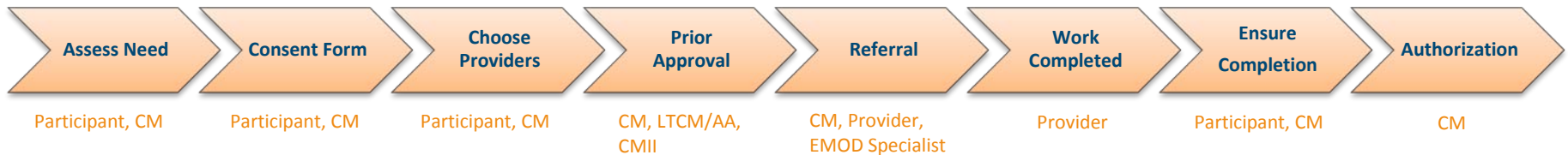


EMOD-RAMP Process and Roles

Overall process



Follow Your process

Case Manager (CM):

1. **Assess Need:** Visit participant's home to assess need for EMOD and/or ramp - at the next regularly scheduled home visit or get permission for a special visit if it is deemed the service is needed as soon as possible.
2. **Consent Form:** Get home owner's consent form or signed landowner's consent form.
3. **Choose Providers:** For ramps, let participants choose providers that they would like to use for this service. Also, encourage the participants to call the providers to see if they are interested in doing the ramp and the earliest time they would be able to get to the home to complete the ramp if selected.
4. **Prior Approval:** Request prior approval. Receive approval from the LTCM or AA (for EMODs) or CMII (for ramps).

5. Referral:

- **Ramps:** Complete the ramp form under the home assessment (clicking on "refer to providers"). Notate if the *EMOD Specialist* should review "difficult situations": high off the ground, small yard, discrepancy about which door is to be used, etc.
- **EMODs:** Turn in the EMOD form to the *EMOD Specialist* through the home assessment.
- **Note:** Do not put an end date on the referral. Also, send the ramp referral from web mode from the home assessment. (If the referral is sent by cell phone remotely or not sent through the home assessment, the provider will not receive the ramp completion form.)

6. **Ensure Completion:** Once notified the work is completed, contact the participant to ensure the work has been completed.
7. **Authorization:** Generate the authorization for ramp or enhanced EMOD. Note: The end date on the authorization should be 30 days from the date the CM creates the authorization. If the participant has any complaint, email/call Tim Herbkersman and the provider to discuss the issue.

Participant:

1. **Assess Need:** Request ramp or EMOD. Host a home visit assessment with the CM.
2. **Consent Form:** Sign consent forms (or landlord’s consent).
3. **Choose Providers:** Choose providers to use for this service.
4. **Ensure Completion:** Confirm with the CM that the work has been completed and the work is satisfactory.

LTCM/AA (EMODS):

1. **Prior Approval:** Receive request for prior approval. Assess whether the EMOD is appropriate and look at cost spent to date on EMODS/ramps (including space heaters and air conditioners), and ensure the work done is under the lifetime cap. Approve the prior approval, if appropriate. For “difficult” ramps (high off the ground, small yard,

discrepancy about which door is to be used, etc.), advise the CM to refer the work to the *EMOD Specialist*. Notify the CM.

CMII (Ramps):

1. **Prior Approval:** Receive the request for prior approval. Assess whether the ramp is appropriate and look at the cost spent to date on ramps/EMODS (including space heaters and air conditioners), and ensure the work done is under the lifetime cap. Note the frequency that ramps are being built for the participant; some participants move around a lot and request ramps at every rental property they move to. Approve the prior approval, if appropriate. For enhanced mods, advise the CM to refer the work to the *EMOD Specialist*. Notify the CM.

Provider:

1. **Referral:** Receive referral for work.
2. **Work Completed:** Complete the job and notify the CM. *For ramps:* submit the ramp completion form via phoenix.

EMOD Specialist:

1. **Referral:** Receive the EMOD request. Visit the participant's home to review the appropriateness of the work and check for other work needed. If the work is appropriate, refer it out to contractors to bid on.