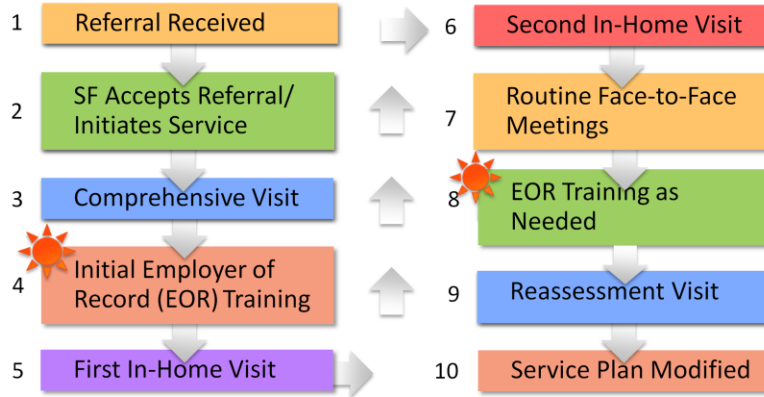


Welcome to Part A of Module 3 in the series of four training modules for Services Facilitators in Virginia. Completion of all four modules and successful completion of the corresponding learning assessments will satisfy the DMAS training requirements to provide consumer-directed Services Facilitation in Virginia.

Again, please note that this training is meant to serve as a supplement to information that you are responsible to obtain and understand through regular review of the applicable regulations and provider manuals.

Employer of Record Training by Services Facilitators

Services Facilitator Services



Module 3 is dedicated to topics that are a part of EOR Training that you, as the Services Facilitator, will provide to the EOR. It covers step number 4 in this flow chart—the initial EOR Training--and also step number 8, EOR Training as needed after the initial training. EOR training is required to be provided by Services Facilitators to prepare EORs for their role as employers.

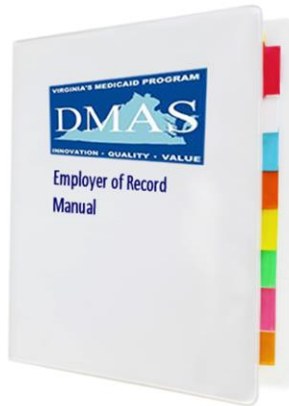
Employer of Record Training by Services Facilitators	
	The Basics of Employer of Record Training
	Step 1: Consumer-Directed Services Roles
	Step 2: Importance of CD Service Plan
	Step 3: Required Qualifications of Attendants
	Step 4: Attendant Responsibilities
	Step 5: Employer Responsibilities
	Your Guide to Directing Your Own Supports

In Part A, we will cover the basics of Employer of Record Training, and Steps 1 and 2 of the 5 steps involved in EOR training:

- Consumer-Directed Services Roles; and
- The importance of the CD services plan.

Steps 3 through 5 will be covered in Module 3, Part B.

Materials for EOR Training



Click to locate and download.

Much of the material we will cover can be found in the DMAS Employer of Record Manual. This is the Manual that DMAS requires you to give the EOR at the initial (comprehensive) visit. Click the icon on the slide to download the Manual.

We will also briefly review Your Guide to Directing Your Own Supports in Virginia—a guidebook that was prepared by people who use CD services. The Guide can be found in the Module 3 training materials or online at personcenteredpractices.org.



The Basics of Employer of Record Training

WHO?

WHERE?

WHEN?

WHY?

First, let's look at the basics: the "who, when, where and why" of EOR training, documentation, and billing. We'll also review some material first presented in Module 1 regarding the services that can be consumer-directed and the role of the fiscal/employer agent (F/EA) in CD services.



Types of EOR Training

Initial EOR Training

Previously called:

- Employer Management Training
- Consumer Training
- Individual Training

Ongoing EOR Training

Previously called:

- Management Training

There are two types of training required to be provided by a Services Facilitator: initial EOR Training (which in the past was referred to as “Employer Management Training,” “Consumer Training” or “Individual Training”); and ongoing EOR training, previously called “Management Training.” While the substance of both types of training is basically the same, there are differences in billing procedures, and the timing of the initial training varies among the Medicaid programs. We will point out these differences in the next few slides.



