

# Virginia Department of Medical Assistance Services

## Consumer-Directed Model for Service Delivery

### Fact Sheet 2012

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**Overview** Consumer-directed (CD) is a service delivery model of care. In select waivers, three services are available through the consumer-directed model or the agency-directed model. These services are: personal care, respite care, and companion care. Enrolled individuals with a demonstrated need for these services may elect to receive them through either the CD model of service delivery, the agency-directed (AD) model of service delivery, or a combination of both. The CD model differs from AD services by allowing the individual to assume the responsibility for directly hiring, training, scheduling, and firing staff and monitoring the provision of services provided. AD services are provided by a Medicaid enrolled provider agency. To receive CD services, the individual or a designated individual must act as the employer of record (EOR). The EOR hires, trains, and supervises the attendant(s). A minor (under the age of 18) is required to have an EOR.

An individual may be found NOT to be eligible for CD services if:

- It is determined that he or she cannot be the employer, and no one else is able to assume this role.
- The individual wants CD services, but health and safety cannot be assured.
- The individual has medication or skilled nursing needs or medical/behavioral conditions that cannot be met through CD services.

Refer to the program regulations and Medicaid provider manuals for additional information.

**Target Population** Individuals in the Intellectual Disability (ID) Waiver, Individual and Family Developmental Disabilities Support (DD) Waiver, or the Elderly or Disabled with Consumer Direction (EDCD) Waiver, have the option of CD services if criteria are met. The Early, Periodic, Screening Diagnosis and Treatment (EPSDT) program and Children's Mental Health (CMH) program also have the option of CD services.

**Eligibility** An individual must meet eligibility requirements for the waiver in which he or she is enrolled.

**Service Authorization** The authorization process for CD services is specified in the program regulations and Medicaid provider manuals. The service authorization process for the CD model of service delivery is the same as the AD model, and is based on the specific service need and plan of care that is developed.

**Process of CD Services** Upon waiver enrollment and assessment of need, an individual can choose AD services, CD services, or a combination of both. The individual is the employer-of-record (EOR) and is responsible for hiring, training, supervising, and firing. An individual unable to manage his or her own CD services or individuals less than 18 years of age must have a family member/caregiver serve as the EOR. Specific employer duties include checking of references of employees (assistants/companions), determining that they meet basic qualifications and pass a criminal background check and, if providing services to minor, have no finding in the Child Protective Services Central Registry. The EOR is also responsible for training employees, supervising their performance, and submitting timesheets to the fiscal/employer agent in a consistent and timely basis. When the fiscal/employer agent receives all paperwork from the EOR, determines that the individual is "Good to Serve," and services are authorized, the attendant may begin providing services.

Services facilitation means a service that assists the individual (and the individual's family or caregiver, as appropriate) in arranging for, directing, and managing services provided through the CD model. Individuals choosing the CD model of service delivery may receive support from a services facilitator (SF). Services facilitation is used in conjunction with CD services. The SF is responsible for assessing the individual's particular needs for a requested CD service, assisting in the development of the Plan of Care, providing training to the individual/EOR as appropriate, on his or her responsibilities as an employer and providing ongoing support of the CD model of services.

**Services Available** Services may include personal care, respite care, and/or companion services necessary for individuals to remain in the community. CD services do not include nursing services or services provided to other individuals in the household.

**Fiscal Agent** To facilitate the process of CD services, a fiscal/employer agent, Public Partnerships (PPL), is the state's contractor responsible for all fiscal agent services. PPL is responsible for establishing accounts for the EOR by securing a federal identification number, and establishing the tax accounting process (this can include employment tax and IRS tax). PPL also processes requests for new providers and completes their enrollment enabling them to be compensated for the attendant services they provide participants. PPL processes timesheets and distributes paychecks for all enrolled providers (employees) while maintaining accountability for the hours each participant has available for use.

**Definitions**  
*(Consumer-Directed  
Waiver Services  
Employer Manual at  
dmas.virginia.gov)*

**CD personal assistance** services enable an individual to maintain the health status and skills necessary to live in the community or participate in community activities. They include assistance with activities of daily living (ADLs) and instrumental activities of daily living (IADLs), access to the community, medication and other medical needs, and monitoring health status and physical condition.

**CD respite services** are specifically designed to provide temporary, substitute care for that which is normally provided by the family or other unpaid, primary caregiver of an individual. These services are provided on a short-term basis because of the emergency absence or need for periodic or routine relief of the primary caregiver to avoid institutionalization of the individual. This service is provided in an individual's home or at various locations in the community.

**CD companion services** provide nonmedical care, socialization, or support to adults enrolled in the ID or DD Waiver. This service is provided in an individual's home or at various locations in the community.

**Quality Management Review** DMAS conducts quality management reviews of the services provided and interviews individuals for all providers providing services in this waiver to ensure the health and safety of all individuals. Level of care reviews are performed at least annually.

**Regulatory Basis** Refer to the regulations for the specific waiver or program.

**Program Contact** As consumer direction is a service delivery model, contacts should be made to Nichole Martin, Program Manager at 804-371-5016 or nichole.martin@dmas.virginia.gov. The DMAS website is [www.dmas.virginia.gov](http://www.dmas.virginia.gov).