



## Individual Consumer Purchase of Service Application Form and Agreement FY23

Provider –	Email –
Address –	Phone –
Billing Contact	Services Contact

Service	Provider Rate	NEI3A Maximum Rate
Chore		\$20 per hour
Homemaker		\$26 per hour
Nutrition Counseling		\$35 per hour
Personal Care/Home Health Aide		\$38 per hour
Personal Care/Skilled Nursing Visit		\$125 per hour
Respite Care/In Home		\$26 per hour
Personal Emergency Response Installation		\$50 maximum
Personal Emergency Response Monthly Service		\$40 maximum
Personal Emergency Response Medication Management Monthly Service		\$45 maximum
Material Aid/Assistive Devices		Per quote
Material Aid/Home Repair/Adaptations		Per quote
Assisted Transportation		Variable per one way ride

**The counties you serve -**

- |                                    |                                     |                                   |                                    |                                 |                                     |
|------------------------------------|-------------------------------------|-----------------------------------|------------------------------------|---------------------------------|-------------------------------------|
| <input type="checkbox"/> Allamakee | <input type="checkbox"/> Black Hawk | <input type="checkbox"/> Bremer   | <input type="checkbox"/> Buchanan  | <input type="checkbox"/> Butler | <input type="checkbox"/> Chickasaw  |
| <input type="checkbox"/> Clayton   | <input type="checkbox"/> Delaware   | <input type="checkbox"/> Dubuque  | <input type="checkbox"/> Fayette   | <input type="checkbox"/> Grundy | <input type="checkbox"/> Hardin     |
| <input type="checkbox"/> Howard    | <input type="checkbox"/> Jackson    | <input type="checkbox"/> Marshall | <input type="checkbox"/> Poweshiek | <input type="checkbox"/> Tama   | <input type="checkbox"/> Winneshiek |

Provider signature certifies that the above information is current and accurate, and provider will comply with NEI3A Consumer Purchase of Service Provider rules for State Fiscal Year 2023 (July 1, 2022 – June 30, 2023).

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Provider - Signature of Authorizing Official; Title

Date

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NEI3A - Signature of Authorizing Official; Title

Date

Email this page to Kristi Shannon: [kshannon@nei3a.org](mailto:kshannon@nei3a.org)

or mail to:

Northeast Iowa Area Agency on Aging Inc.  
203 1<sup>st</sup> Ave NE  
Waverly, IA 50677

**NORTHEAST IOWA AREA AGENCY ON AGING INC. Person Centered Funding Program  
Provider Rules**

**FY23 – July 1, 2022 to June 30, 2023**

Northeast Iowa Area Agency on Aging Inc. (NEI3A) Person Centered Funding Program aims to provide services and choices for elders receiving long term care in the community. Consumer needs are objectively identified through a screening and/or comprehensive assessment process and community services are authorized accordingly by NEI3A funding program personnel. Services are monitored and adjusted as necessary based upon consumer choice and funding availability.

The NEI3A Funding Program directly purchases needed services for consumers from a pool of competing providers with the choice of provider made by consumers. The NEI3A funding pool is established through formal agreements with existing community service providers but allows for new providers to be recommended by the consumer on an ongoing basis.

Services available under a monthly purchase plan include:

- Chore Service
- Homemaker Services
- Nutrition Counseling
- Personal Care/Home Health Aide
- Personal Care/Skilled Nursing
- Respite Care/In Home
- Personal Emergency Response Installation
- Personal Emergency Response Monthly Service
- Personal Emergency Response Medication Management
- Material Aid/Assistive Devices
- Material Aid/Home Repair/Adaptations
- Assisted Transportation

**I. FUNDING SOURCE/REIMBURSEMENT STRUCTURE**

NEI3A utilizes federal and state funds to purchase services otherwise unavailable to consumers through existing payments and/or service structures. These funds are targeted to fill gaps in services and to be a funding of last resort. NEI3A will send a voluntary contribution statement to the consumer. Funding is based upon a service plan and provides for consumer choice of service provider.

NEI3A uses a unit cost reimbursement structure to purchase services from service providers. The FY23 NEI3A person centered funding application and agreement form establishes a fixed unit cost reimbursement rate for each unit of service delivered. Monthly reimbursement received by a provider from NEI3A is based on the number of units of service authorized and provided during the month as submitted based upon the service agreement provided by NEI3A to the provider at time-of-service authorization.

**II. TARGET POPULATION**

NEI3A will determine consumers' eligibility for services and the appropriate funding source.

