

Twelve Strike Policy

Personal Care I and II, Children's Personal Care, Attendant, Companion and Nursing Services

One strike will be given to a worker for each incident where a resolution must be done and no valid reason is given. After the twelfth strike, resolutions will no longer be accepted if no valid and verified reason is given.

- The Electronic Visit Verification System includes Care Call and the mobile app. Workers who are new to the Electronic Visit Verification system (EVVS) will have a one-month grace period to learn the system before strikes begin to be issued. However, workers rehired or returning to work who will be using Care Call will not get this grace period since they should already know how to use Care Call.
- Workers will be given one strike per incident. For example, if worker is providing Personal Care I & II services for a participant and checks in for both services but fails to check out, only one strike will be given to correct both the PCI & PCII claims. If the worker checks in for multiple participants on the same call, only one strike will be given.
- After one year, each worker begins a new strike period. This means that the twelve-strike policy is an annual policy rather than a lifetime policy. For new workers, the annual date begins on the worker start date keyed in the worker registration section of Phoenix. The worker start date should always be the first day the worker will serve a participant to receive the full 30 day grace period.
- Each resolution not submitted timely will receive a strike. Providers must submit the resolution **within 10 days from the Sunday following the Date of Service** to be timely. Any resolutions submitted after that date will have strikes issued. These strikes will be assigned to the worker on the claim(s) although it is the responsibility of the provider agency to submit the resolutions timely.
- Division of Long Term Living's CLTC Area Offices will have **14 days to respond to the provider agency resolutions that were submitted timely.**
- Providers must use the participant's landline phone or the mobile app to document services in the Electronic Visit Verification System. Any problems using the participant's landline phone or the mobile app should be reported immediately (by the next business day). The best way to notify the case manager is by sending a conversation in Phoenix. **Attendants must notify the Case Manager by phone.** The Employer of Record will be able to provide the Case Managers contact information. If the landline phone is disconnected or not working when the provider arrives, a resolution may be done. The provider must be prepared to have a mobile app available to serve the participant by the third visit when the landline phone is out of service. If the provider cannot/ will not begin using the mobile app, the provider must notify the case manager by the third visit that they will no longer be able to provide services to the participant. The provider may continue to serve the participant, at the case manager's request, until a new provider can be set up. No strikes will be given if this arrangement is made and documented.

- If a participant has a landline phone but it is regularly out of service (2-3 times a month), the mobile app must be used for that participant.
- Providers may run the Infractions by Worker report on the Phoenix Provider Portal website to monitor the worker strikes.

Examples of when strikes will be given and will not be given

Strikes

- Worker forgets to check in but does check out
- Workers forgets to check out but does check in
- Worker forgets to check in and worker forgets to check out
- Resolutions submitted late



Non-Strikes



- Worker makes a mistake during the grace period
- Care Call or mobile app not working and central office has said not to issue strikes
- Local telephone provider problems that have been verified by the area office
- CM has been notified and verified participant's phone is not functioning
- CM was notified and verified participant's phone was not available
- Worker checks in with incorrect worker ID
- Worker checks in for the incorrect service
- Participant's phone not available and the provider DID NOT notify CM by the next business day
- Participant's phone not functioning, and the provider DID NOT notify CM by the next business day