Participant Direction

Personal Preference Program

MLTSS Training
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DDS
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Personal Preference Program Background

- New Jersey's Self Direction program is known as the Personal Preference Program (PPP) and is based on a national "Cash and Counseling" model
- Serves about 3,700 individuals and enrolling about 100 new consumers each month
- Started as a research and demonstration project in 1999
- In June of 2008, PPP became a permanent service delivery model under Medicaid State Plan Service

Personal Preference Program Background

- Offers an alternative service delivery model, "Participant-direction" to Medicaid recipients who are eligible for PCA benefits
- PPP is an alternative delivery system for state plan PCA…Individuals get one or the other
- Participants receive the "cashed out" value of their assessed PCA benefit

Personal Preference Consumers

- Established as businesses under the IRS code for “Domestic Household Employees”
- Consumers serve as the “Employer of Record”
- Consumers are responsible for managing their “own shop”

Participant Direction

- A philosophy and orientation to the delivery of home and community based services whereby informed consumers assess their own needs, determine how and by whom these needs should be met and monitor the quality of services received. Individuals have the primary authority to make choices that work for best for them.

Self-Direction

- Participants must be able to direct and manage their own care including:
- Hiring, training and managing workers,
- Creating a Cash Management Plan or budget that outlines the services they wish to purchase,
- Identifying a back-up plan

Representatives

- Consumers who are unable to self-direct and manage their own care may participate with a Designated Representative.
- Representatives take on the responsibilities of the consumer
- Representatives must evidence a close personal relationship with the consumer
- Representatives can't also be a paid worker for the consumer and can't receive monetary reimbursement for serving in this role

Reasons for a Representative

- Disability that effects cognition or decision making
- Ability to communicate is an issue
- Noncompliance, mismanagement or possibility of being exploited

Fiscal Employer Agent & Counseling Entity

- Current Vendor FEA/Counseling Entity is Community Access Unlimited.
- FEA acts as the bookkeeping or business agent for participants
- Consumers pay % of "Cash" grant monthly to the FI to pay for the cost of the services…cutting checks, tax withholding, counseling services
- Pay other one time costs out of their grant like fingerprinting and background checks for workers, worker's comp insurance

Fiscal Employer Agent & Counseling Entity

- Do startup enrollment work to establish the business and requisite work for self hires
- Responsible to pay payroll expenses on submitted timesheets
- Responsible to “bank” and pay for goods and services that the participant may wish to purchase “in lieu of “ human personal care services.
- Routine and end of the year issues regarding any facet of FI Operations

Fiscal Employer Agent & Counseling Entity

- Trained counselors assist participants
- Each consumer is matched with a PPP Consultant who teaches the consumer the concept of self-direction.
- Consultants assist consumers in the development of the cash management plan
- Consultants offer guidance in managing services

Goods and Services

- Individuals can save a portion of their grant to purchase goods and services that will diminish the long term need for personal care. Example: Bathroom Modification
- Individuals can purchase an ongoing service as an alternative to personal care. Example: Home Delivered Meals
- FI can serve as the fiscal conduit to pay for things outside the MCO provider network

Personal Preference Program (Cash & Counseling)

- Benefits
  - Greater Choice and Control
  - Flexibility
  - Buying Power
- Greater Responsibility
  - Participant is responsible for his/her choices
  - Participant is responsible for managing his/her "own shop"

Operational Changes for MLTSS

- MCO will assume full responsibility for assessments and determinations regarding level and duration of PCA services.
- Appeals will be handled by the internal mechanism of each MCO and secondarily by the State's OAL Fair Hearing process
- Each MCO will engage the state contracted FI in a third party contract to allow the FI to bill each MCO

Operational Changes Part II

- The FI will cover the costs of services for a month and retrospectively bill each MCO at the end of each month for services rendered to each member.
- MCO can then send encounter data to the State

Enrollment Package

- 10 Forms and a checklist that will be used to enroll folks into consumer self direction
- DDS will provide the forms to all MCOs for consistency
- DDS/MCO will co-brand the forms
- Completed packages should be sent back to DDS to start enrollment.
- The package was designed based on the best practices of each MCO: some forms were developed by the MCOs for PPP and DDS has adapted for use by all
- DDS has also received TA from the National Resource Center for Participant Directed Services
- Each form was included to resolve a historic "barrier" to program access and to assure potential consumers "understand" self direction

- **The Checklist**
- **Form 1** PPP General Information (we do not expect CM to read to consumer)
- **Form 2** Inquiry Form (Basic Member Info)
- **Form 3** Recommendation for Hours and any changes if used on a reassessment (will be available separate the package for changes)
- **Form 4** PCA Assessment Tool
- **Form 5** Overview of Participant Directed Services
- **Form 6** Duplication of Services
- **Form 7** Availability of Traditional Services
- **Form 8** Need for Representative
- **Form 9** Background Checks
- **Form 10** Fraud and Abuse Statement

Role of DDS

- DDS will oversee operations of the program and will do the following:
  - Will sign off and approve cash management plans
  - Notify each MCO when members are ready to start consumer direction
  - Technical assistance to members
  - Training to MCO Staff
  - Monitor member ability to “self direct” and defend adverse decisions at OAL
  - Notify MCO of changes is member care including fraud and abuse

Role of DDS Part II

- Prepare and maintain forms for use by the MCOs (marketing and info) and by the FI (enrollment and operations)
- Monitor consultant compliance with timely home visits and phone calls

Questions?

Resources

- National Resource Center For Participant-Directed Services, http://www.bc.edu/schools/gssw/nrcpds/
- Home and Community Based Services Clearinghouse,

  http://nasuad.org/hcbs