**NEI3A Funding** – NEI3A is an Affirmative Action / Equal Employment Opportunity employer. Selected providers will have to show through the organization's personnel policies that they comply with applicable state and federal laws that prohibit discrimination in employment on the

basis of race, color, creed, religion, national origin, sex, sexual orientation, gender identity, mental or physical disability, age, or marital status. Additionally, NEI3A, as a human service provider, provides services to individuals regardless of race, color, creed, religion, national origin, sex, sexual orientation, and gender identity, mental or physical disability. Purchases are for services only in cases which are not Medicare, Medicaid, Medicaid Waivers, or third-party payment reimbursable.

NEI3A will purchase services on behalf of NEI3A funded consumers, age 60 and over, determined to be in need of such service intervention. The intended population is persons whose financial resources are insufficient to meet expenses and the cost of care. It is the responsibility of the NEI3A Funding Program personnel to determine appropriate service intervention.

A maximum of \$500 per person per month may be allocated through the NEI3A Funding system for monthly services if deemed appropriate. A maximum of \$1000.00 will be allocated through the NEI3A Funding system for home repair/environmental adaptation if deemed appropriate. Exceptions to policy may be made in extreme emergency cases as determined by the NEI3A Funding Program personnel and approved by the CEO.

### **III. PROVIDER ELIGIBILITY STANDARDS**

**A. Eligible Organizations** - Public, private non-profit or profit-making service organizations and political subdivisions of the state who offer services which meet the NEI3A Funding Service Definition Taxonomy and serve the Iowa counties of Allamakee, Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Grundy, Hardin, Howard, Jackson, Marshall, Poweshiek, Tama, and/or Winneshiek are eligible to apply. Proof of eligibility must be provided to NEI3A upon request.

**B. Indemnification:**

The Work performed by the Provider shall be at the risk of the Provider exclusively. To the fullest extent permitted by law, Provider shall indemnify, defend (at Provider's sole expense) and hold harmless Northeast Iowa Area Agency on Aging Inc. , affiliated companies and their partners, joint ventures, representatives, members, designees, officers, directors, shareholders, employees, agents, successors, and assigns ("Indemnified Parties"), from and against any and all claims for bodily injury, death or damage to property, demands, damages, actions, causes of action, suits, losses, judgments, obligations and any liability costs and expenses (including but not limited to investigation and repair costs, attorneys' fees and costs and consultants' fee and costs) ("Claims") which arise or are in any way connected with Work performed, Materials furnished, or Services provided under this Agreement by Provider or its agents. These indemnity and defense obligations shall apply to any acts or omissions, neglect or willful misconduct of Provider, its employees or agents whether active or passive. Said indemnity and defense obligations shall further apply, whether or not said claims arise out of the concurrent act, omission, or negligence of the Indemnified Parties, whether active or passive. Provider shall not be obligated to indemnify or defend Northeast Iowa Area Agency on Aging Inc., for claims found to be due to the sole negligence or willful misconduct of Indemnified Parties.

Provider's indemnification and defense obligations hereunder shall extend to Claims occurring after this Agreement is terminated as well as while it is in force and shall continue until it is finally adjudicated that any and all actions against the Indemnified

Parties for such matters which are indemnified hereunder are fully and finally barred by applicable Laws.

**Insurance:** Service providers shall have sufficient insurance to indemnify loss of federal, state, and local resources due to casualty or fraud, and to cover the fair market value of the asset at the time of loss. Insurances required for each program are: workers compensation; unemployment; property and theft coverage; fidelity bonding (for persons handling cash); facility insurance (for facilities purchased with federal and/or state funds); and no-fault vehicle insurance (for agency owned vehicles). Proof of insurance must be provided to NEI3A upon request.

Upon execution of this Agreement, and prior to the Provider's commencing any work or services with regard to the Project, the Provider shall carry commercial general liability as well as professional liability insurance and the Provider shall supply Northeast Iowa Area Agency on Aging Inc., a Certificate of Insurance and Additional Insured Endorsement, naming Northeast Iowa Area Agency on Aging Inc., as Additional Insureds hereunder. Additional insured coverage shall apply as primary insurance with respect to any other insurance afforded to Northeast Iowa Area Agency on Aging Inc. The coverage available Northeast Iowa Area Agency on Aging Inc., as Additional Insured shall not be less than \$1 million dollars Each Occurrence, \$2 million General Aggregate, \$2 million Products/Completed Operations Aggregate and \$1 million Personal and Advertising Injury limits. Such insurance shall cover liability arising from premises, operations, independent contractors, products-completed operations, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract). All coverage shall be placed with an insurance company duly admitted in the State of Iowa and shall be reasonably acceptable to Northeast Iowa Area Agency on Aging Inc., All Provider insurance carriers must maintain an AM Best rating of "A-" or better. Coverage shall be afforded to the Additional Insureds whether or not a claim is in litigation

