
 Department of Human Services	Provider and Chapter	Page
	Foster Group Care Services Chapter A. Introduction	1
		Date
		July 1, 2009

Table of Contents

	<u>Page</u>
Program Overview	1
Glossary of Terms	2
Initial Contact with the Department.....	7
Organization of the Handbook.....	9
Verification of Receipt of Handbook, Form 470-3057.....	10

 Department of Human Services	Provider and Chapter Foster Group Care Services Chapter A. Introduction	Page 1
		Date July 1, 2009

Program Overview

In 1993, Iowa implemented the rehabilitative treatment and supportive services (RTSS) program that was funded primarily through Medicaid as well as Titles IV-E and IV-B of the Social Security Act, the Social Services Block Grant, and state-appropriated funds.

In 2006, the Iowa Department of Human Services engaged in a major redesign of child welfare, which included the de-linking of child welfare services from the rehabilitative treatment components, also known as medical behavioral-health services. This has been a major undertaking and has taken several years to engineer and implement.

New and revised administrative rules in 441 Iowa Administrative Code Chapters 152, 172, 156, and 202 have been adopted that affect service descriptions, provider requirements, units of service, and related standards and procedures for each of the redesigned components.

The Department shifted away from Medicaid funding for the medical-behavioral health components of family-centered, family preservation, family foster care, and foster group care services for Iowa children. Portions of the RTSS program and contract transitioned into newly structured components at various times, with the final transition ending in March of 2008.

The rehabilitative treatment services transitioned into the Medicaid remedial services program (RSP) for children in Iowa. Remedial services continue to be funded through Medicaid under the Department's division known as the Iowa Medicaid Enterprise (IME).

Child welfare services that focus on safety, permanency, and well-being are provided through other contractual agreements, such as recruitment, retention, and support of resource families; family safety, risk, and permanency services (FSRP); purchase of social service contracts (POSS) for shelter care and supervised apartment living; and for foster group care under the new foster group care services (FGCS) contract.

Interim contracting arrangements have been made for the continued provision of foster group care services. This provider handbook focuses on the foster group care services program and contract.

New service components under the recently adopted rules for foster group care services contracts (441 IAC Chapter 152) and program are considered part of the child welfare services offered by the Department. These services are funded with state child welfare dollars, and a combination of federal Title IV-B, Title IV-E, and Social Services Block Grant funding.



Services purchased under an FGCS contract are not eligible for federal participation under the Medicaid program. A provider that serves a child in foster group care who is eligible and in need of remedial services, in addition to the child welfare services and maintenance provided under the FGCS contract, must contact IME for information about how to become or access a Medicaid remedial services provider.

The foster group care rules and FGCS contract also establish standards for negotiation of rates and payment mechanisms associated with foster group care services, group care requirements, service authorization, billing and payment, contract monitoring and reviews, and sanctions.

Glossary of Terms

“Affiliates” means persons having an overt or covert relationship such that any one of them directly or indirectly controls or has the power to control another.

“Authorized representative,” within the context of rule 441 IAC 152.9(234), means that person appointed to carry out billing review procedures, including an assigned reviewer, fiscal consultant, or agent contracted for a specific billing review or audit procedure.

“Bureau of Purchased Services” means a bureau of the Department’s Division of Fiscal Management, which is responsible for administering the purchase of service system.

“Child” means a person under 18 years of age or a person 18 or 19 years of age who meets the criteria in Iowa Code section 234.1.

“Child welfare service” means age-appropriate activities to maintain a child’s connection to the child’s family and community, to promote reunification or other permanent placement, and to facilitate a child’s transition to adulthood.

“Claim” means each record the Department receives that tells the amount of requested payment and the service rendered by a provider to a child and family.

“Client” means a child who has been found to be eligible for foster group care services through the Iowa Department of Human Services.



“Community residential facility” means a facility that provides care for children who are considered unable to live in a family situation due to social, emotional or physical disabilities but are capable of interacting in a community environment with a minimum amount of supervision. The facility provides 24-hour care including room and board.

Community resources are used for education, recreation, medical, social, and rehabilitation services. The facility is responsible for planning the daily activities of the children, discipline, guidance, peer relationships, and recreational programs.

“Comprehensive residential facility” means a facility that provides care and treatment for children who are unable to live in a family situation due to social, emotional, or physical disabilities, and who require varying degrees of supervision as indicated in the individual treatment plan. Care includes room and board.

Services include the internal capacity for individual, family, and group treatment. These services and others provided to the child shall be under the administrative control of the facility. Community resources may be used for medical, recreational, and educational needs.

Comprehensive residential facilities have higher staff-to client ratios than community residential facilities and may use control rooms, locked cottages, mechanical restraints, and chemical restraints when these controls meet licensing requirements.

