a signal to a monitoring device. The system allows a member to access assistance in the event of an emergency and allows law enforcement or the monitoring

system provider to locate a member who is unable to request help or to activate a system independently. The member must be unable to access assistance in an emergency due to the member's age or disability.

The PERS or portable locator is connected to the member's home phone and includes a portable emergency button carried by the member.

Prevocational Services

Eligible Waivers: Brain Injury, Habilitation, and Intellectual Disability

Prevocational services are provided to persons who are expected to be able to join the general workforce with the assistance of supported employment. Prevocational services are intended to develop and teach general employability skills relevant to successful participation in individual employment. These skills include, but are not limited to:

- Following directions
- Communicate effectively with others
- Understanding of workplace conduct and dress
- Attending to tasks
- Task completion
- Problem-solving
- Safety and mobility training
- Ability to navigate local transportation options
- Financial literacy skills
- Skills related to obtaining employment

Prevocational Services may be provided in:

- Community-based nonresidential settings

Respite

Eligible Waivers: AIDS/HIV, Brain Injury, Children's Mental Health, Elderly, Health & Disability, and Intellectual Disability

Respite care services are services provided to the member that gives temporary relief to the usual caregiver and provides all the necessary care that the usual caregiver would provide during that time-period. The purpose of respite care is to enable the member to remain in the member's current living situation.

- **Specialized Respite** – means respite provided on a staff-to-member ratio of one-to-one or higher for individuals with specialized medical needs requiring monitoring or supervision provided by a licensed registered nurse or licensed practical nurse.
- **Group Respite** – means respite provided on a staff-to-member ratio of less than one-to-one.
- **Basic Individual Respite** – means respite provided on a staff-to-member ratio of one-to-one or higher for individuals without specialized medical needs that would require care by a licensed registered nurse or licensed practical nurse

Respite may be provided in:

- Member's home
- Another family's home
- Camps
- Organized community programs (YMCA, recreation centers, senior citizen centers, etc.)
- ICF/ID
- RCF/ID
- Hospital
- Nursing facility
- Skilled nursing facility
- Assisted living program
- Adult day care center
- Foster group care
- Foster family home
- DHS licensed daycare

Senior Companion

Eligible Waivers: Elderly

A companion who provides non-medical care supervision, oversight, and respite. Senior companions may assist with such tasks as meal preparation, laundry, shopping, and light housekeeping tasks.

Senior companion may be provided in:

- Member's home
- Cannot be provided in provider's home

Specialized Medical Equipment

Eligible Waivers: Brain Injury and Physical Disability

Specialized medical equipment is medically necessary equipment as determined by a medical professional (i.e., physical therapist, occupational therapist, nurse, licensed psychologist, speech therapist). It is designed for the personal use by the member and provides for the safety and health of the individual. Specialized medical equipment is not normally funded by Medicaid, the educational system or vocational rehabilitation programs and is not provided by voluntary means. This includes, but is not limited to the following:

- Electronic aids and organizers
- Medicine-dispensing devices
- Communication devices
- Bath aids
- Non-covered environmental control units

This service can include the repair and maintenance costs of the specialized medical equipment purchased.

Cost:

- The annual maximum is \$6,366.64

Summer Day Habilitation

Eligible Waivers: Intellectual Disability

Summer Day Habilitation services are services that assist or support the member in developing or maintaining life skills and community integration. Services must enable or enhance the member's:

- Intellectual functioning
- Physical and emotional health and development
- Language and communication development
- Cognitive functioning

- Socialization and community integration
- Functional skill development
- Behavior management
- Responsibility and self-direction
- Daily living activities
- Self-advocacy skills
- Mobility

Summer Day Habilitation members must be 16 years old to receive Summer Day Habilitation services through the waiver. To be eligible for Summer Day Habilitation, the member must be returning to a school or transition program in the fall (Guidelines may vary by provider).

Family training option. Summer habilitation services may include training families in treatment and support methodologies or in the care and use of equipment. Family training may be provided in the member's home.

Summer Day Habilitation services may be provided in:

- Integrated community-based setting
- Cannot be provided in the member's home

Supported Community Living (SCL)

Eligible Waivers: Brain Injury and Intellectual Disability

SCL provides up to 24 hours of support per day based on the member's needs.

This service is designed to assist the member with daily living needs.

Assistance may include, but is not limited to:

- Personal and home skills
- Community skills
- Personal needs
- Transportation
- Treatment services

The following items are not included:

- Room and board costs
- Academics

- Medical services
- Vocational services
- Daycare
- Case management
- Babysitting
- Parenting

For members who are age 20 or under and who require more than 208 units of SCL per month, the comprehensive service plan must be developed taking into consideration the services that will be provided through the Care for Kids program. The case manager must document justification of the member's need in the service file for children requiring more than 208 units of SCL. The duration of services shall be based on age appropriateness and individual attention span.