Who Receives EOR Training

Employer of Record (EOR)

- Individual using services
- or
- Someone who acts on the individual's behalf

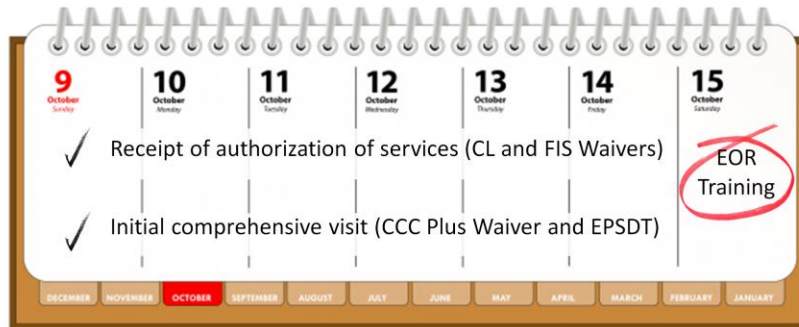
The person being trained is the Employer of Record (EOR): either the individual who is using the services or a designated person acting on behalf of the individual. The training may also be provided to other family members and caregivers, however, Services Facilitators are NOT permitted to train consumer-directed attendants--that is the sole responsibility of the EOR.



Timing of Training

Initial Training

At the time of the initial (comprehensive) visit...or...within 7 days



As we mentioned in Module 2, the initial EOR Training can be provided at the initial (comprehensive) visit. If it is not provided at that time, it must be provided within seven days of receipt of service authorization in the CL and FIS Waivers, or within seven days of the completion of the initial comprehensive visit in the CCC Plus Waiver and EPSDT Program.



Timing of Training

Ongoing Training



2018			
JANUARY	FEBRUARY	MARCH	APRIL
SU MO TU WE TH FR SA 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	SU MO TU WE TH FR SA 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	SU MO TU WE TH FR SA 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	SU MO TU WE TH FR SA 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
MAY	JUNE	JULY	AUGUST
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SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
SU MO TU WE TH FR SA 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	SU MO TU WE TH FR SA 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	SU MO TU WE TH FR SA 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	SU MO TU WE TH FR SA 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

After the required initial training has been completed, the Services Facilitator must also provide additional face-to-face training at the request of the EOR or family member; S5116 SF Management Training Hours. The fiscal/employer agent may also call you if they identify a need for more training of the EOR.

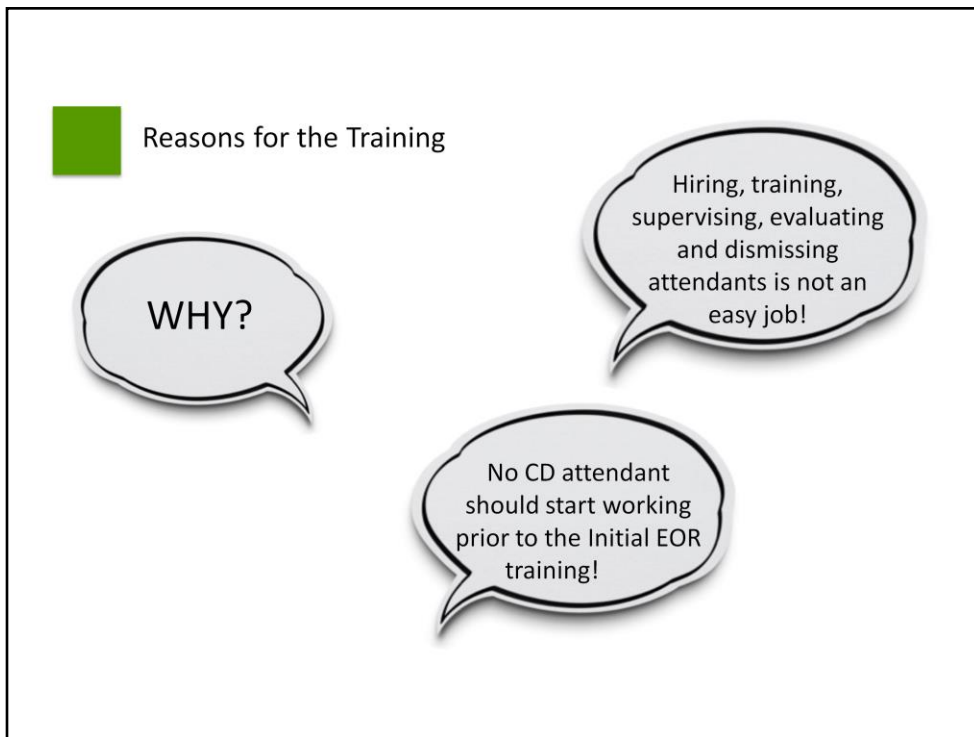
Services facilitators should refer to the July 25, 2017 Services Facilitation Visit Guidelines and waiver regulations for more information regarding limitations to management training and required pre-authorizations before delivered as a billable service.



