



Home Care Provider Certification Requirements Choices for Care Program

Latest Revision: October 2024

State of Vermont Agency of Human Services
Department of Disabilities, Aging, and Independent Living
Adult Services Division
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To receive this information in an alternative format or for other accessibility requests, please contact the Adult Service Division at (802) 241-0294

1. Certification

To provide home care services and bill for Medicaid reimbursement, agencies must obtain and maintain certification from the Vermont Department of Disabilities, Aging, and Independent Living (DAIL), Adult Services Division ("the Department").

1.1. Qualifications for Certification

- 1.1.1. Enrollment in VT Medicaid and an active Medicaid provider number.
- 1.1.2. Compliance with Home Care Provider Standards.

1.2. Initial Certification Application

Agencies seeking certification as a Home Care Provider must complete and submit the Department's Home Care Provider Application, which must include the following:

1.2.1. Capacity to Serve Individuals on Choices for Care:

- Proposed service areas
- Description of unmet needs per service area
- Current staffing levels and recruitment plans to address these needs
- Preparedness to meet Electronic Visit Verification requirements

1.2.2. Documentation of compliance with the Home Care Provider Standards:

- Required policies and procedures

1.3. Application Review

The Department will review accepted applications within 10 business days. This timeframe may be extended upon mutual written agreement.

- Application Acceptance indicates that the submitted application has been received by the Department and meets the initial completeness requirements to commence the review process.
- Application Approval. If the application is approved, the agency will receive notification of conditional approval to provide home care services. The agency may begin billing Medicaid for home care services provided on or after the date conditional approval is granted by the Department.
- Application Denial. If the application is not approved, the application for certification will be denied.
- Resubmission. The agency may address unmet requirements and resubmit the application for certification.

1.4. Initial Certification Review

The agency shall participate in an initial certification review with the Department within 30 to 90 days of initiating home care services. This timeframe may be extended through a written communication between the Department and the agency. The review will involve document submission by the agency and interviews with agency staff and participants.

1.4.1. The agency shall notify The Department by email, the initial date of service delivery within 10 working days of initiating services.

1.4.2. The Department will respond by email to provide the date the certification review will begin and will identify any additional documentation needed by The Department. The certification review will take up to 15 working days.

1.4.3. The Department will issue a certification report within 20 working days of the completion of the certification review, detailing which standards were met and which were unmet.

- If all standards are met, the agency will receive formal certification. Certification is valid for a period not exceeding three years, subject to the Department's approval.
- If any standard is unmet, the agency must submit a corrective action plan to the Department within 25 working days. This plan should include specific timelines for addressing the unmet standards. The Department will respond to the plan within 10 working days. If the revised plan of action is not accepted in full, the Department may suspend or revoke certification. See Section 2 for details on suspensions and revocations.

1.5. Certification Renewal Application

Home Care Providers must submit a completed renewal application to the Department at least sixty (60) days before their current certification expires. Failure to submit the application on time may result in certification suspension or revocation. See Section 2 for details on suspensions and revocations.

1.6. Maintaining Certification

To maintain certification, Home Care Provider must continually comply with Home Care Provider Standards. The Department may conduct both scheduled and unannounced reviews to ensure ongoing compliance.

- Scheduled Reviews: The Department may conduct one announced certification review per year.
- Unscheduled Reviews: The Department reserves the right to conduct unannounced reviews at any time.

Certification reviews entail a comprehensive evaluation process, including thorough examination of submitted documentation and interviews with provider staff, community partners, and participants or their legal guardians. The review procedures align with the guidelines established in Section 1.4.

2. Suspensions and Revocations

The Department may suspend or revoke a provider's certification at the Department's discretion. Written notification will be provided in case of suspension or revocation.

- Suspension: Temporary suspension of the provider's ability to bill Vermont Medicaid for services.
- Revocation: Permanent revocation of the provider's certification as a Home Care Provider.

Providers may appeal the decision to suspend or revoke certification to the Commissioner within 10 working days of receiving the notification. See Section 3 for appeal procedures.

3. Appeals

If certification is suspended or revoked, the provider has the right to a hearing with the Commissioner or designee, as outlined in 3 V.S.A. § 809.

3.1. Appeal Process

- The appeal must be filed within 10 working days of receiving the suspension or revocation notice.
- The Commissioner will schedule a hearing within 45 days of receiving the appeal.
- The Commissioner will issue a decision within 30 days of the hearing.

3.2. Certification Status

Certification is suspended during the appeal process.