



## Standard Operating Procedure (SOP)

Subject: Life Plan Approval by Member Representative Committee

Appendix #: 3J

Effective Date/Revised Date: 05/01/2023

### Summary of Changes:

- The Care Manager sends the Life Plan and Life Plan Signature Page to the designated email box for signature.
- A completed application needs to be submitted for the initial request to have the MRC review and approve a Life Plan. Subsequent plans do not require a new application but will require completion of the attestation portion only of the application and submission of the Life Plan.
- Addendums must be submitted for the MRC review and approval.

### Policy Associations: Policy 204: The Life Plan

### Table of Contents for this SOP:

[MEMBER REPRESENTATIVE COMMITTEE OVERVIEW](#)

[CARE MANAGER RESPONSIBILITIES](#)

[APPLICATION OVERVIEW](#)

[MRC EXPECTATIONS](#)

[MRC OUTCOME](#)

**Purpose:** This document outlines the process by which Life Plans are approved for members that are unable to approve the Life Plan AND there is no member representative available; or multiple attempts through various methods to reach the member's representative are unsuccessful. The Member Representative Committee's purpose is to provide approval of Life Plans in the instances noted above and assist Care Managers to ensure all steps are taken to preserve existing familial and community connections and to develop timely solutions whenever possible. The procedure outlines the steps the Member Representative Committee follows to ensure member's needs, desires, goals and supports are valued and included in the Life Plan approval process.

### Standard Operating Procedure:

#### **1. Member Representative Committee (MRC) Overview**

- a. MRC is comprised of representatives from the following areas: Care Management (different than the assigned Care Manager), a member

and/or Family Member, Clinical Team, Quality Assurance and Program support/Chair. The MRC is led by the MRC Chair/designee and is scheduled bimonthly at a set day/time or more often as needed to ensure the timely approval of Life Plans. Proposed meeting agendas are set by the applications received and adjusted as needed based on feedback from the MRC members.

- b. The MRC Chair/designee is responsible for the following:
  - i. Schedule and facilitate meetings, prepare and distribute meeting agenda, take notes, and complete minutes within two (2) weeks of meeting.
  - ii. Monitors designated email for applications.
  - iii. Maintain list of members approved.
  - iv. Track and log incoming applications and approval/denial dates of Life Plans received.
  - v. After the committee meeting, signs and dates Life Plan Signature page and sends to the Care Manager.
- c. The MRC members are responsible for the following:
  - i. Participate in MRC meetings.
  - ii. Review and approve Life Plans.
  - iii. Regular review of procedures to ensure effectiveness and timeliness of Life Plan approvals.
  - iv. Monitor outcomes and make improvements as needed.
  - v. Identify barriers, needed resources, and provide recommendations to care management teams to identify strengths and areas for improvement.
  - vi. Note: If at any time, an MRC member has a conflict of interest as a reviewer, the MRC member must recuse themselves from reviewing and providing feedback on the Life Plan.

## **2. Care Manager (CM) Responsibilities**

- a. The CM and the Assistant Director are responsible for ensuring all areas indicated below are completed by the CM **PRIOR** to the submission of an application packet.
  - i. If applicable, the CM has made a minimum of (3) three attempts through various methods (e.g. phone, letter, email) to reach the member's representative for Life Plan approval.
  - ii. If there is no member representative or the member's representative is unreachable, the CM must also attempt to identify and reach out to any other possible representatives. Other representatives may include but are not limited to another parent, sibling, grandparent, aunt, uncle, cousin, etc. Be sure to include what efforts are made to obtain contact information. For example, this may include contacting a program provider, to gather information about extended family members or friends.
  - iii. The CM must ensure the Life Plan details the member's inability to provide approval of their own Life Plan within the Introducing Me narrative section.