While most EORs will likely want to receive the initial training in their home, some may want to do it elsewhere. Alternate locations preferred by the EOR should be honored if at all feasible for the Services Facilitator.



Ongoing training may also be provided at any location, except that in the CCC Plus Waiver and the EPSDT Program, it must be provided during an on-site visit.



With the choice to be the EOR, there come many important responsibilities. . .

. . .including recruiting, hiring, training, scheduling, managing, monitoring, supervising, evaluating, and dismissing attendants who will be providing consumer-directed services. This is why the Services Facilitator's role in training the EOR in his or her role as employer is so critical to the services the individual uses.

It is also important to remember that CD attendants cannot be hired prior to completion of the initial EOR training.

Required Documentation

CL, FIS and CCC Plus Waivers
Community-Based Care Recipient Assessment Report
DMAS-99

Assessment Date: _____
☐ Initial Visit ☐ Consumer-Directed Services ☐ Routine Visit ☐ Six-Month Re-assessment

Agency-Directed Services: _____
 Recipient's Name: _____ Date of Birth: _____
 Medicaid ID #: _____ Start of Care: _____
 Recipient's Current Address: _____ Agency Name: _____
 Recipient's Phone: () _____ Provider ID #: _____
 Recipient's SSN: _____

FUNCTIONAL STATUS		Human Help		MHI & Human Help		Always Performed By Others		Is Not Performed As ADL	
		Needs No Help	MHI Only	Supervise	Phys. Asst.	Supervise	Phys. Asst.	Supervise	Phys. Asst.
Bathing									
Dressing									
Toileting									
Transferring									
Eating/Feeding									
CONTINENCE		Continent	Incontinent < Weekly	Incontinent Self Care	Incontinent Weekly or >	External Device Not Self Care		Indwelling Cath Not Self Care	
MOBILITY		Needs No Help	MHI Only	Supervise	Human Help Phys. Asst.	MHI & Human Help Supervise	MHI & Human Help Phys. Asst.	Confined Moves About	Confined Does Not Move About
ORIENTATION		Disoriented-Some Sphers/Sometimes		Disoriented-Some Sphers/Sometimes		Disoriented-All Sphers/Sometimes		Disoriented-All Sphers/Sometimes	
BEHAVIOR		Wandering/Passive < Than Weekly		Wandering/Passive Weekly or >		Abusive/Aggressive/Disruptive < Weekly		Abusive/Aggressive/Disruptive > Weekly	
MED. ADMINISTRATION		Without assistance 0		Administered/monitored by lay person 1		Administered/monitored by professional nursing staff 2			

All training must be documented, and remember that documentation is required for all reimbursement.

In the CL, FIS and CCC Plus Waivers and EPSDT Program, training must be documented on the DMAS-99 form (the Community-Based Care Recipient Assessment Report) in the notes section.

Required Documentation

CL, FIS, and CCC Plus Waivers
Community-Based Care Recipient Assessment Report
DMAS-99

Assessment Date: _____
 Six-Month Re-assessment: _____
☐ Consumer-Directed Services
☐ Routine Visit
 Date of Birth: _____

Agency-Directed Services
☐ Initial Visit

Recipient's Name: _____
 Medicaid ID #: _____
 Recipient's Current Address: _____
 Recipient's Phone: () _____

FUNCTIONAL STATUS

ADLs	Needs No Help	MH Only	PH Only
Bathing			
Dressing			
Grooming			
Transferring			
Eating/Feeding			

CONTINENCE

Bowel	Continent	Incontinent < Weekly

MOBILITY

Needs No Help	MH Only	PH Only

ORIENTATION

Oriented	Disoriented < Sphero/Sphere

Spheres Affected: _____

BEHAVIOR

Appropriate	Wandering/Phase Than Weeks

Describe Inappropriate Behavior: _____

VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES
CONSUMER-DIRECTED INDIVIDUAL COMPREHENSIVE TRAINING FORM
DMAS-488
 (Check (✓) the box after completing each part of the training.)

