



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Robert R. Neall, Secretary

MEMORANDUM

TO: Licensed Residential Habilitation Provider Executive Directors
Day Habilitation Provider Executive Directors
Coordinators of Community Services
Financial Management Services
Support Brokers
DD RN CM/DNs
Optimal Health Care

FROM: Adrienne Hollimon, DDA Director of Nursing

DATE: July 13, 2020

RE: HRST Clinical Review for Healthcare Level 3 or Greater

The Developmental Disabilities Administration (DDA) has renewed the contract with Optimal Health Care to complete the HRST Clinical Review for people receiving a Healthcare Level (HCL) of 3 or greater who are **new** to service including Personal Supports, Transitioning Youth and people who have chosen to self-direct their services.

Please adhere to the following guidelines:

If the person is new to service and **does not** have a DDA Registered Nurse Case Manager/Delegating Nurse:

- The CCS at the completion of the HRST Rating must notify Optimal Health by email at hrstreferral@ohc-inc.com and provide the person's name and date of birth. Optimal Health may also be contacted at 1-301-790-4962 or 1-855-798-1898, extension 314.
- The Clinical Reviewer will access the online HRST for completion and contact the person either by phone or in person if further information is needed.
- This option **should not** be utilized when the person is being served by an agency or has a RN CM/DN.
- Any concerns/discrepancies in the Rating will be referred back to the CCS for re-evaluation/correction. If the HRST is Level 3 or higher, the Clinical Review process will begin again until there is agreement between the Rater and the Clinical Reviewer.

If the person is in Residential or Day Habilitation, or in Self-Directed Services with a RN CM/DN:

- The CCS at the completion of the HRST Rating must notify the RN CM/DN that the person requires a Clinical Review.
- The RN CM/DN will complete the Clinical Review. All provider agencies should have RN CM/DNs who have been trained as Raters and Clinical Reviewers. If not, the agency Gatekeeper should submit their names for HRST Rater training or contact their Regional Nurse to identify the date of the next Clinical Reviewer training.
- Any concerns/discrepancies in the Rating will be referred back to the CCS for re-evaluation/correction. If the HRST is Level 3 or higher, the Clinical Review process will begin again until there is agreement between the Rater and the Clinical Reviewer.

If the person is *not new* to Self-Directed Services and does not have a RN CM/DN but has a HCL of 3 or greater, they should include Nurse Consultation in the PCP which will include HRST Clinical Review among the other services provided.

If you need additional information, please contact your Regional Nurse:

Central Region	Florence Ndi	florence.ndi@maryland.gov
Southern Region	Debra Goldberg	debra.goldberg@maryland.gov
Eastern Shore	Karen Borland	karen.borland@maryland.gov
Western Region	Wendy Shaffer-Yingling	wendy.shaffer-yingling@maryland.gov