

## Appendix H: Units of Service - Definitions

SERVICE CATEGORY	UNITS OF SERVICE
Ambulatory/Outpatient Care	1 visit
Drug Reimbursement Program	1 prescription
Health Insurance Premium & Cost Sharing Assistance	1 premium <sup>1</sup>
Home Health Care	1 visit <sup>2</sup>
Home and Community-Based Health Services	1 visit
Oral Health	1 visit
Hospice Services	1 day - home or residential
Mental Health Services	1 visit 1 individual or group encounter
Medical Nutrition Therapy	1 visit or 1 case of supplement <sup>3</sup>
Rehabilitation Services	1 visit
Substance Abuse Services	1 day of residential treatment 1 individual or group encounter
Treatment Adherence Counseling	1 individual or group encounter <sup>4</sup>
Child Care Services	1 child care session
Emergency Financial Assistance	1 assistance voucher or assistance payment
Medical Case Management	1 Medical Case Mgr. encounter per client per day <sup>5</sup>
Case Management (non-medical)	1 Non-medical Case Mgr. encounter per client per day <sup>5</sup>
Psychosocial Support Services	1 individual or group encounter
Respite Care	1 session of respite care
Early Intervention Services	1 visit 1 client encounter
Food Bank/Home Delivered Meals	1 meal/bag/gift card or voucher <sup>6</sup>
Health Education/Risk Reduction	1 individual or group encounter <sup>7</sup>
Housing Assistance	1 day of housing 1 housing related service
Legal services	1 client encounter 1 individual or group encounter
Outreach Services	1 client contact 1 individual or group encounter <sup>7</sup>
Linguistic Services	1 individual or group encounter
Referral to health care/support services	1 client contact
Medical Transportation	1 one round trip or medical transportation voucher <sup>8</sup>

<sup>1</sup> The unit of service is one premium, deductible or co-pay.

<sup>2</sup> The unit of service is one visit by a health care professional to a client's home per day. For example, if a nurse visits a client, begins a medical therapy, leaves and comes back to the client's home that same day, that is counted as one unit of service. If a different medical professional visits the same client on the same day as the nurse, that visit is counted as a second unit of service.

<sup>3</sup> The unit of service is one visit to a licensed registered dietician outside of a primary care visit or one case of a nutritional supplement such as Boost or Ensure.

<sup>4</sup> The unit of service for individual clients is the unduplicated number of clients seen in one day for Treatment Adherence Counseling. For group encounters, one unit is the number of groups receiving the counseling in one day. For example, a presentation on adherence before a support group is one unit of service.

<sup>5</sup> The unit of service is the number of unduplicated clients seen for this service per day. For example, a medical case manager meets with a client and gives them treatment adherence counseling and a referral to a social service agency. On that same day, the case manager telephones the client to ask if the client made an appointment with the social service agency. All those activities on the part of the case manager are counted as **one** unit of service for that client.

<sup>6</sup> Depending on how the program operates, a unit of service will be one meal, one bag or box of food and/or essential household supplies or a gift card or voucher to a grocery store.

<sup>7</sup> The unit of service for an individual encounter is the number of unduplicated individuals contacted per day. The individual is counted as **one** unit of service, not the number of condoms or pieces of literature distributed.

<sup>8</sup> The unit of service is one round trip taxi ride, bus trip or other form of transportation per day. For example, if a client is given a bus pass that is good for one week, the client has been given seven units of service.