☐ I. Consumer-Directed Attendant Services

- ☐ A. Definition of services
- ☐ B. The approach to provision of services (e.g., personnel involved including service facilitator, fiscal agent). Individual should read and sign service agreements for service facilitator and fiscal agent if they have not been signed.
- ☐ C. Role of the attendant in the provision of services
- ☐ D. Must have authorization prior to hiring an attendant. If there is no authorization, then the individual is liable for payment until authorization is received.

☐ II. The Individual of Attendant Services

- ☐ A. Inventory of the individual's needs (assessing needs as an individual (e.g., habits, personal care)
- ☐ B. Selecting Attendants
 - ☐ 1. Creating an attendant job description (discuss sample)
 - ☐ 2. Advertising for attendants (discuss sample)
 - ☐ 3. Assessing an attendant's application
 - ☐ 4. Required qualifications of attendants
 - ☐ 5. Screening applicants and scheduling interviews

Click here
 Enter number
 and download.

You must also use the DMAS-488, the *Consumer-Directed Individual Comprehensive Training Form*, to ensure that the training content meets the minimum acceptable requirements. You must check each subject on the form after it has been covered with the EOR and secure the required signatures and dates. The training checklist must be maintained in the individual's file and available for DMAS' review.

A copy of the DMAS-99 form and the DMAS-488 form can be accessed for use through the Virginia Medicaid Web Portal or by clicking the link in the slide and entering the form number. A copy of the *Consumer-Directed Individual Comprehensive Training Form* can also be found in the EOR Manual.



Billing for Training

Initial Training

- Document: reasons for training
- Bill: as one unit


Ongoing Training

- Document reasons for training
- Bill: one-hour training units



For initial EOR training, the Services Facilitator must document the reasons for the initial training and bill for the training as one unit.

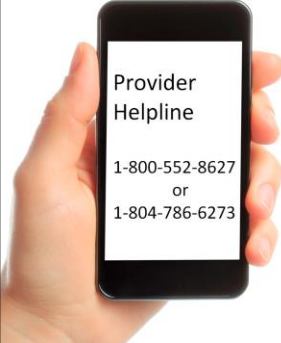
Ongoing training must be documented and billed in one-hour training units.



Billing for Training

Confirm current rates

Check out latest rates on the DMAS website:
http://www.dmas.virginia.gov/Content_pgs/ltc-wvr.aspx





Provider
Helpline

1-800-552-8627
or
1-804-786-6273

Use Code # S5109 (initial training)

Use Code # S5116 (ongoing training)

Submit CMS-1500 Form electronically

Click here to
locate and
download.

http://www.dmas.virginia.gov/Content_pgs/ltc-wvr.aspx

Remember, you can bill for training only after it has been completed but you may need a preauthorization if the person is covered by one of the MCOs as an enrollee in CCC Plus program. It is extremely important to confirm DMAS rates prior to billing. Waiver rates can be found on the DMAS website on the Waiver Services and Rates page or by clicking the link on the slide. Scroll to “SFY Waiver Rates.” Note that EPSDT rates are the same as the CCC Plus Waiver rates.

Currently, the Code number for initial training is S5109, and the Code number for ongoing training is S5116. Both require use of the CMS-1500 form. For additional assistance or questions regarding billing or available claims submission information, DMAS has a Provider Helpline that can be reached at: 1-800-552-8627 or 804-786-6273.



Special Reimbursable Costs

Ongoing EOR Training for all Waivers and the EPSDT program can also be used to reimburse costs of:

- Tuberculosis screening for attendants
- Annual flu immunizations
- If the Service Facilitator is not an RN, consult with the individual's primary care physician



The Services Facilitator can also bill DMAS for ongoing EOR training to recoup the costs of certain required services. These include:

- Tuberculosis screening for attendants (in all Waivers and the EPSDT Program);
- Annual attendant flu immunizations (in the CL, FIS and CCC Plus Waivers as well as the EPSDT Program); and
- If the Service Facilitator is not an RN, consult with the individual's primary care physician

The billing, on behalf of the individual, is completed in hourly training units. The Services Facilitator must maintain documentation of these costs in the individual's file.




