

The Home Care Program has many partners to help children with complex medical needs live safely at home. It is important that families, Division of Specialized Care for Children (DSCC) staff and nursing agency providers know their respective roles and expectations.

Home Care participants receive nursing services through approved Medicaid-enrolled providers. Here are key reminders about nursing expectations in the Home Care Program. They highlight how DSCC can help. They also explain areas that are not within DSCC's oversight related to nursing agencies.

- Nursing is a supportive service. The Illinois Department of Healthcare and Family Services (HFS) determines the number of approved nursing hours after reviewing the individual's medical reports and medical needs.
- Parents and caregivers can encourage their child's medical providers to be thorough in their documentation about their child's care needs.
- The nursing agency may not always be able to provide staffing at the desired level. Families should consider possible backup plans for these instances.
- If staffing is not at the desired level, families could check that all nursing agencies that cover the area are recruiting. Families could also try to recruit nursing staff through their personal social media platforms.

What DSCC is not able to do:

- Employ nurses. The nursing agency is the employer of record for all Home Care nurses.
- Regulate pay for nurses. As the employer, the nursing agency decides all wage/benefit decisions for the nurses. The nursing reimbursement rates are Medicaid rates. HFS determines the rates paid to the nursing agencies. The nursing agencies then determine the wages for the nurses.
- Recruit for nurses. The nursing agency completes all recruitment efforts.
- Require an agency to accept an individual for service. It is an agency decision to accept an individual and provide nursing services. The nursing agency can also discharge a participant at any time.
- Require an agency to enroll. A nursing agency can decide at any time to enroll or disenroll as a provider for the Home Care Program.

What DSCC can help with:

- DSCC works to help nursing agencies across Illinois become enrolled providers with Medicaid so they can provide nursing services to Home Care participants.
- DSCC monitors and conducts quality checks on the nursing agencies each year. DSCC also ensures nurses employed by the agency are licensed and able to provide nursing services. This process ensures the nurses and nursing agencies follow all guidelines and regulations as a Medicaid provider.
- DSCC care coordination teams regularly communicate with the nursing agencies and can help manage problems between the family and the agency.
- The DSCC Care Coordinator can provide a list of all nursing agencies that are approved to provide care to Home Care participants.
- The DSCC Care Coordinator can contact these agencies and make referrals for services. (The participant must have an authorization on file.)
- The DSCC Care Coordinator can help the family change nursing services to a different nursing agency.