

Example PIN application

The caregiver of a person with advanced dementia expressed to their family physician that they are increasingly challenged with serving as the primary caregiver for a family member with dementia. The caregiver reports that the caregiving duties are overwhelming and that she cannot continue to meet the needs of the family member with dementia and she needs help navigating the maze of options for long-term care or they will have to pursue nursing home placement. The physician completes an initiating visit for PIN and then informs the caregiver that the physician's office has a contract with the Area Agency on Aging to provide dementia navigation services under a new health benefit called Principal Illness Navigation (PIN). The physician gives the caregiver the phone number to the Aging and Disability Resource Center (ADRC) and instructs the caregiver that a referral for PIN for dementia has been sent to the ADRC.

The family caregiver contacts their local Aging Disability and Resource Center (ADRC) for assistance with determining the long-term care options in the management of their family member with a dementia diagnosis. The symptoms include progressive memory loss and the inability to complete two or more activities of daily living. The caregiver reports that the other family members are confused regarding their long-term services and supports options. In addition, the family would like assistance with applying for any State or Federal programs available to assist persons with a disability or dementia diagnosis. The caregiver reports that if they are not able to secure assistance with ADLs, they may have to consider nursing home placement as a last resort.

To assist in making the best decision to meet the needs of the family, the ADRC information and assistance intake person refers the family to a dementia case manager at the Area Agency on Aging. The dementia case manager schedules a meeting with the caregiver and the other family members in the home. The dementia case manager completes a detailed home assessment along with individual interviews with the consumer and the family members. During the assessment, the dementia caregiver conducts a Mini-COG and activities of daily living (ADL)/IADL assessment. The dementia case manager notes that there are significant deficits on completing both ADLS & IADLs. The consumer is unable to complete most ADLS/IADLs without significant assistance. The primary caregiver also reports significant stress with the caregiving duties and an inability to continue providing the intensive support that is needed.

The dementia case manager develops a PIN services plan. The plan includes enrolling in an evidence-based caregiver support training class and assisting with applying for Medicaid Waiver services. However, the patient is over-resourced for Medicaid by \$300 per month. The dementia case manager provides education and assistance with completing the Medicaid spend-down process to make the patient eligible for Medicaid waiver services. The dementia case manager also assists the family in applying for other support services to include home-delivered meals and adult day health program services. The complete PIN intervention plan is reviewed with the family and the referring physician. The case manager meets with the family each calendar month to implement the range of interventions listed in the plan, under the general supervision of the qualified provider. The time is aggregated each calendar month and billed under the provider that completed the PIN initiating visit.

The provider that exerts general supervision, bills for PIN services provided each calendar month. All of the time spent providing PIN services must be appropriately documented. The aggregate of time spent, each calendar month, are billed using the PIN HCPCS codes. Each month, the provider receives reimbursement that is detailed in a remittance advice report. The physician office manager submits the remittance report to the AAA and processes payment based on the terms of the contract agreement between the AAA and the provider office.