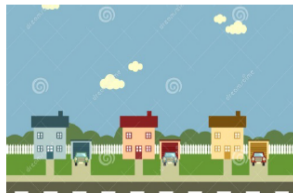


The Katie Beckett Waiver Program

**Serving Children and Young Adults with Physical Disabilities
in the Community**



Additional Information for Parents and Caregivers

Service, Safety and Quality Assurance

The Katie Beckett Waiver provides home and community-based services to clients who prefer to reside at home or in the community instead of an alternative institution. In addition to standard Medicaid covered services such as physician, therapy, home health, hospital in/out patient services, the following are also available:

- * Case Management by a home health agency Nurse (RN)
- * Individualized Plans of Care based on information from initial assessments
- * Assistance accessing needed community-based and Medicaid services
- * On-going provision of services and commitment to individual health and safety
- * Complete reassessments every 6 months

For families and caregivers, individual and legal responsibilities include collaboration with the RN Case Manager and participating in the care plan process. And because we value quality assurance any problems, concerns, and emergencies (critical incidents) should be reported to the RN Case Manager, supervisor, Agency or the Connecticut Department of Social Services (DSS), Community Options unit.

How can you report an emergency or 'critical incident'?

The federal Centers for Medicare and Medicaid Services (CMS) has determined that if a Katie Beckett Waiver Program participant has an emergency, reporting is handled through DSS. This ensures that additional supports are made available and helps DSS work with you to resolve the emergency. This data also helps us continually identify program improvements.

An emergency (Community Options calls these Critical Incidents) is reported to us for various reasons such as if your child is taken to the emergency room or hospital unexpectedly, if you suspect that someone charged with providing care for your child has engaged in verbal, physical or emotional abuse, and other situations that have compromised the quality of provided care.

For more information on critical incidents or to report one, please contact the Katie Beckett Waiver program at

1-800-445-5394, option 3

Community Options staff will return the call and *all* information is confidential.