

Member-directed service options allow members to have more control and flexibility over how certain services are provided. The options are not a new service, but rather are a way of providing services, which offers the member the ability to play a more active role in managing and directing their own care. Member-directed service options are available to most ALTCS members who live in their own home. This tool is designed to assist the Case Manager in supporting the member in making an informed decision on the option that works best for the member including the traditional service option or one of the member-directed options (Agency with Choice (AWC) and Self-Directed Attendant Care).

KEY DECISION POINTS	TRADITIONAL	AGENCY WITH CHOICE	SELF-DIRECTED ATTENDANT CARE
<p>INSTRUCTIONS: Check the services received by the member and proceed to the next question.</p>			
<p>What services do you receive?</p>	<p>Applicable Services:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Attendant Care <input type="checkbox"/> Personal Care <input type="checkbox"/> Homemaker <input type="checkbox"/> Home Health <input type="checkbox"/> Habilitation <input type="checkbox"/> Respite 	<p>Applicable Services:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Attendant Care <input type="checkbox"/> Personal Care <input type="checkbox"/> Homemaker <input type="checkbox"/> Habilitation 	<p>Applicable Services:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Attendant Care
<p>INSTRUCTIONS: If the member actively participates in the service planning process and/or directs their own care, skip this question. If the member generally has someone to support them or act on their behalf, review the opportunities available for each option and the exemptions.</p>			
<p>Do you have <u>someone who supports you</u> by acting on your behalf during the service planning process and/or in directing your care?</p>	<p>If a member is unable to actively participate in the service planning process, they can have someone who acts on their behalf such as a <u>Health Care Decision Maker (HCDM)/Designated Representative (DR)</u>.</p>	<p>If a member is unable to actively participate in the service planning process and/or direct their own care, an <u>Individual Representative</u> may be appointed to direct care on their behalf.</p> <p><i>The Individual Representative cannot serve as a paid direct care worker.</i></p>	<p>If a member is unable to actively participate in the service planning process and/or direct their own care, a <u>legal guardian</u> can direct care on their behalf.</p> <p><i>The legal guardian cannot serve as a paid direct care worker and shall be present during the provision of care.</i></p>

KEY DECISION POINTS	TRADITIONAL	AGENCY WITH CHOICE	SELF-DIRECTED ATTENDANT CARE
<p>INSTRUCTIONS: Check the options the member would like to use in choosing their direct care worker(s). In order to proceed with the Agency with Choice option, members shall at least agree to “select” and “dismiss” their direct care worker(s). In order to proceed with the Self Directed Attendant Care option, members shall agree to facilitate the entire hiring process.</p>			
<p>Do you want to choose your paid Direct Care Worker(s) (DCWs)?</p>	<p>You can choose your direct care worker(s):</p> <ul style="list-style-type: none"> <input type="checkbox"/> From a pool of workers employed/contracted by the agency, or <input type="checkbox"/> Find someone who would like to become employed/contracted by the agency. <p><i>Individuals, who help you in directing care, such as a HCDM / DR, may also serve as your paid direct care worker.</i></p> <p><i>Agencies are required to tell you if they employ or contract with direct care workers and explain the difference between the two business models from the member’s perspective.</i></p>	<p>You <u>shall</u> choose your direct care worker(s):</p> <ul style="list-style-type: none"> <input type="checkbox"/> From a pool of workers employed by the agency, or <input type="checkbox"/> Find someone who would like to become employed by the agency. <p>You <u>can</u> identify additional qualifications for your direct care worker(s) over and above what is required by the State or the agency.</p> <p>You shall take responsibility for selecting and dismissing your direct care worker if needed. This means you shall be willing to tell them and the agency if they are not working out. <i>The agency has the option to hire and fire the direct care worker(s).</i></p>	<p>You <u>shall</u> recruit, interview, hire and fire the direct care worker(s).</p> <p>The direct care worker shall be legally eligible to work and shall meet minimum training requirements (i.e., Cardiopulmonary Resuscitation (CPR) and First Aid).</p>

KEY DECISION POINTS	TRADITIONAL	AGENCY WITH CHOICE	SELF-DIRECTED ATTENDANT CARE
<p>INSTRUCTIONS: Review the differences of the options as it pertains to serving in some capacity as the employer of the direct care workers(s). Proceed to the next question in order to assist the member in understanding what it means to serve in the capacity of an employer.</p>			
<p>Do you want to be the employer of your direct care worker(s)?</p>	<p>The direct care worker(s) are employed/contracted by the agency. Under this option, members are unable to be the employer of the direct care worker.</p>	<ul style="list-style-type: none"> • You formally partner with the agency, through an agreement, to make sure your care is provided in the way you want. • You are the day-to-day managing employer while the agency is the legal employer. • You have the support of the provider agency. 	<ul style="list-style-type: none"> • You are the sole and legal employer of the direct care worker(s). • The only support available is from a fiscal employer agent who: <ul style="list-style-type: none"> ○ Verifies whether or not the direct care worker is legally eligible to work and, ○ Performs payroll functions.

KEY DECISION POINTS	TRADITIONAL	AGENCY WITH CHOICE	SELF-DIRECTED ATTENDANT CARE
<p>INSTRUCTIONS: Start with the Agency with Choice option and check the responsibilities the member is interested in doing. If the member is interested in doing all of them, walk through the employer responsibilities for the Self-Directed Attendant Care option to see if the member might be interested in that option and adding on the remaining employer responsibilities.</p>			
<p>Do you want to have any of these employer roles and responsibilities?</p>	<p>Members do not direct their own care under this option but may <i>informally</i> perform some employer-based responsibilities.</p>	<p>You have the option to assume one or more of the following responsibilities:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Identify training needs above and beyond what is required by the State or the provider agency. <input type="checkbox"/> Manage the worker on a day-to-day basis including: <ul style="list-style-type: none"> <input type="checkbox"/> Orienting the worker and giving direction on how tasks will be performed, <input type="checkbox"/> Determine when the worker will come and what tasks they will do when. <input type="checkbox"/> Supervise the worker on a day-to-day basis including communicating with the direct care worker(s) and provider agency about your opinion of the worker’s performance. 	<p>You shall assume <u>all</u> of the employer responsibilities:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Determine when the worker will come and what tasks they will do including providing some skilled care. <input type="checkbox"/> Supervise the worker including orienting the worker and give directions on how the tasks will be done. <input type="checkbox"/> Identify training needs for your worker (<i>workers have minimal standardized training requirements compared to AWC</i>). <input type="checkbox"/> Ensure the Electronic Visit Verification is used to record the DCWs time.

KEY DECISION POINTS	TRADITIONAL	AGENCY WITH CHOICE	SELF-DIRECTED ATTENDANT CARE
			<ul style="list-style-type: none"> <li data-bbox="1583 326 2003 493">☐ Notify your Case Manager of a change in your health status or to report any problems or concerns with the quality of service. <li data-bbox="1583 540 1982 672">☐ Implement the Contingency Plan if a DCW visit is missed, short or late and notify your Case Manager.