

# TIC Waiver Program Emergency Priority Classification System

Each Waiver client will have a priority service delivery classification developed by their Care Managers which ranks delivery of services at exact times and day/dates as authorized by the Waiver client's purchase of service (POS). The client's priority ranking will be communicated to each provider at the time of the service referral/arrangement. The priority ranking will be subject to Care Manager review and possible revision on an on-going basis when any significant health change occurs.

This classification ranking will guide the provider in planning for unforeseen circumstances that may interfere with delivery of Waiver client services. Unforeseen circumstances may include but are not limited to inclement weather emergencies, transportation failures, and illness of staff affecting service provision to the client. The following information defines the criteria and structure for provider's to provide scheduling for clients in these situations.

**Client Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Circle Priority: I II III**

## CLIENT PRIORITY CLASSIFICATION

### Priority Status I (Highest Priority)

If services were not delivered as authorized, the client's health and/or welfare would be at immediate risk due to a medical condition and he/she have no capable or willing informal caregiver(s).

### Priority Status II (Medium Priority)

If services were not delivered as ordered, client health and/or welfare would be at risk due to a medical condition and he/she lives alone and has an inconsistent or unstable support system; and/or, his/her informal caregiver(s) work during time of service delivery; and/or his/her informal caregiver is at risk of not being able to provide care and needs relief.

### Priority III (Lowest Priority)

If services were not delivered as ordered, the client's health and/or welfare could be at risk due to a medical condition and he/she can partially meet his/her own needs; and/or he/she has a responsive informal support system, even if he/she lives alone; and/or his/her caregiver needs relief, but can still provide care if needed.

## SERVICE PRIORITY

### Priority Status I (Highest Priority)

Priority I clients must receive delivery of service as authorized by the care manager, irrespective of unforeseen staffing circumstances. Priority I clients shall receive preference over Priority II and III clients for delivery of services as authorized.

### Priority Status II (Medium Priority)

Priority II clients shall receive preference over Priority III clients for delivery of services when staffing emergencies interfere with providing services to both clients at the same time.

### Priority III (Lowest Priority)

Priority III clients shall receive services in the amount and frequency authorized, but may have the time of day or week altered to assure service delivery to Priority I or II clients in the event of unforeseen circumstances resulting in a staffing emergency.

## GENERAL PRINCIPLES FOR USING THE PRIORITY CLASSIFICATION SYSTEM

1. The provider is responsible for assuring that all clients receive services as authorized by the TIC Waiver Program Purchase of Service (POS). The priority classification system should not be used as a replacement for provider professional staff planning in the acceptance of Waiver Program client referrals. **Furthermore, services shall continue to be provided to the client in the event of the client's temporary displacement from their place of residence due to inclement weather, fire, flood, utility interruption or other environmental emergency situation, unless otherwise authorized by The Information Center, Inc.**
2. The provider must notify the client who is to receive a new caregiver, or change in service appointment, of the change prior to implementing the change.
3. **THE PROVIDER MUST FAX CHANGES IN SERVICE DELIVERY TO WAIVER CARE MANAGERS WHEN DISRUPTION OF SERVICE IS TO EXTEND BEYOND ONE DAY. THE PROVIDER MUST NOTIFY THE CARE MANAGER OF THE CLIENT(S) AFFECTED, REASON SERVICE ORDER IS DISRUPTED AND HOW SUBSEQUENT SERVICE ORDERS WILL BE AFFECTED.**
4. No one client should have the service time or day of service changed more than one time a week without prior authorization of the TIC Waiver Program staff.  
**At no time should this classification be used by the provider to determine that a client can receive fewer hours of service in one week than authorized by the Care Manager. The total number of service hours a client receives should never be reduced to serve another client.**

\_\_\_\_\_  
Care Manager Signature

\_\_\_\_\_  
Date

**Care Manager: Send/fax copy of this form with Purchase of Service (POS) form.**