Supported community living services may be provided in:

- Member's home
- Guardian's home or integrated community settings. All living arrangements must be integrated into the community.

Supported Community Living – Residential Based

Eligible Waivers: Intellectual Disability

Residential-based supported community living provides 24-hour daily support to children aged 17 and under living outside of their family home. Services must also address the ordinary daily living needs of the child, excluding room and board, such as needs for safety and security, social functioning, and other medical care.

A separate slot must be requested under this category before members can be determined eligible for the HCBS residential-based supported community living under the ID waiver.

Allowable service components include the following:

- Daily living skills development
- Social skills development
- Family support development
- Counseling and behavior intervention services

Members must reside outside the family home in a licensed residential-based supported community living environment. The residential-based living service provider monitors the home and may assist the member and their family in locating furniture and necessary household items.

Supported Employment

Eligible Waivers: Brain Injury, Habilitation, and Intellectual Disability

Individualized services provide supports to participants who, because of their disabilities, need intensive ongoing support to obtain and maintain an individual job:

- In competitive or customized employment or self-employment
- In an integrated work setting in the general workforce
- At or above the state's minimum wage or at or above the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals without disabilities

The outcome of this service is sustained paid employment at or above the minimum wage in an integrated setting in the general workforce in a job that meets personal and career goals. Supported employment services can be provided through many different service models.

The three components of this service are:

- Individual supported employment. These are services provided to obtain competitive employment. Any of the following activities may be included:
 - Benefits education
 - Career exploration
 - Employment assessment
 - Assistive technology assessment
 - Trial work experience
 - Person-centered employment planning
 - Development of visual and traditional resumes
 - Job-seeking skills training and support
 - Outreach to prospective employers on behalf of the member
 - Customized Discovery (CD) Employment

- Job analysis
- Identifying and arranging transportation
- Career advancement services
- Reemployment services (if necessary)
- Financial literacy and asset development
- Other employment support services deemed necessary
- Systematic instruction and support during initial on-the-job training including initial on-the-job training to stabilization
- Engagement of natural supports during initial period of employment
- Assistive technology solutions during initial period of employment
- Transportation of the member during service hours
- Initial on-the-job training to stabilization
- Long term job coaching. These are services provided to maintain competitive employment. Any of the following activities may be included:
 - Job analysis
 - Job training and systematic instruction
 - Training and support for use of assistive technology and adaptive aids
 - Engagement of natural supports
 - Transportation coordination
 - Job retention training and support
 - Benefits education and ongoing support
 - Supports for career advancement
 - Financial literacy and asset development
 - Employer consultation and support
 - Negotiation with employer on behalf of the member (e.g., accommodations, employment conditions, access to natural supports, and wage and benefits)

- Other workplace support services may include services not specifically related to job skill training that enable the waiver member to be successful in integrating into the job setting
- Transportation of the member during service hours
- Career exploration services leading to increased hours or career advancement
 - Tier 1: 1 contact per month
 - Tier 2: 2–8 hours per month
 - Tier 3: 9–16 hours per month
 - Tier 4: 17–25 hours per month
 - Tier 5: 26 or more hours per month
- Small group employment. A team of no more than eight individuals with disabilities in a teamwork setting receiving supports to maintain employment.
 - Employment assessment
 - Person-centered employment planning
 - Job placement (limited to service necessary to facilitate hire into individual employment, paid at minimum wage or higher, for a member in small group supported employment who receives an otherwise unsolicited offer of a job from a business where the member has been working in a mobile crew or enclave)
 - Job analysis
 - On-the-job training and systematic instruction
 - Job coaching
 - Transportation planning and training
 - Benefits education
 - Career exploration services leading to career advancement outcomes
 - Other workplace support services may include services not specifically related to job skill training that enable the waiver member to be successful in integrating into the individual or community setting
 - Transportation of the member during service hours
 - Tier 1: Groups of 2 to 4

- Tier 2: Groups of 5 or 6
- Tier 3: Groups of 7 or 8

Supported employment services may be provided in:

- Job placements shall be made in integrated settings with the majority of co-workers being persons without disabilities
- Cannot be provided in the provider's home or office

Transportation

Eligible Waivers: Brain Injury, Elderly, Intellectual Disability and Physical Disability

Transportation services for members to:

- Conduct business errands
- Complete essential shopping
- Receive medical services not reimbursed through non-emergent medical transportation
- Reduce social isolation

Transportation may be provided in:

- In the community as identified in the comprehensive service plan