



HCBS WELLNESS EDUCATION BENEFIT *Draft for Stakeholder Review*

I. Wellness Education Benefit Definitions

- A. Article means a written document that contains text related to health or wellness topics that a member receives.
- B. Article Topic means a health and wellness topic that relates to helping a member manage health-related issues, achieve goals on their service plan, and address topics of community living.
- C. Mail means the mechanism by which the benefit is sent to the member through the United States Postal Service (USPS).
- D. Service rendered means the provider has sent the newsletter.
- E. Provider means the entity contracted with the Department to deliver the Wellness Education Benefit.
- F. Verified address means an address that is able to be sent and received by mail.

II. Wellness Education Benefit is available to:

- 1. Children's Home and Community Based Services (CHCBS) Waiver members.

III. HCBS Wellness Education Benefit Inclusions

- A. The Wellness Education Benefit is a mailed newsletter that provides individualized educational materials designed to prevent hospitalization or movement into an institutional setting by assisting Home and Community Based Services (HCBS) waiver members in obtaining, processing, and understanding information that assists with managing health-related issues, promoting community living, and achieving goals identified in their person-centered service plans. The Wellness Education Benefit also provides HCBS waiver members with actionable



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tools and information for informed decision-making and preparation for conversations with medical and social service professionals.

B. The Educational materials of the Wellness Education Benefit mailer:

1. Wellness Education Benefit shall be delivered to the member's mailing address in a printed format.
2. Article topics will be determined based on member data such as the member's person-centered support plan goals, diagnoses, health status, age, and/or other identified needs.
3. The Wellness Education Benefit mailer is delivered no less than once every 30 days, with a maximum of 12 mailers per year.
4. Wellness Education Benefit mailer shall be provided in a format that is most accessible to the member including, but not limited to, preferred written language.

IV. HCBS Wellness Education Benefit Restrictions and Exclusions

- A. Additional wellness reading materials, software, or subscriptions are excluded from the Wellness Education Benefit.
- B. Article topics that do not address community living, Medicaid navigation, health-related issues, health care needs, mental health-related issues, or service plan shall be excluded from this benefit.

V. HCBS Wellness Education Benefit Provider Requirements

- A. Wellness Education Benefit Provider shall be responsible for the following tasks:
 1. Receive and manage client data in compliance with all applicable Health Insurance Portability and Accountability Act (HIPAA) regulations and ensure client confidentiality and privacy.
 2. Translate materials into select languages as directed by the Department.



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3. Both the Department and Wellness Benefit Provider shall ensure that professionally certified translators and reviewers complete article translations and that translations are linguistically accurate and consistent with the formatting and technical specifications of the original document.
4. Translations will be reviewed for cultural appropriateness before delivery.
5. Ensure that materials are person-centered and targeted to the member's needs.
6. Maintain records of articles sent to members to prevent duplication of materials.
7. Identify any undeliverable member addresses prior to each monthly mailing and manage any returned mail by sending the Department electronic, custom-formatted relevant address information. The Department will coordinate with case managers to get the member's correct address to the Provider.
8. Verify member addresses data files through the United States Postal Service (USPS) "National Change of Address" (NCOA) database and identify any addresses that are undeliverable by USPS.
9. The Department will be informed by the Wellness Education Benefit Provider of the mailers that are undeliverable or returned to sender. A second attempt to deliver the service will take place using the following procedure:
 - a) The Department will notify the member's Case Management Agencies or their Case Managers within 3 business days of any returned or undeliverable mail.
 - b) Case Managers shall perform the necessary outreach, obtain the correct address for the member, and update the address within the CCM within 7 business days.



- c) The Wellness Education Benefit mailer will be resent to the updated address by Provider on the 20th of the month.

VI. HCBS Wellness Education Benefit Provider Reimbursement Requirements:

- A. The Wellness Education Benefit is reimbursed based on the number of units of service provided, with one unit equal to one mailer.
- B. This service may be authorized for one (1) unit per month.

VII. HCBS Wellness Education Benefit Case Management Agency Responsibilities

A. Wellness Education Benefit Introduction and Education:

1. The case manager shall provide member information on the benefits of the mailer, the types of articles included, and the frequency of delivery.
2. Through the person-centered planning process, the case manager will determine a format that is most accessible to the member including, but not limited to, preferred written language.

- B. Case Managers shall perform the necessary outreach, obtain a verified address for the member, and update the address in the Department prescribed Information Management System within 7 business days of the returned mail notice.

C. Enrollment

1. When a member is enrolled in the CHCBS Waiver, the Department prescribed Information Management System will automatically create a Prior Authorization Request (PAR) line for the Wellness Education Benefit for the duration of the active certification period.

D. Disenrollment

1. If a member wants to opt out of the service, the case manager shall inform the member of the possible implications of



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disenrollment. If a member disenrolls, the case manager must revise the PAR to end-date the WEB service.

2. If services are decreased without the member's agreement, the case manager shall notify the member of the adverse action and of appeal rights, according to Long-Term Care Waiver Program Notice of Action (LTC-803) regulations at Section 8.7206.18.

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