



Alabama **SELECT**

INTEGRATED CARE NETWORK (ICN)



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WHAT IS THE INTEGRATED CARE NETWORK (ICN)?

Alabama Select Network (ASN) is an Integrated Care Network (ICN) that provides enhanced case management, education, and outreach services to Medicaid Recipients needing long-term services and supports (LTSS). Long-term services and supports include help doing everyday activities, such as bathing, dressing, getting around your home, preparing meals, or doing household chores that you may no longer be able to do for yourself as you grow older or if you have a physical disability.

Long-term services and supports include care and assistance in your own home or in the community that may keep you from having to go to a nursing home for as long as possible. These are called Home and Community-Based Services (HCBS). Long-term service and support also includes care in a nursing home.

CASE MANAGEMENT

Alabama Select Network helps you coordinate and manage your needs. You are given a Waiver Case Manager who will help every step of the way. The Waiver Case Manager is the main contact person and the first person to call with questions about services. The Waiver Case Manager does an in person visit to help you qualify for services. The Waiver Case Manager then works with you to complete a Care Plan. After enrolling in the Integrated Care Network, the Waiver Case Manager visits monthly, or as often as needed.

Alabama Select Network provides Disease Education, Medication Review and Medical Case Managers, to help with chronic conditions, and long-term service and support. Medical Case Managers help with extra health care needs.

YOUR WAIVER CASE MANAGER WILL:

- Provide information about Alabama Select Network and answer your questions.
- Work with you to make sure that you have all the information you need to make good choices about your health care.
- Help you get the right kind of long-term service and support in the right setting to address your needs.
- Coordinate arrangements for physical health, mental health and long-term service and support needs where possible.
- Help you with concerns you might have about your care.
- Make sure that your Care Plan is working the way it should.
- Be aware of your needs as they change, update your Care Plan at least every six months and when needed to make sure that your services are right for your changing needs.
- Check at least once a year to make sure that you continue to need the same level of care provided in a nursing home.
- Talk with your providers to make sure they know what's happening with your health care and services.

Your Waiver Case Manager / Contact Information:

Your Waiver Case Manager Supervisor / Contact Information:

**Alabama Select Network Member Services Line is:
1-855-288-7755**

CHANGING YOUR WAIVER CASE MANAGER

If you are unhappy with your Waiver Case Manager and would like a different one, you can ask Alabama Select Network.

To ask for a different Waiver Case Manager, call Alabama Select Network or the Waiver Case Manager Supervisor at the numbers provided on the previous page. Tell us why you want to change Waiver Case Managers. We'll talk with you about any problems or concerns you have with your current Waiver Case Manager.

There may be times when Alabama Select Network will have to change your Waiver Case Manager. This may happen if your Waiver Case Manager is no longer with Alabama Select Network, is taking time off, or has too many members to give you the attention you need. If this happens, Alabama Select Network will let you know who your new Waiver Case Manager will be and how to contact them.

If you're in Alabama Select Network, you can contact your Waiver Case Manager anytime you have a question or concern about your health care – you do not need to wait until a home visit. You should contact your Waiver Case Manager if you have a change in your health condition or other things that may affect the kind or amount of care you need.

The services you are given in the ICN depend on your needs, the waiver you have, and where you receive your services. Some services have limits. That means that the Alabama Medicaid Agency will pay for only a certain amount of these services. The kind and amount of care you get depends on your needs.

ALABAMA COMMUNITY TRANSITION (ACT) WAIVER AND THE ELDERLY & DISABLED (E&D) WAIVER

The ACT Waiver provides services to members with long-term illnesses or physical disabilities who live in a nursing home and who want to move back into their home or the home of a loved one. This service would include transition assistance.

The E&D waiver provides services to those who have physical disabilities and who live at home or with a loved one.

Both the ACT and E&D Waiver offer services, for those who qualify, and both provide you with the ability to direct your own care.

Case Management – Your Waiver Case Manager will visit you in the home at least one time a month and help you get the care you need to remain safely in your home.

Personal Care – A person to help with your daily activities such as bathing, dressing, and eating.

Homemaker Services – A person to help with light housekeeping to keep your home safe and clean. Services may include dish washing, room cleaning, and your laundry.

Adult Day Health Care – A place to go for supervised activities. An Adult Day Health Care center sometimes provides transportation.

Home Delivered Meals – Healthy meals that are brought to your home.

Skilled/Unskilled Respite – This service allows your caregiver to take personal time away.