“Confidence level” means the probability that an overpayment or underpayment rate determined from a random sample of charges is less than or equal to the rate that exists in the universe from which the sample was drawn.


“Contract” means a formal written agreement between the Iowa Department of Human Services and a provider of foster group care services.

“Contract monitor” means a Department employee who is assigned to assist in developing, monitoring, and evaluating a contract, and to provide related technical assistance.

“Contractor” means any natural person, company, firm, association, or other legal entity that has entered into a contract with the Iowa Department of Human Services.

“Department” means the Iowa Department of Human Services.

“Extrapolation” means that the total dollars of overpayment or underpayment will be estimated by using sample data meeting the confidence level requirement.

 Department of Human Services	Provider and Chapter	Page
	Foster Group Care Services Chapter A. Introduction	4
		Date
		July 1, 2009

“Family,” for purposes of child welfare service delivery, shall include the following:

- ◆ The natural or adoptive parents, stepparents, and children who reside in the same household.
- ◆ A child who lives with an adult related to the child within the fourth degree of consanguinity and the adult relatives within the fourth degree of consanguinity in the child’s household who are responsible for the child’s supervision. Relatives within the fourth degree of consanguinity include: full or half siblings, aunts, uncles, nieces, nephews, great-aunts, great-uncles, great-nieces, great-nephews, grandparents, great-grandparents, great-great-grandparents, and first cousins.
- ◆ A child who lives alone or who resides with a person or persons not legally responsible for the child’s support.

“Fiscal record” means a tangible and legible history that documents the criteria established for financial and statistical records as set forth in subrule 152.2(7).

“Foster care” means substitute care furnished on a 24-hour-a-day basis to an eligible child in a licensed or approved facility by a person or agency other than the child’s parent or guardian, but does not include care provided in a family home through an informal arrangement for a period of 20 days or less. Child foster care shall include but is not limited to the provision of food, lodging, training, education, supervision, and health care.

“Grant” means an award of funds to develop specific programs or achieve specific outcomes.

“Host area” means:

- ◆ The Department service area where a provider’s corporate office is located, or
- ◆ The service area designated by the chief of the Bureau of Purchased Services when the provider’s corporate office is out of state.

“Juvenile court officer” means a person appointed as a juvenile court officer or chief juvenile court officer under Iowa Code chapter 602.

“Group care maintenance” means food, clothing, shelter, school supplies, personal incidentals, daily care, general parenting, discipline, and supervision of children to ensure their well-being and safety, and administration of maintenance items provided in a group care facility.



“Level of care” means a type of foster group care services that is differentiated by the ratio of staff to children. There are three levels of foster group care services:

- ◆ Community-level group care (service code D1), which requires a minimum staff-to-client ratio of 1 to 8 during prime programming time.
- ◆ Comprehensive-level group care (service code D2), which requires a minimum staff-to-client ratio of 1 to 5 during prime programming time.
- ◆ Enhanced comprehensive-level group care (service code D3), which requires a minimum staff-to-client ratio during prime programming time as follows:
 - 1 staff person for facilities serving up to 4 children.
 - 2 staff persons for facilities serving 5 to 7 children.
 - 3 staff persons for facilities serving 8 to 10 children.
 - 4 staff persons for facilities serving 11 to 13 children.
 - 5 staff persons for facilities serving 14 to 16 children.
 - 6 staff persons for facilities serving 17 to 19 children.
 - 1 staff person for every 3 children for facilities serving 20 or more children.

“Nonprime programming time” means any period of the day other than prime programming time and sleeping time.

“Overpayment” means any payment or portion of a payment made to a provider that is incorrect according to the laws and rules applicable to foster group care services and results in a payment greater than that to which the provider is entitled.

“Prime programming time” means any period of the day when special attention, supervision, or treatment is necessary (for example, upon the awakening of the clients in the morning until their departure for school, during meals, after school, during transition between activities, evenings and bedtime, and on non-school days such as weekends, holidays, and school vacations).

“Probation” means a specified period of conditional participation in the provision of foster group care services.

“Provider” means any natural person, company, firm, association, or other legal entity that is seeking a contract or is under contract with the Department pursuant to this chapter.

“Random sample” means a systematic (or every “nth” unit) sample for which each item in the universe has an equal probability of being selected.



“Referral worker” means the Department worker or juvenile court officer who refers the case to a provider and who is responsible for carrying out the follow-up activities of determining client eligibility and ensuring that service authorization is completed.

“Service area manager” means the Department employee or designee responsible for managing Department offices within a Department service area and for implementing policies and procedures of the Department.

“Service authorization” means the process of determining service necessity and the level of care and number of units of service to be provided to a child.

“Service record” means an individual, tangible, and legible file that records the service-related activities set forth in subrule 152.2(6).

