

The login interface is displayed on a blue rounded rectangle. At the top is the NYC Department for the Aging logo. Below it are two white input fields: the first is labeled 'Username' with a person icon, and the second is labeled 'Password' with a lock icon. A purple 'Log in' button is positioned below the password field. Underneath the button is a link for 'Forgot your password?'. At the bottom of the interface is a white button labeled 'NYC AGING VIVE' and a link that says 'Are you an employee? Login here'.

VIVÉ CMA LAB #4: Home Care Service Plan Categories

Goal of VIVÉ “Labs”

*To clarify and review
specific CMA “workflow”
functions in VIVÉ.*



**Definitions
Navigation
Functionality**

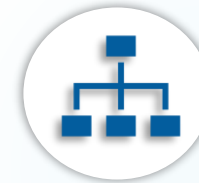
VIVÉ: CMA Lab

QUICK REMINDERS



FOUR REFERRAL CATEGORIES:

1. *Initial Authorization*
2. *Reauthorization*
3. *Additional Hours*
4. *Service Change*



FINAL QUESTIONS & ANSWERS



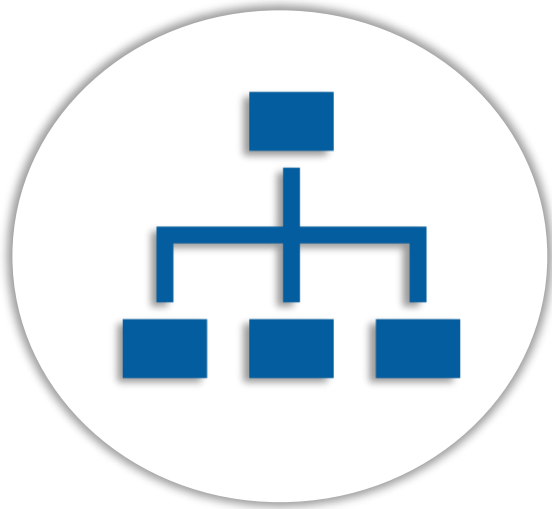
Quick Reminders

1. How are referrals for Home Care related services sent?

- All Home Care referrals are sent through the ***Home Care Service Plan***. There are **no exceptions**.

2. When do I click on the "Terminate Home Care" button?

- Only when the client **no longer needs** Home Care Services.
- Do not send a ***Terminate Home Care*** request for a current Home Care Service Plan when you send a ***Reauthorization, Additional Hours, or Service Change*** referral.



FOUR REFERRAL CATEGORIES:

*Category Usage & Case
Examples*

The four **Home Care Service Plan** categories are found in the **Category** drop-down field on the service plan itself.

Home Care Service Plan

Note - A Cost Share Plan needs to be completed before creating a new Home Care Service Plan

*Home Care Program: Home Care - NEW PARTNERS - Brooklyn

Status: Draft

*Cost Share: Select Cost Share Plan

*Authorization Date: [Calendar Icon]

*Service Type: Search Service Types...

*# of Hours: --None--

Contribution Rate Per Hour ⓘ: 1.48

*Category: --None--

- ✓ --None--
- Initial Authorization
- Additional Hours
- Reauthorization
- Service Change

Cancel Save

HOME CARE SERVICES CATEGORY TYPES: Initial Authorization: Category Usage

When would you select the **Category** type, *Initial Authorization*?

1. Client has ***never received any NYC-Aging funded home care services before.***

Client is authorized for home care service, **and** the Home Care Agency ***can provide the hours the client is requesting.***

Client is willing and able to accept services once the referral is sent to the Home Care Agency.



Home Care Services Category Types:

Initial Authorization: Case Examples

Category Usage #1: Case Example A

- *Mrs. Elaine Jones is a new client who is applying for home care.*

Category Usage #1: Case Example B

- *Mr. Paul Lee is a client who has been getting home delivered meals for several years. He has been reassessed and now needs home care.*

Note: In the new Cost Share form, that will be associated with the "Initial Authorization" Home Care Service Plan referral, ***enter the total home care hours that are being requested as well as the appropriate "Service Type."***

HOME CARE SERVICES CATEGORY TYPES: Initial Authorization: Category Usage

When would you select the **Category** type, *Initial Authorization*?

2. Client ***was in receipt of HMPC services two years ago, but service was terminated.*** Client continues to receive other NYC-Aging funded services including home delivered meals.
Client is being reassessed. Client is ***now in need of home care service again.***
Client is authorized for home care service, and the Home Care Agency ***can provide the hours the client is requesting.***
Client is willing and able to accept services once the referral is sent to the Home Care Agency.