- C. Confidentiality** – Service providers shall have procedures to protect and assure the confidentiality of information about the older persons they serve. No information will be disclosed without the prior informed consent of an individual and/or his/her legal representative. Disclosures may be allowed by court order or for program monitoring by authorized federal, state or local agencies (which are also bound to protect the confidentiality of consumer information) so long as acting in conformity with the Privacy Act of 1974. All consumer information shall be maintained in controlled access files. Documents detailing policies and procedures regarding confidentiality must be provided to NEI3A upon request.
- D. Audit Standards** – The provider agrees to maintain records to easily identify the utilization of Area Agency on Aging funds and make those records available for audit and assessment for three years beyond the end of the award period. Documents detailing policies and procedures regarding audit standards must be provided to NEI3A upon request.
- E. Agency Standards** – No NEI3A Funds will be contracted to a provider that has been prohibited from participating in the Medicare, Medicaid, or medical assistance programs. Providers shall not be debarred, suspended or otherwise excluded from or ineligible for participation in Federal programs or activities. NEI3A will perform a debarment evaluation of all providers prior to execution of the Person Centered Funding Agreement.

The provider will ensure that all employees providing in-home care to consumers have had a criminal background check and been cleared for said functions in accordance with Iowa Code Chapter 135C.33.

- F. Termination of Funds Policy** – Funds awarded by NEI3A may be terminated at any time for violations of any terms and requirements of the funding source.
- G. Grievance Policy** – The provider shall have a formal grievance and appeals procedure for perceived discrimination and/or decisions that appear unfavorable to consumers concerning the provision of service. Documents detailing policies and procedures regarding consumer grievances must be provided to NEI3A upon request.

NEI3A has in place a grievance policy and appeals procedure for perceived discrimination and/or decisions that appear unfavorable to consumers concerning the appropriation of service. This consumer appeal process extends beyond the service of all participating providers and includes a process for consumer complaints and informs the consumer of the process.

1. Any Consumer denied access to NEI3A Funding, after the initial denial by The NEI3A Funding Program, will have the right to appeal that decision within thirty days to Northeast Iowa Area Agency on Aging Inc. for reconsideration. All consumers involved in an appeal have the right to have an advocate present with them when they meet with Northeast Iowa Area Agency on Aging Inc.
2. Northeast Iowa Area Agency on Aging Inc. will meet with the consumer within five working days of notification of the appeal. Northeast Iowa Area Agency on Aging Inc. will review the consumer information within ten working days of the meeting with the consumer and notify the consumer of the decision.
3. The decision of Northeast Iowa Area Agency on Aging Inc. after the above review will be final, unless the status of the consumer changes.

#### **IV. AGENCY APPLICATION PROCESS**

- A. Agencies applying to be a provider:**  
Please complete the form titled “Individual Purchase of Service Form FY23 7.22-6.23”. This form is available at the url: <https://www.nei3a.org/about-nei3a/request-for-proposals.aspx>  
Forms are also available by emailing [kshannon@nei3a.org](mailto:kshannon@nei3a.org) or [gzars@nei3a.org](mailto:gzars@nei3a.org)
- B. NEI3A Funding Service Definitions Taxonomy** – Service definitions have been established for each type of service available. Compliance with the definitions is mandatory.
- C. Compliance** – NEI3A will audit all providers from time to time, either in the form of a desk audit or an on-site audit. Upon request, agencies must be able to provide the following:
- Documents detailing policies and procedures regarding compliance with applicable employment laws that prohibit discrimination
  - Proof of insurance
  - Documents detailing policies and procedures regarding confidentiality

- Documents detailing policies and procedures regarding audit standards
- Documents detailing policies and procedures regarding consumer grievances

## V. CONSUMER APPLICATION PROCESS

The NEI3A Funding application is used on a case-by-case basis for NEI3A Funded consumers. The NEI3A Funding Application/Registration is designed for NEI3A staff to complete on behalf of persons requesting NEI3A Funding. A consumer or unregistered service provider may contact NEI3A through Lifelong Links, an Information, Referral, and Assistance program to request funding. Lifelong Links may be contacted at 866 468 7887.

## VI. SELECTION

Once the application is correct, complete, and accurately submitted to NEI3A, providers will be selected on a case-by-case basis from the following criteria.