Step 1: CD Services Roles

Assure EOR understands roles

- His or her role as an EOR
- Services Facilitator
- Attendant
- Fiscal/Employer Agent





Now that we know the basics, we're ready to turn our attention to the substance of the EOR Training. There are five major steps to use in training the EOR. The first of these is to assure that the EOR has a good understanding of his or her role and the roles others play in CD services: you as the Services Facilitator, attendants, and the fiscal/employer agent (F/EA). You have already mentioned these roles when you conducted the initial comprehensive visit. The initial training, however, is a good time to cover them again and answer any questions the EOR may have about them.



Roles of the EOR

- Advertising for attendants
- Hiring and dismissing attendants
- Training attendants
- Scheduling attendants
- Supervising attendants
- Evaluating attendant performance
- Certifying attendant time sheets






First, explain the EOR's roles. Stress that the EOR has many responsibilities for attendants, including:

- Advertising;
- Hiring and dismissing;
- Training;
- Scheduling;
- Supervising;
- Evaluating performance; and
- Certifying attendant time sheets.


We will cover all of these and more in a few minutes.




Roles of the Attendant

Provide services and perform activities specified in the service plan

- In the manner described in that plan
- In a manner that protects the individual's health and safety
- On a schedule mutually agreed upon between the EOR and the attendant
- In accordance with the policies and standards of the service, including minimum qualifications for employment as an attendant





Next, be sure the EOR has a clear understanding of the basic role of any attendant who may provide personal care, respite or companion: to assist the individual by providing services and performing the activities specified in the CD service plan.

- The plan has to be followed, so these services and activities must be consistent with the plan.
- The attendant performs the activities always in a manner that protects the individual's health and safety.
- The EOR and the attendant can mutually decide on a schedule for these services and activities.
- Lastly, all services and activities must be provided in accordance with the policies and standards of the service, including the minimum qualifications for employment as an attendant.



Roles of the Services Facilitator



- Assessing an individual's needs
- Assisting in development of the individual's service plan for CD services
- Providing training on how to be an effective employer
- Completing ongoing services review sand monitoring activities



As you have already learned, your four basic roles as a Services Facilitator are:

Assessing an individual's needs, particularly as related to CD services;

Assisting in development of the individual's service plan for CD services;

Providing training on how to be an effective employer; and

Completing ongoing services reviews and monitoring activities as required by DMAS.

Services Facilitators are NEVER responsible for hiring or dismissing attendants.

Be sure the EOR understands your role fully.

Roles of Fiscal/Employer Agent (F/EA)

- Manages enrollment process for individuals using CD services
- Processes hiring paperwork for each attendant employed by the EOR
- Processes consumer-directed payroll
- Processes appropriate withholding, including federal and state taxes
- Deducts patient pay when the individual has a patient pay obligation
- Completes criminal background & CPS Registry checks

1 NUMBER ONE Consumer Directed Roles

F/EA

Lastly, the EOR also needs to know and fully understand the important role that the F/EA plays in CD services. The F/EA:

- Manages the enrollment process for individuals using CD services;
- Processes hiring paperwork for each attendant employed by the EOR;
- Processes the consumer-directed payroll;
- Processes appropriate withholding, including federal and state taxes;
- Deducts patient pay when the individual has a patient pay obligation; and
- Completes criminal background and CPS Registry checks.

For more intensive training on F/EA responsibilities, please refer to the website listed for the F/EA in the Module 1 training materials.



Step 2: Importance of the CD Service Plan

**Ensure EOR knows
Importance of
CD Service Plan**



The second major training topic addresses information the EOR needs to know about how important the individual's consumer-directed service plan is.

Contents of the CD Service Plan

- What the service plan contains (types of services to be furnished, amount, frequency, duration, and type of provider to furnish)
- What CD attendant support needs are and when they should be provided
- EOR's role in monitoring appropriateness of, and how changes are made to, the service plan
- Importance of emergency back up plan

The diagram consists of two 3D-style oval shapes. The first shape, labeled '1' in a light blue circle, is titled 'NUMBER ONE Consumer Directed Roles'. The second shape, labeled '2' in a green circle, is titled 'NUMBER TWO CD Services Plan'. They are arranged in a slightly overlapping sequence, suggesting a two-step process.