“Site” means a location from which services are delivered or where staff report or records are kept. In the foster group care program, each separately licensed location is a site.

“Sleeping time” means any period of the day during which clients are normally sleeping.


“Suspension of payments” means the withholding of all payments due a provider until the resolution of the matter in dispute between the provider and the Department is resolved.

“Underpayment” means any payment or portion of a payment not made to a provider for services delivered to eligible recipients according to the laws and rules applicable to the foster group care services program and to which the provider is entitled.

“Unit of service” means one day for the purposes of this program and contract.

“Universe” means all items (claims) submitted by a specific provider for payment during a specific period, from which a random sample will be drawn.

“Withholding of payments” means a reduction or adjustment of the amounts paid to a provider on pending and subsequently submitted claims for purposes of offsetting overpayments previously made to the provider.

 Department of Human Services	Provider and Chapter	Page
	Foster Group Care Services Chapter A. Introduction	7
		Date
		July 1, 2009

Initial Contact with the Department

Legal reference: 441 IAC 152.4(234) Initiation of Contract Proposal

All potential FGCS providers have a right to request a contract. Any potential provider may contact the Department to inquire about the foster group care services program and contract.

Your initial contact should be directly with the Bureau of Purchased Services in the Department's central office in Des Moines. The Bureau of Purchased Services will inquire if your agency has made contact with the service area manager regarding your desire to establish a foster group care facility and program.

The service area managers are located in Sioux City, Waterloo, Dubuque, Ames, Des Moines, Council Bluffs, Cedar Rapids, and Davenport. Staff in the Department's service areas have the day-to-day contact with clients and families and the knowledge of providers who have a contract with the Department. The service area staff make the decisions to authorize and purchase services for a specific client.

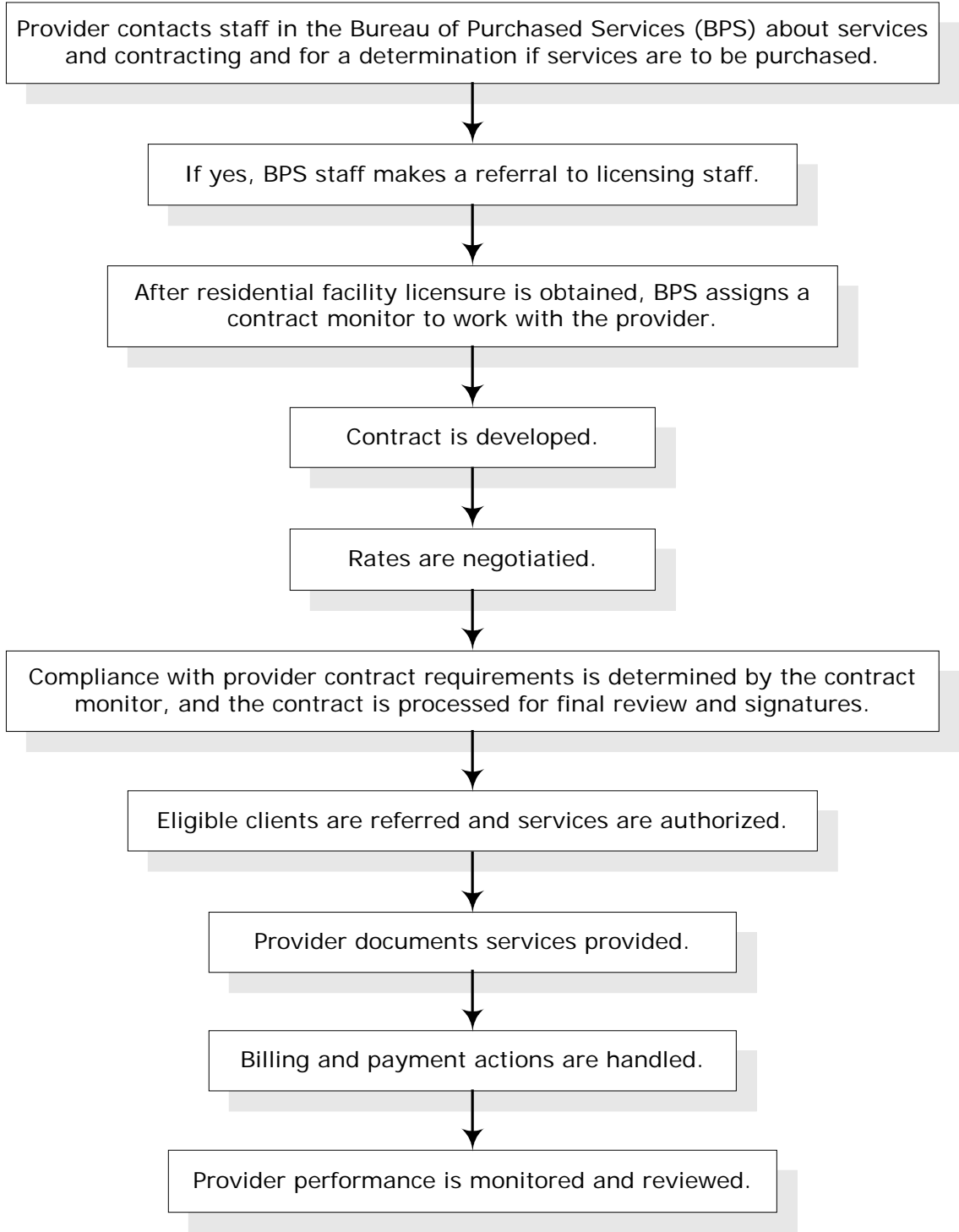
While it is not required that a potential provider receive prior approval from the service area manager to establish a contract and provide services, it is recommended that you make this contact. Your agency can learn if there is a need for a program in the area, and if your agency would likely receive referrals for foster group care services.


