

WAC 388-71-0515 What are the responsibilities of an individual provider when providing services to a client? An individual provider (IP) must:

- (1) Take direction from the client, who is the IP's employer, or when appropriate, from the client's representative;
- (2) Understand the client's plan of care that has been signed by the client or representative, which may be translated or interpreted, as necessary, and as requested by the client;
- (3) Provide the services as outlined on the client's plan of care, as described in WAC 388-106-0010, according to the client's direction, supervision, and prioritization of tasks within the number of hours authorized;
- (4) Accommodate the client's individual preferences and unique needs in providing care;
- (5) Contact the client, client's representative and case manager when there are changes that affect the personal care and other tasks listed on the plan of care;
- (6) Observe and consult with the client or client's representative, regarding change(s) in health, take appropriate action, and respond to emergencies;
- (7) Notify the case manager immediately when the client enters a hospital, or moves to another setting, or when the client has an emergent health and safety need that requires the IP to provide services in excess of the client's authorization or the IP's work week limit;
- (8) Notify the case manager immediately in the event of the client's death;
- (9) Notify the department or AAA immediately when unable to staff/serve the client;
- (10) Notify the department/AAA when the individual provider will no longer provide services. The individual provider must:
 - (a) Give at least two weeks' notice; and
 - (b) Notify the client or the client's representative in writing;and
 - (c) Notify the client's case manager;
- (11) Complete and submit accurate time records, in IPOne, of authorized hours for each day worked;
- (12) Comply with all applicable laws, regulations, and the individual provider contract;
- (13) Have a current background check as described in WAC 388-71-0511 and a current DSHS contract;
- (14) Provide services only when the department has approved and authorized payment for services to be provided, except in circumstances where there is an emergent health and safety need; and
- (15) Comply with electronic visit verification requirements, when required.

[Statutory Authority: RCW 74.08.090, 74.09.520, 43.43.832, 74.39A.270, 74.39A.056, 74.39A.074, 43.20A.710, 74.39A.525, 43.43.842, 74.39A.326, 74.39A.515, 74.39A.505, 18.88B.021, 43.43.837 and 2018 c 278. WSR 21-18-081, § 388-71-0515, filed 8/30/21, effective 10/1/21. Statutory Authority: RCW 74.08.090, 74.09.520. WSR 21-04-037, § 388-71-0515, filed 1/26/21, effective 3/1/21; WSR 13-02-023, § 388-71-0515, filed 12/20/12, effective 1/20/13. Statutory Authority: RCW 74.08.090, 74.09.520, 2009 c 571, and Washington state 2009-11 budget, section 206(17). WSR 10-06-112, § 388-71-0515, filed 3/3/10, effective 4/3/10. Statutory Authority: RCW 74.08.090, 74.09.520. WSR 05-11-082, § 388-71-0515, filed 5/17/05, effective 6/17/05. Statutory Authority:

RCW 74.08.090, 74.09.520, and 74.39A.090. WSR 02-21-098, § 388-71-0515, filed 10/21/02, effective 11/21/02. Statutory Authority: RCW 74.08.090, 74.09.520, 43.20A.050, 43.43.842, 74.39A.090, 43.20A.710, 74.39.050, 43.43.830, 74.39.095. WSR 01-11-019, § 388-71-0515, filed 5/4/01, effective 6/4/01. Statutory Authority: RCW 74.08.090, 74.09.520, 43.20A.050, 43.43.842, 74.39A.090, 43.20A.710, 74.39.050, 43.43.830. WSR 00-03-043, § 388-71-0515, filed 1/13/00, effective 2/13/00.]