Start here by reviewing both the overall service plan and the CD service plan with the EOR. The plan contains the types of services to be furnished, the amount, frequency, and duration of each service, and the type of provider to furnish each service. Together, decide what the individual needs CD attendant support for, and when the support is needed.

Explain the EOR's role in monitoring the appropriateness of the service plan and how changes to the service plan over time are handled.

Stress the importance of the mandated emergency CD service back-up plan, making sure the EOR understands that:

- The plan is a requirement of the Medicaid service. ***Without it, the individual cannot participate in the service or in CD services;***

- The Services Facilitator or the individual's case manager may not be the back-up support;

- The back-up plan is a part of the CD service plan and should be located with the CD service plan; and

- Having a list of substitute attendants in the back-up plan allows the EOR to ensure that continuity of care is maintained in the event that the attendant cannot provide care for the individual.



Explain the Services That Can be Consumer-Directed

Personal Care (CL, FIS, CCC Plus Waivers and EPSDT)

Respite Care (CL, FIS and CCC Plus Waivers)

Companion Care (CL and FIS Waivers; adults 18 and older only)



The individual's service plan may contain both consumer- and agency-directed services. Be sure the EOR knows that the only services that can be consumer-directed in Virginia are personal care, respite care, and companion care.

Personal Care (CL, FIS and CCC Plus Waivers and EPSDT)

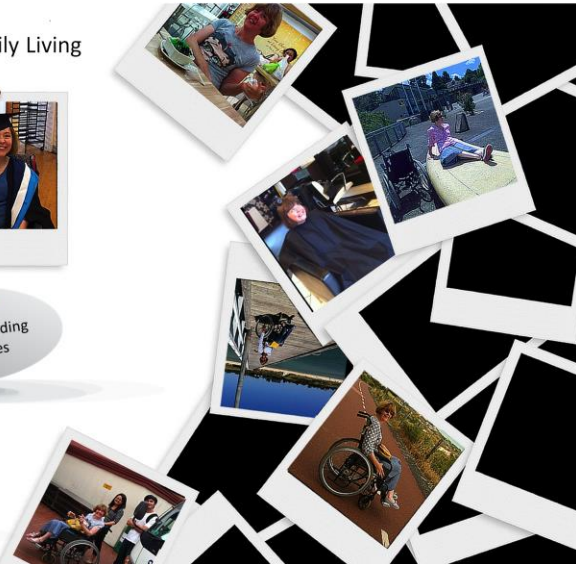
- Assistance with Activities of Daily Living
- Support at work or in the community

1

NUMBER ONE
Consumer
Directed Roles

2

NUMBER TWO
Understanding
CD Services



The EOR you are training needs to know and fully understand the services definitions for each CD service.

Personal care, available in all three waivers and the EPSDT Program, provides assistance with daily needs such as dressing, bathing, eating, housekeeping, shopping, and self-administration of medication.

Personal care may also be used to support activities of daily living at work and other places in the community.



Respite care is available in all three waivers, but only if the individual has an unpaid primary caregiver on an ongoing basis. In the CL and FIS Waivers, the unpaid primary caregiver must be living in the individual's home.

Respite provides assistance and routine supports to individuals that give the unpaid primary caregiver (for example, a family member) some time to do things that they need to do for themselves or other members of the family. Thus, it relieves the primary caregiver's physical burden and emotional stress of providing continuous support and care. A respite employee assists the individual at home and in the community with things the family or unpaid primary caregiver normally helps with.

Respite is personal care specifically designed to provide temporary, substitute assistance and support and is provided on a short-term basis because of the emergency absence, or need for routine or periodic relief, of the primary caregiver.

It is important for the Services Facilitator to check to make sure that respite hours are not substituting for personal care hours. It is also important for Services Facilitators to keep track of how respite is being billed.

Companion Care (CL and FIS Waivers)

- Assistance with daily activities
- Support at work or in the community

2

NUMBER TWO
Understanding
CD Services

1

NUMBER ONE
Consumer
Directed Roles



And finally, companion care is available only to individuals 18 and over, and only in the CL and FIS Waivers. Companions may assist with housekeeping, shopping, and community activities as well as provide fellowship and protection. This support can provide individuals with opportunities to get to know people in their communities and to participate more fully in community activities that interest them.