It is ultimately your agency's decision whether to proceed or not with the steps involved with establishing a contract. If you decide to move forward, the Bureau of Purchased Services will first make a referral to the Department of Inspections and Appeals (DIA) licensing staff.

It may take up to several months to obtain the residential facility license. When the license has been approved, contact the Bureau of Purchased Services for assignment of a contract monitor. The contract monitors are part of the Bureau of Purchased Services staff, but are located in various DHS offices across the state.

Your assigned contract monitor will contact you and will assist your agency staff in the development and processing of the contract. The contract monitor assures compliance with provider requirements. This includes documentation that the conditions of participation and other terms and conditions of the contract are met. The contract monitor will provide information regarding requirements, appropriate forms, and other details.

The processes involved in contracting are outlined on the following flow chart.



 Department of Human Services	Provider and Chapter	Page
	Foster Group Care Services Chapter A. Introduction	9
		Date
		July 1, 2009

Organization of the Handbook

The ***Foster Group Care Services Provider Handbook*** is intended for use by all providers of foster group care services. The purpose of this handbook is to provide you information for successful participation in the foster group care services (FGCS) program.

The handbook is incorporated into your FGCS contract by reference. It sets forth the requirements and restrictions of the foster group care services program as established in 441 Iowa Administrative Code (IAC) Chapters 152 and 156 and related licensing chapters, 441 IAC 114 and 115.


We have attempted to make the administrative rules, the FGCS contract, and this ***Provider Handbook*** consistent. However, should there be a conflict, it must be resolved by reference first to the administrative rules, second to the FGCS contract, and lastly to this ***Provider Handbook***.

We urge you and your staff to familiarize yourself with the contents of this handbook and to refer to it when questions arise.

The handbook chapters are organized to correspond to major phases in the contracting process:

- ◆ [A. Introduction](#)
- ◆ [B. Contract](#)
- ◆ [C. Establishment of Rates](#)
- ◆ [D. Foster Group Care Requirements](#)
- ◆ [E. Service Authorization and Documentations](#)
- ◆ [F. Audits, Sanctions, and Appeals](#)

The forms used in each part of the process are included in the respective chapter, along with instructions for their completion. Forms are found within the related chapters throughout the handbook.

 Department of Human Services	Provider and Chapter	Page
	Foster Group Care Services Chapter A. Introduction	10
		Date
		July 1, 2009

Verification of Receipt of Handbook, Form 470-3057

The handbook is published electronically on the Internet at: <http://www.dhs.state.ia.us/policyanalysis>. In addition to provider manuals, this Web site contains all of the published policy manuals for the Iowa Department of Human Services, as well as the administrative rules adopted by the Department.

For reference: To access this manual, choose the links to "Policy Manuals," then "Social Services," then "Contracts" and then select "15-C-FCGS Provider Manual" and the chapter or appendix you want to view under this heading.

The heading of each page in the provider manual indicates the chapter subject, chapter number, page number, and the effective date of that page. As chapters or individual pages are revised, they are changed on the page on the Internet site.

You will receive a printed copy of a DHS "general letter" to notify you of any changes to the ***Foster Group Care Services Provider Handbook***. If you wish to keep a hard copy of your handbook updated, maintain copies of the general letters, and print the handbook with the changes related to the most current information, procedures, and requirements.

Form 470-3057, *Verification of Receipt of Handbook*, provides documentation that you have received information on how to access the ***Foster Group Care Services Provider Handbook*** electronically. To view a sample of this form on line, click [here](#).

The contract monitor will give you a copy of this form when the contract is initiated. Complete the form when you have successfully accessed the ***Provider Handbook***. Give the original and one copy to the project manager. Keep one copy for your own contract file.