Skilled Nursing – Available for members who need nursing services.

Adult Companion Services – Companions to help you with daily activities and additional support or supervision.

Home Modification – Minor revisions to your home to help you stay safely in your home. This includes items such as wheelchair ramps, grab-bars, and door-widening.

Assistive Technology – Items that help you with your daily activities and live safely in your home. These would include things like canes, voice-activated devices, dressing aids, etc.

Personal Emergency Response Systems (PERS) – Installation and Monthly Fee – A device that you wear around your neck and can push to call for emergency help.

Medical Equipment Supplies and Appliances – Items that help you with your daily activities, live safely in your home, and prevent you from getting things such as bedsores.

Personal Assistance Services (PAS) – Helps members with physical disabilities perform activities on their job. This is limited to 40 hours per month.

Pest Control – Available in some instances.



HOW DO I QUALIFY FOR A WAIVER?

To be enrolled in a waiver, you must qualify both medically and financially.

Medical – You must meet the nursing facility level of care.

Financial – There is an income limit to qualify, this typically changes annually. If you have questions about your income limits for the year, please make sure to ask your Waiver Case Manager.

Who Do I Contact for More Information?

If you are already in the ICN program with Alabama Select, contact the Alabama Select Network at 1-855-288-7755.

For the Elderly and Disabled (E&D) Waiver, contact the Alabama Department of Senior Services at 1-800-243-5463 (1-800-AGE-LINE).

For the Alabama Community Transition (ACT) Waiver, contact the Alabama Department of Senior Services at 1-877-425-2243.

Freedom of Choice

You will have the choice of your Direct Service Providers (DSPs) for each of the waiver services you need that are listed on your Care Plan. You may also be able to hire your own workers with the 'Personal Choices' program. Your Waiver Case Manager will ask you if you want to hire your own workers, or ask for your choice of Direct Service Providers.

The provider you choose must be willing and able to give you care. The provider must be contracted with the Waiver program to provide the kind of care you need. Your Waiver Case Manager will try to help you get the contracted provider you pick however, it's not always possible. If you don't get the services you think you need, you may file an appeal.

You will also have the choice of a Nursing Home if that is where you choose to get your care.

Non-Emergency Transportation

Medicaid's NET program is set up to help give rides to and from a doctor's office, clinic or other place for Medicaid covered medical care that can be planned ahead of time. In order for Medicaid to pay for a ride, you (or your representative) will need to call Medicaid's toll-free number at 1-800-362-1504 at least five days before the ride is needed.

The NET hotline is available 8:00 A.M. to 4:00 P.M., Monday through Friday, except on major state holidays.

More Questions?

Talk with your Waiver Case Manager for more information. The Waiver agency has the right to terminate members due to ineligibility or for fraudulent or abusive use of services.

IDENTIFYING AND REPORTING ABUSE AND/OR NEGLECT

Alabama Select Network members have the right to be free from abuse, neglect and exploitation. It's important that you understand how to identify abuse, neglect and exploitation and how to report it. Any time you feel like you are in immediate danger, call 911. If you think you're a victim of abuse, neglect or exploitation or that any other Alabama Select Network member is a victim of abuse, neglect or exploitation, please notify your Waiver Case Manager right away.

Abuse can be . . .

Physical abuse;
Emotional abuse; or
Sexual abuse.

It includes inflicting pain, injury, mental anguish, or unreasonable confinement or other cruel treatment

Neglect can occur...

When the adult is unable to care for him/herself or to obtain needed care, placing his/her health or life at risk. This is "self-neglect."

When basic needs of a child or an adult who is dependent on others are not met by a caregiver, resulting in harm or risk of harm to health or safety. The neglect may be unintended, resulting from the caregiver's lack of ability to provide or arrange for the care of services the person requires.

When the caregiver intentionally fails to meet the child or adult's needs.

Exploitation can include...

Fraud;

Coercion;

Forgery; or

Unauthorized use of banking accounts or credit cards.

Financial exploitation occurs when a caregiver improperly uses funds intended for the care or use of an adult. These are funds paid to the adult or to the caregiver by a governmental agency.

NOTICE OF NONDISCRIMINATION

Alabama Select Network complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Alabama Select Network does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

FOREIGN LANGUAGE ASSISTANCE

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-362-1504 (TTY: 1-800-253-0799).

Chinese: 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-800-362-1504 (TTY: 1-800-253-0799)。

