



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Support for Participant Direction
Service Specifications**

SERVICE SPECIFICATIONS

1.0 SERVICE DEFINITION

- 1.1 Support for Participant Direction provides assistance to participants who self-direct personal care services. Providers of this service perform various functions to support participants in planning for and carrying out their responsibilities as common-law employers of personal care attendants. The service includes two components: 1) Information and Assistance in Support of Participant Direction (Support Brokerage); and 2) Financial Management Services. Providers of Support for Participant Direction carry out activities associated with both components.

2.0 SERVICE GOAL

- 2.1 The goal of Support for Participant Direction is to enable recipients of self-directed personal care services to successfully manage their responsibilities as employers and to utilize personal care services to live as independently as possible in home and community-based settings.

3.0 SERVICE UNIT

- 3.1 The unit of service for Support for Participant Direction is one month.

4.0 SERVICE AREA


- 4.1 Support for Participant Direction services are available to eligible participants in the State of Delaware.

5.0 SERVICE LOCATION

- 5.1 Support for Participant Direction is conducted in the service provider's business location, in the residence of the participant, and/or in other locations based on the needs of the participant.

6.0 SERVICE DESCRIPTION

- 6.1 In carrying out the Support Brokerage component of the service, the provider will:
- 6.1.1 Coordinate with participants to develop, sign, and update Individual Service Plans (ISP's)
 - 6.1.2 Recruit personal care attendants
 - 6.1.3 Maintain a roster of personal care attendants
 - 6.1.4 Secure background checks on prospective personal care attendants on behalf of participants
 - 6.1.5 Provide information on employer/employee relations
 - 6.1.6 Provide training to participants and personal care attendants

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- 6.1.7 Provide assistance with problem resolution
- 6.1.8 Maintain participant files
- 6.1.9 Provide support in arranging for emergency back-up care

6.2 In carrying out the Financial Management component of the service, the provider will:

- 6.2.1 Assist participants in verifying personal care attendants' citizenship status
- 6.2.2 Collect and process personal care attendants' timesheets
- 6.2.3 Process payroll and withhold, file, and pay applicable federal, state, and local employment-related taxes and insurance as a fiscal agent acting on behalf of participants
- 6.2.4 Execute and hold Medicaid provider agreements with personal care attendants under a Medicaid Waiver
- 6.2.5 Receive and disperse funds for the payment of services to personal care attendants

7.0 SERVICE STANDARDS

- 7.1 The provider will make services available only to those persons deemed eligible and referred by Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) staff.
- 7.2 The provider must comply with all applicable Federal, State, and local rules, regulations and laws applying to the provision of the service.
- 7.3 The provider will not enter into any subcontracts for any portion of the service contract without obtaining prior written approval from DSAAPD.
- 7.4 The provider must develop and maintain policies and procedures for the delivery of Support for Participant Direction services.
- 7.5 The provider must establish contact with the participant within five (5) working days of referral from DSAAPD.
- 7.6 The provider must conduct a face-to-face visit to initiate the ISP process within five (5) working days of establishing contact with the participant (except in extenuating circumstances, such as inability of the participant to meet within that timeframe).
- 7.7 The provider must furnish DSAAPD with a copy of the ISP within ten (10) working days of signature.
- 7.8 The provider must notify DSAAPD if self-directed personal care services are not initiated by the participant within 45 days of the establishment of the ISP.




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- 7.9 The provider must complete all necessary requirements at the federal, state, and local levels to act on behalf of the participant as a legally-recognized fiscal agent, including those requirements put forth by the Internal Revenue Service, the Delaware Division of Revenue, the Delaware Department of Labor, and/or other entities of federal, state and local government which have jurisdiction over the functioning of a fiscal agent.
- 7.10 The provider must conduct at least one face-to-face meeting with each participant annually.
- 7.11 The provider must conduct at least two face-to-face meetings annually with each participant who chooses to hire a relative or legal guardian as his/her personal care attendant.
- 7.12 The provider must contact each participant at least quarterly to verify that the self-directed personal care services are meeting the needs of the participant.
- 7.13 The provider must monitor each participant's utilization of personal care hours to ensure that s/he does not exceed the amount authorized by DSAAPD staff.
- 7.14 The provider, in coordination with the participant, must review and update the ISP at least annually.
- 7.15 The provider must establish and maintain for each participant a case file which contains:
- 7.15.1 Documentation of service referral from DSAAPD
 - 7.15.2 The ISP signed by the participant and provider
 - 7.15.3 Documentation of participant and personal care attendant(s) training activities
 - 7.15.4 Documentation of routine contacts with the participant
 - 7.15.5 Documentation of any problems or concerns raised by the participant, personal care attendant(s), or other parties; attempts to investigate the problems or concerns; and the disposition of the problems or concerns
 - 7.15.6 Documentation of the annual reassessment of the ISP
- 7.16 Under a Medicaid Waiver, the provider must carry out a number of activities in order to collect and disperse Medicaid funds for personal care services.
- 7.16.1 The provider must establish an agreement with the Delaware Division of Medicaid and Medical Assistance to execute and hold provider agreements with personal care attendants
 - 7.16.2 The provider must enroll with the State's Medicaid provider relations agent in order to file claims for personal care services
 - 7.16.3 The provider must sign agreements with personal care attendants in order to submit claims through the Medicaid Management Information System (MMIS) on their behalf

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7.16.4 The provider must submit claims for personal care services through the MMIS on behalf of personal care attendants

- 7.17 The provider must process and distribute payroll checks for personal care attendants in a timely manner.
- 7.18 The provider must make use of standard accounting practices in conducting financial management responsibilities on behalf of participants, and maintain accurate and complete records of all such financial transactions.
- 7.19 The provider must notify the DSAAPD in the event of a hospital admission or nursing home placement of the participant.
- 7.20 The provider must ensure access to the participant's case files and medical records by authorized representatives of Delaware Health and Social Services and/or the federal funding agency.
- 7.21 The provider must operate the program and maintain records in a manner which is consistent with a participant's right to privacy and confidentiality.
- 7.22 The provider must comply with DSAAPD quality assurance initiatives related to this program.
- 7.23 The provider must notify DSAAPD about issues or problems which threaten the continuation of self-direction opportunities for a participant (such as difficulty on the part of the participant in carrying out employer responsibilities; issues or problems which present health and welfare risks; or other related issues or problems) and when practicable, work with DSAAPD to resolve these issues or problems.
- 7.24 The provider must notify DSAAPD of situations which may result in the involuntary termination of participant-direction opportunities by DSAAPD, such as:
 - 7.24.1 The inability of a participant to self-direct (or to identify an individual to serve as his/her representative)
 - 7.24.2 The presence of a health and welfare risk that has not been mitigated by intervention on the part of the provider, DSAAPD, and/or other parties
 - 7.24.3 The fraudulent use of funds by a participant (such as, for example, the falsification of timesheets)

8.0 PROVIDER QUALIFICATIONS

- 8.1 The Provider must employ staff members with knowledge, experience, and abilities to sufficient to carry out the support brokerage component of this service.
- 8.2 The Provider must employ staff members with knowledge, experience, and abilities to sufficient to carry out the financial management component of this service.