Home Care Services Category Types:

Initial Authorization: Case Examples

Category Usage #2: Case Example

- *Mr. Lynd was receiving 4 hours of HSCH weekly and home delivered meals in 2023. His health improved in 2024, and he requested that the home care services be terminated, but that his HDM continue.*

He has been reassessed and now is requesting not only HDM, but that the HSCH services begin again, this time for 8 hours weekly.

Note: In the new Cost Share form, that will be associated with the “Initial Authorization” Home Care Service Plan referral, ***enter the new total of 8 hours weekly and the “Service Type” of HSCH.***

HOME CARE SERVICES CATEGORY TYPES: Reauthorization: Category Usage

When would you select the **Category** type, *Reauthorization*?

1. Client is being reassessed. Client's current NYC-Aging funded home care service type and hours per week will remain unchanged. Client ***does not have any need to increase hours.***
2. Client is being reassessed. Client's current NYC-Aging funded ***home care service type will remain unchanged.***

However, the client ***does need additional hours, but the home care agency does not yet have enough hours to provide them.***

Therefore, in addition to sending the Home Care Service Plan *Reauthorization* referral, you ***must also put the client on the Waitlist for those additional hours.***



Home Care Services Category Types:

Reauthorization: Case Examples

Category Usage #1: Case Example

- *Mr. Eyck was reassessed. He was getting 12 hours of HMPC weekly. His hours will remain the same. He will also continue to receive HMPC.*

Category Usage #2: Case Example

- *Ms. Fuller was reassessed. She was getting 4 hours of HSCH weekly. She will continue to receive HSCH, but she needs an additional 4 hours, a total of 8 hours of HSCH. The Home Care Agency does not have the additional hours to give Ms. Fuller.*
You will send the Home Care Service Plan as a "Reauthorization," but you will also place Ms. Fuller on the Waitlist for "Additional Hours for Home Care."

Note: In the new Cost Share form, that will be associated with the "Reauthorization" Home Care Service Plan referral, ***enter the current total of home care hours the client is receiving as well as the appropriate "Service Type."***

HOME CARE SERVICES CATEGORY TYPES: Additional Hours: Category Usage

When would you select the **Category** type, *Additional Hours*?

1. Client is being reassessed. Client's ***service type remains the same***. However, the client ***needs additional hours***.

The CMA checks with the Home Care Agency. Home Care Agency can ***provide those additional hours without having to place the client on the Waitlist*** for those hours.



Home Care Services Category Types:

Additional Hours: Case Examples

Category Usage #1: Case Example

- *Mr. Lu was reassessed. He was getting 12 hours of HMPC. He needs an additional 4 hours, for a total of 16 hours. There is a slot available and so he does not have to be placed on the Waitlist for those additional hours.*

Note: In the new Cost Share form, that will be associated with the “Additional Hours” Home Care Service Plan referral, **enter the new total of 16 hours and the current Service Type of HMPC.**

HOME CARE SERVICES CATEGORY TYPES: Additional Hours: Category Usage

When would you select the **Category** type, *Additional Hours*?

2. Client was *already Waitlisted for "Additional Hours for Home Care."* The Home Care agency now has additional hours to provide.

The *client is being selected off the Waitlist and is ready for those hours.*

The client's Waitlist record is now closed. **Be sure** to put an **END DATE** on the Waitlist record so that the Waitlist Status *will change to "Closed."*



Home Care Services Category Types:

Additional Hours: Case Examples

Category Usage #2: Case Example

- *Mr. Ali was reassessed. He was getting 12 hours of HMPC. He was already on the Waitlist for additional 4 hours. There is now a slot available for him, and he is willing and able to accept those additional hours.*

You will put an END DATE on the existing Waitlist for "Additional Hours for Home Care" so Waitlist Status will change to "Closed."

Note: In the new Cost Share form, that will be associated with the "Additional Hours" Home Care Service Plan referral, ***enter the new total of 16 hours and the current "Service Type" of HMPC.***

HOME CARE SERVICES CATEGORY TYPES: Additional Hours: Category Usage

When would you select the **Category** type, *Additional Hours*?

3. Client *requested additional hours for medical escort*.

The CMA checks with the Home Care Agency to see if hours are available for this escort. The Home Care Agency *can provide the needed hours*.

Home Care Service plan is created with **"Additional Hours"** in the **Category field** and **"One-Time"** noted in the **Frequency field**.

In the **Comments** box type *specific information regarding the client's medical escort needs*.



Home Care Services Category Types:

Additional Hours: Case Examples

Category Usage #3: Case Example

- Mrs. Oliphant is already authorized for home care and receiving 12 hours weekly of HMPC. She needs an escort to a medical appointment in a couple of days.*

The CMA has consulted with the Home Care Agency, and the Home Care Agency is able to accommodate the requested hours.

