



SENIOR & LONG TERM CARE DIVISION

COMMUNITY SERVICES BUREAU

Medicaid Hospice Policy Manual

Title: Hospice Policy 704
Section: HOSPICE SERVICE COORDINATION
Subject: Hospice Volunteers
Reference: ARM 37.40.805, 42 CFR 418.78
Supersedes: Policy 704, October 2016

VOLUNTEERS

The hospice must use volunteers to the extent specified in the “Level of Activity” section. These volunteers must be used in defined roles and under the supervision of a designated hospice.

TRAINING

The hospice must maintain, document, and provide volunteer orientation and training that is consistent with hospice industry standards.

ROLES

Volunteers must be used in day-to-day administrative and/or direct member care roles.

RECRUITING AND RETAINING

The hospice must document and demonstrate viable and ongoing efforts to recruit and retain volunteers.

COST SAVING

The hospice must document the cost savings achieved through the use of volunteers. Documentation must include the following:

1. The identification of each position that is occupied by a volunteer;
2. The work time spent by volunteers occupying those positions; and
3. Estimates of the dollar costs that the hospice would have incurred if paid employees occupied the positions.

LEVEL OF ACTIVITY

Volunteers must provide day-to-day administrative and/or direct member care services in an amount that, at a minimum, equals five percent of the total member care hours of all paid hospice employees and contract staff. The hospice must maintain records

Title: Hospice Policy 704
Section: HOSPICE SERVICE COORDINATION
Subject: Hospice Volunteers
Reference: ARM 37.40.805, 42 CFR 418.78

on the use of volunteers for member care and administrative services, including the type of services and time worked.