A companion may not live in the individual's home.

This is also the only CD service that is available to individuals who use congregate residential services (in other words, live in group homes) under the CL Waiver.

In summary, as a Services Facilitator, you will be providing EOR training so that the EOR will understand how to employ and manage attendants who provide one or more of these services.

Service Authorization

- Who is responsible for requesting
- Who is responsible for authorizing
- When authorization is needed
- If there is no authorization, the EOR is liable for payment until authorization is received**
- Timely submission of service authorizations is critical!**



Service authorization means that services are approved by DMAS or an agency designated by DMAS BEFORE they are performed by the attendant in accordance with the CD service plan. Although the EOR has no direct role in service authorizations, he or she needs to understand the importance of this process in the delivery of CD services.

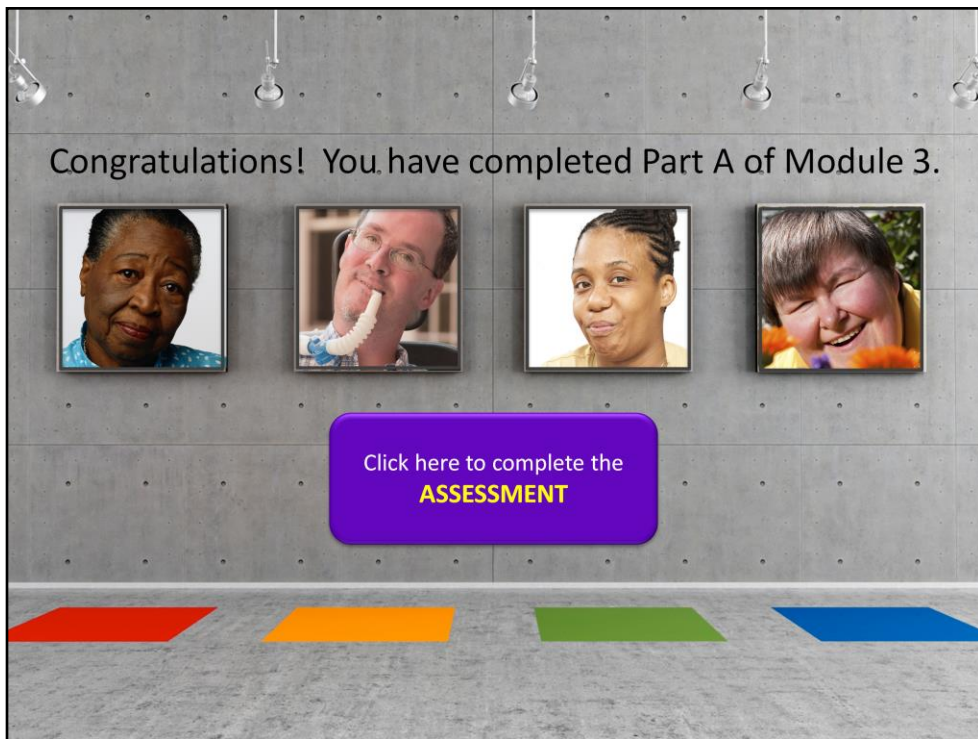
As a Services Facilitator, you are responsible for submitting service authorizations in a timely manner as outlined in Appendix D in the appropriate provider manual.

Requests for services offered through the CCC Plus Waivers and the EPSDT Program are approved by a DMAS service authorization contractor.

Requests for services offered through the CL and FIS Waivers are approved by DBHDS.

And very importantly: Authorization is needed BEFORE any services begin. As a Services Facilitator it is your responsibility to assure that service authorizations are submitted in a timely manner. The EOR needs to clearly understand that if an attendant is hired prior to authorization, the EOR is liable for paying the attendant until authorization is received. Work performed over or prior to the start date of the service authorized amount will not be paid by DMAS or the F/EA, and payment of any payroll and applicable taxes become the EOR's responsibility.

Failure to submit for appropriate authorization will result in the attendant not being paid.



You have now completed Part A of Module 3 of the four-part online series for meeting the requirements for training as a Services Facilitator.

Please note that all of the web links provided in this module are contained in the accompanying training materials.

Please complete the assessment for Module 3, Part A and print or save your certificate of completion.

Thank you for your participation! You may now proceed to Module 3, Part B.