- iv. The CM must include a summary statement in the Introducing Me narrative section of the Life Plan that the Life Plan will be presented to the MRC for approval.
- v. The CM must include documentation in the My Health and Medications narrative section of the Life Plan noting the usage of any Committees (Informed Consent, Human Rights, Surrogate Decision-Making, etc.) for medical, behavioral and/or medication approval. This typically applies to members living in a congregate residential facility (IRA).
- vi. The CM must demonstrate and document in the member's case notes and My Relationship narrative section of the Life Plan any known representative, family members and/or natural supports (e.g., friend, community members, etc.) and their status of involvement in the member's life and Life Plans.
- vii. Once the steps above have been completed, the CM submits the application and accompanying documentation to the designated email - [MemberRepCommittee@myacayny.org](mailto:MemberRepCommittee@myacayny.org).

### **3. Application Overview**

- a. A completed application needs to be submitted to the MRC for the initial request to have the MRC review and approve a Life Plan.
- b. An Initial MRC application includes the following:
  - i. Completed application with signatures.
  - ii. Most recent psychosocial evaluation/update, if available.
  - iii. Most recent psychological evaluation including Full IQ, if available.
  - iv. Current Life Plan.
  - v. Once approved for MRC use, subsequent plans do not require a new application but will require completion of the attestation portion only of the application and submission of the Life Plan.
- c. Addendums must be submitted for MRC review and approval for members meeting the above criteria. The MRC Chair will determine if the Addendum requires MRC approval and will follow steps outlined above as needed.
- d. Application and documentation are sent to: [MemberRepCommittee@myacayny.org](mailto:MemberRepCommittee@myacayny.org)

### **4. MRC Expectations**

- a. Once an application is received, the CM will be notified of the upcoming MRC meeting. MRC meetings are scheduled bimonthly, or more often as needed, to review Life Plans for approval.
- b. The CM or designee must be prepared to speak to MRC criteria and must have a good working knowledge of the member, their needs and supports.

### **5. MRC Outcome**

- a. The CM will receive feedback on the Life Plan and the outcome (Life Plan approved and/or changes requested) during the meeting.
- b. The outcome and recommendations for each Life Plan reviewed are documented in meeting minutes by the MRC Chair/designee.
- c. If the Life Plan is approved

- i. The CM sends the Life Plan and Life Plan Signature Page to the designated email box for MRC signature approval.
  - ii. The Life Plan Signature Page is signed and dated by the MRC Chair/designee and sent to the CM and Assistant Director within 2 business days.
- d. If the Life Plan is **not** approved
  - i. Recommendations/requests for information will be clearly outlined within the meeting minutes and relayed to the CM at the meeting.
  - ii. Requested information must be re-submitted to the designated email box as soon as possible - MemberRepCommittee@myacayny.org.
- e. In cases where there is no member representative, the CM must regularly work with the member's Interdisciplinary Team (IDT) to continue to identify a representative to approve future Life Plans.
- f. Information regarding the Life Plan approval process and steps taken will be documented by Care Management in the Electronic Health Record
- g. Subsequent Life Plan meetings – returning requests for MRC involvement:
  - i. There should be at a minimum one documented attempt to contact the prior representative (for lost contact) mid-cycle. The prior representative should again be invited to participate in the Life Plan meeting. This cycle of attempted engagement should continue until it is identified that the representative is no longer capable or available on a permanent basis to serve in this capacity (e.g. they have passed, they explicitly state they no longer wish to act in this capacity, or they are determined to be permanently medically or mentally incapacitated).
  - ii. If there is no identified representative, the CM must document at least one attempt per review period to identify a person who may be interested in fulfilling this role for the member. For example, the Care Manager should ensure to have a conversation with the IDT at the Life Plan meetings to inquire if any new connections have been made that could result in widening of the natural support network (i.e. friends, community members, connections through church, the gym, etc.).

## Related Forms/Documents:

Form MR-1: Member Representative Committee Application

## Approval:

<b>Approved by:</b>	DocuSigned by:  6BA7ACAB1412409...	4/27/2023
	Lindsey Sprague, Director of Member Relations	

Approved by:	<div data-bbox="428 254 1513 388"><div data-bbox="428 254 1513 304">DocuSigned by:</div><div data-bbox="428 304 1513 367"><i>Pamela Rice</i></div><div data-bbox="428 367 1513 388">D58EB79403BC497...</div></div> <div data-bbox="966 254 1096 304">4/27/2023</div> <div data-bbox="909 388 1513 432">Pamela Rice, Vice President of Member Relations</div>
--------------	--