- A. **Service Delivery** - Providers will deliver services at levels specified by the Approved Service Agreement.
- B. **Consumer's Right to Choose Service Provider** – All consumers will be notified through the NEI3A Funding assessment and referral process that they can choose between service providers when there is more than one service provider available.
- C. **Ability to Provide Quality Services** – Quality service includes performance, consumer outcomes and accountability as monitored by the NEI3A Funding Program during their follow-up activities.
- D. **Accessibility** – Considerations for choosing a provider include the geography area of service and ease of service delivery.
- E. **Cost** – Selection is competitive and the NEI3A's focus is on cost effectiveness, Consumer choice, and service plan.

## VII. REPORTING/PAYMENT SYSTEM

Payment to providers for services is dependent on the timely submission of the Reimbursement Request for Individual Purchase of Service form and authorization given through the individual service agreement.

- A. **Request for Reimbursement**  
Reimbursement requests are accepted by e-mail, mail, or fax.  
Providers are to use the service roster provided for reimbursement requests.
- B. **Reimbursement Request for Individual Purchase of Service**  
Providers receive payment for services on a monthly basis by submitting the Reimbursement Request for Individual Purchase of Service report to NEI3A for services provided. Reports must cover a one-month period – from the first day of the month through the last day of the month. **To receive payment, reports are due to NEI3A by the 15<sup>th</sup> day of the following month and must be complete and correctly filled in.** Payment will be issued within 30 working days following the approval. If the information submitted is incomplete or incorrect, payment will be delayed until the necessary corrections are submitted and approved for payment.

**Reimbursement Request for Individual Purchase of Service** – Rosters provided at the time of executing the contract must be used in order to receive reimbursement.

Please call Northeast Iowa Area Agency on Aging Inc. at any time should questions arise regarding the billing process. Call or email NEI3A at [sstreeter@NEI3A.org](mailto:sstreeter@NEI3A.org) or 563-277-6020 and ask for Shira.

Mail, Fax, or E-mail all Reimbursement Requests for Individual Consumer Purchase of Service to --  
Northeast Iowa Area Agency on Aging Inc.  
NEI3A Funding Program  
607 Washington Street  
Decorah, IA 52101

E-Mail reimbursement requests to: [sstreeter@NEI3A.org](mailto:sstreeter@NEI3A.org)

**NORTHEAST IOWA AREA AGENCY ON AGING INC. FUNDING SERVICE DEFINITION  
TAXONOMY**

**FY23 - July 1, 2022 - June 30, 2023**

- 1. Chore (one hour)** – Providing assistance to persons having difficulty with one or more of the following instrumental activities of daily living: heavy house work, yard work, or sidewalk maintenance.
- 2. Homemaker (one hour)** – Providing assistance to persons having difficulty with one or more of the following instrumental activities of daily living: medication management, preparing meals, shopping for personal items, managing money, using the telephone, or doing light house work.
- 3. Nutrition Counseling (one hour)** – Provision of individualized advice and guidance to individuals, who are at nutritional risk, because of their health or nutritional history, dietary intake, medications use or chronic illnesses, about options and methods for improving their nutritional status, performed by a health professional in accordance with state law and policy.
- 4. Personal Care/Home Health Aide (one hour)** – Providing personal assistance, stand by assistance, supervision or cues for persons having difficulties with one or more of the following activities of daily living: eating, dressing, bathing, toileting, and transferring in and out of bed.
- 5. Personal Care/Skilled Nursing Visit (one visit)** – Uses the casework mode of relating to a client (via interview or discussion) to screen and assess the client’s and caregiver’s needs; provide information, about, referral and assistance to meet identified needs, advocacy, counseling, a written plan of care and related case documentation; inter-agency case coordination; ongoing follow-up and reassessment; evaluation of outcomes of services; exit planning; and placement assistance.
- 6. Respite Care/In Home (one hour)** – Service which offers temporary, substitute supports or living arrangements for older persons in order to provide a brief period of relief or rest for family members or other caregivers.
- 7. Personal Emergency Response Installation/Monthly Service** – The emergency response system allows a person experiencing a medical emergency at home to activate electronic components that transmit a coded signal via digital equipment over telephone lines to a central monitoring station.
- 8. Personal Emergency Response Medication Management Monthly Service** - The emergency response system allows a person to receive medication management at home via digital equipment over telephone lines to a central monitoring station.
- 9. Material Aid/Assistive Devices Services** – Aid in the form of goods or food such as the direct distribution of commodities, surplus food, the distribution of clothing, smoke detectors, eyeglasses, security devices, etc. *Assistive devices means practical equipment to assist persons with activities of daily living and instrumental activities of daily living to allow the person more independence.*
- 10. Material Aid/Home Repair/Environmental Adaptations**– Improving or maintaining residence, appliances, etc.
- 11. Assisted Transportation (one one-way trip)** - Providing assistance, including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation.