

Sometimes a client's health changes and it requires a client to be upgraded to a higher level of In-home Aide or downgraded to a lower level of In-home Aide care.

ARMS can be tricky when a client increases or decreases in an in-home aide level in the middle of a month. This is because ARMS will not allow a client to be active in two levels of In-Home Care at the same time.

When this happens, make sure you have all the client's units in the old level already in the SRW. Because once you make the client inactive, you will not be able to go back and re-add units to that level.

Once units are in, go to the area of the client file where it says "Add Update Services" (I used a lvl 3 client as an example)

Provider Client Services				
Date	Service Code	Service Name	Service Status	Allow Care Recipients
10/11/2019	045	IN-HOME LEVEL 3 - PERSONAL CARE	A	No
Add/Update Services				

After clicking 'Add/Update Services' you should get this screen:

	Service Code	Name	Service Status
<input type="checkbox"/>	020	HOME DELIVERED MEALS	Active ▾
<input type="checkbox"/>	041	IN-HOME LEVEL 1 - HOME MANAGEMENT	Active ▾
<input type="checkbox"/>	042	IN-HOME LEVEL 2 - PERSONAL CARE	Active ▾
<input type="checkbox"/>	044	IN-HOME LEVEL 3 - HOME MANAGEMENT	Active ▾
<input checked="" type="checkbox"/>	045	IN-HOME LEVEL 3 - PERSONAL CARE	Active ▾ Inactive Waiting
<input type="checkbox"/>	180	CONGREGATE NUTRITION	Waiting
<input type="checkbox"/>	185	CONGREGATE NUTRITION-COVID	Active ▾
<input type="checkbox"/>	235	IN-HOME LEVEL 1 - RESPITE	Active ▾
<input type="checkbox"/>	250	TRANSPORTATION	Active ▾
<input type="checkbox"/>	842	FC-IN-HOME RESPITE	Active ▾
<input type="checkbox"/>	862	FC-OTHER SUPPLEMENTAL SERVICES	Active ▾

1. Make the 'new level of service' "Waiting" in the drop down box beside the service needed;
2. Then while still on that screen, make the old level of service inactive.
3. Click Next.
4. Then go back into "Add/Update Services" and Make Level 3 Active.

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Why couldn't I do that before? When I was already on that screen? Because ARMS can be a beast. It won't let you have two services in In-home Aide active at once. So you would have to 'inactivate' level 2 before activating level 3.

If You inactive Level 2 and then activate level 3 – ARMS has been known to Deactivate the Client immediately and the Provider loses complete access to the client altogether; not giving you a chance to activate the new service.

But if you make level 3 'waiting', then deactivate level 2, finish and go back, you can then activate level 3 like normal. Because ARMS sees that there is a service 'waiting'. Client is still 'active'.

5. You will need to do the new assessment on the client when you change levels from an older level of service to a new level of service. Even if downgrading to a lower service you will need to complete a new client assessment in ARMS.