In the Home Care Service Plan Comments box, enter, "Mrs. Oliphant requires medical escort on Friday, February 6, 2026, from 9:00 a.m. to 1:00 p.m. – a total of 4 hours."

Note: In the new Cost Share form, that will be associated with the "Additional Hours" Home Care Service Plan referral, **enter the current total of 12 hours and the current service type of HMPC.**

HOME CARE SERVICES CATEGORY TYPES:

Service Change: Category Usage

When would you select the **Category** type, *Service Change*?

1. Client is being reassessed. Client's Home Care *service type remains the same*.

However, the client's Home Care service hours will *decline*.



Home Care Services Category Types:

Service Change: Case Examples

Category Usage #1: Case Example

- Mrs. Kirk is currently receiving 12 hours of HMPC. At reassessment, her health has improved somewhat, and now she only needs 8 hours of HMPC.*

Note: In the new Cost Share form, that will be associated with the “Service Change” Home Care Service Plan referral, ***enter the new total of 8 hours and the current “Service Type” of HMPC.***

HOME CARE SERVICES CATEGORY TYPES:

Service Change: Category Usage

When would you select the **Category** type, *Service Change*?

2. Client is being reassessed. The client's *Home Care service hours will remain the same*.

However, the *Home Care* "Service Type" will be changing.



Home Care Services Category Types:

Service Change: Case Examples

Category Usage #2: Case Example

- *Mrs. McCoy is currently receiving 8 hours of HSCH. At reassessment, her health has declined. She now needs HMPC. However, the number of service hours she will need remains at 8.*

Note: In the new Cost Share form, that will be associated with the “Service Change” Home Care Service Plan referral, ***enter the new service type of HMPC and the current total of 8 hours.***

HOME CARE SERVICES CATEGORY TYPES:

Service Change: Category Usage

When would you select the **Category** type, *Service Change*?

3. Client is being reassessed. The client's *Home Care service hours will be declining*.

In addition, the *Home Care "Service Type" will also be changing*.



Home Care Services Category Types:

Service Change: Case Examples

Category Usage #3: Case Example

- *Mrs. Scott was receiving 8 hours of HMPC. Her health has improved. She now only needs 4 hours of HSCH.*

Note: In the new Cost Share form, that will be associated with the “Service Change” Home Care Service Plan referral, ***enter the new service type of HSCH and the new total of 4 hours.***

HOME CARE SERVICES CATEGORY TYPES:

Service Change: Category Usage

When would you select the **Category** type, *Service Change*?

4. Client is being reassessed. The client ***needs additional hours, and the Service Type needs to be changed*** as well.

The CMA checks with the Home Care Agency. The Home Care Agency is also ***able to provide those additional hours for the new Service Type without*** having to put the client on the Waitlist for those hours.



Home Care Services Category Types:

Service Change: Case Examples

Category Usage #4: Case Example

- *Mr. Sulu was receiving 4 hours of HSCH. His health has declined. He needs 16 hours of HMPC. The Home Care Agency has enough slots to serve the 16 hours without putting him on the Waitlist.*

Note: In the new Cost Share form, that will be associated with the “Service Change” Home Care Service Plan referral, ***enter the new service type of HMPC and the new total of 16 hours.***

HOME CARE SERVICES CATEGORY TYPES: Service Change: Category Usage

When would you select the **Category** type, *Service Change*?

5. Client is being reassessed. The *client needs additional hours, and the Service Type needs to be changed* as well.

The Home Care Agency *does not yet have enough hours to provide them*. However, the Agency *can change the Service Type*.

Therefore, the client *will be placed on the Waitlist for those additional hours*.



Home Care Services Category Types:

Service Change: Case Examples

Category Usage #5: Case Example

- Mr. Riker is currently receiving 8 hours of HSCH. His health has declined. He needs HMPC instead, and he needs 16 hours. However, the home care agency does not have enough slots for the full 16 hours.*

Mr. Riker will be put on the Waitlist for "Additional Hours for Home Care."

Note: In the new Cost Share form, that will be associated with the "Service Change" Home Care Service Plan referral, **enter the new service type of HMPC and the current total of 8 hours.**

VIVÉ SUPPORT



Reference Guides & Videos On-line

<https://vivesupport.cityofnewyork.us/>



VIVÉ “Labs”



VIVÉ Office Hours & 1 to 1 Meetings



Program Officer



VIVÉ Ticketing System

UPCOMING "LAB" TOPICS

- Financials & Cost Share: Relationship, Completion & Usage
- Wait List, IADL/ADLs & Reassessment
- Meal Delivery Plan: On Holds, Resumptions & Service Changes
- Reassessments & the Assessment Form: CAGE, Assistive Devices, Medical Information & Others

