

**CALIFORNIA DEPARTMENT OF AGING**

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**MSSP ADVISORY AND GUIDANCE LETTER – 12-04**

**DATE:** December 21, 2012

**TO:** Multipurpose Senior Services Program (MSSP) Site Directors

**FROM:** Mary Sibbett, Operations Manager *M Sibbett*

**SUBJECT:** Documenting Verbal Acceptance of the Care Plan

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**Purpose** To clarify the requirement to document the client's verbal acceptance of the Care Plan (CP) in the progress notes.

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**References** Please refer to the following documents for reference:

- Summary of the MSSP Site Manual Changes – 2010.
- Site Manual, Chapter 3, Section 3.640.4.

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**Background** Through the utilization review process the California Department of Aging has discovered that sites satisfy the program requirement of having care plans signed by the client within 90 days, but do not always document in the progress notes that the client has approved revisions and verbally accepted the CP.

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**Guidance** To ensure compliance with Waiver requirements, the Care Manager must review all elements of the CP and secure and document the client's verbal acceptance of the CP at the first monthly client contact (e.g., telephone call or home visit) unless the client has signed the CP prior to the first monthly contact.

Failure to complete this Waiver requirement may result in the site receiving a Corrective Action Plan.

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**Questions**      Please contact your assigned Program Analyst.

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cc: Edmond P. Long, Deputy Director, Long-Term Care and Aging Services Division  
Long-Term Care and Aging Services Division  
Multipurpose Senior Services Program Branch  
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