

FMS Information Session: Roles and Responsibilities of AAA, SC, FMS and Participant

Date: January 26, 2010

Time: 9AM-12PM





Meeting Logistics/Format Tips

- In the interest of time and to ensure all questions are answered, training participants are asked to type in their questions.
- Office of Long -Term Living (OLTL) will answer as many as we can today.
- A Frequently Asked Questions (FAQ) document will then be compiled that includes answers to all of the questions received during these sessions.
- We will upload the presentation to the Long-Term Living Institute (LTLI) website after all sessions are complete.



Agenda

- Background
- Three Service Models
- Overview of FMS
- Roles of Each Player
- Wrap Up
- Next Steps

Background

Why the change?

□ CMS Assurances

- Standardize rates- required in waiver renewal work plan
- Pay actuarially sound rate as required by CMS
- Here is the link for the Aging work plan:

<http://www.dpw.state.pa.us/ServicesPrograms/MedicalAssistance/SuppServWaivers/003671492.htm>

- Here is the link for the Attendant Care work plan:

<http://www.dpw.state.pa.us/ServicesPrograms/MedicalAssistance/SuppServWaivers/003670176.htm>



Background

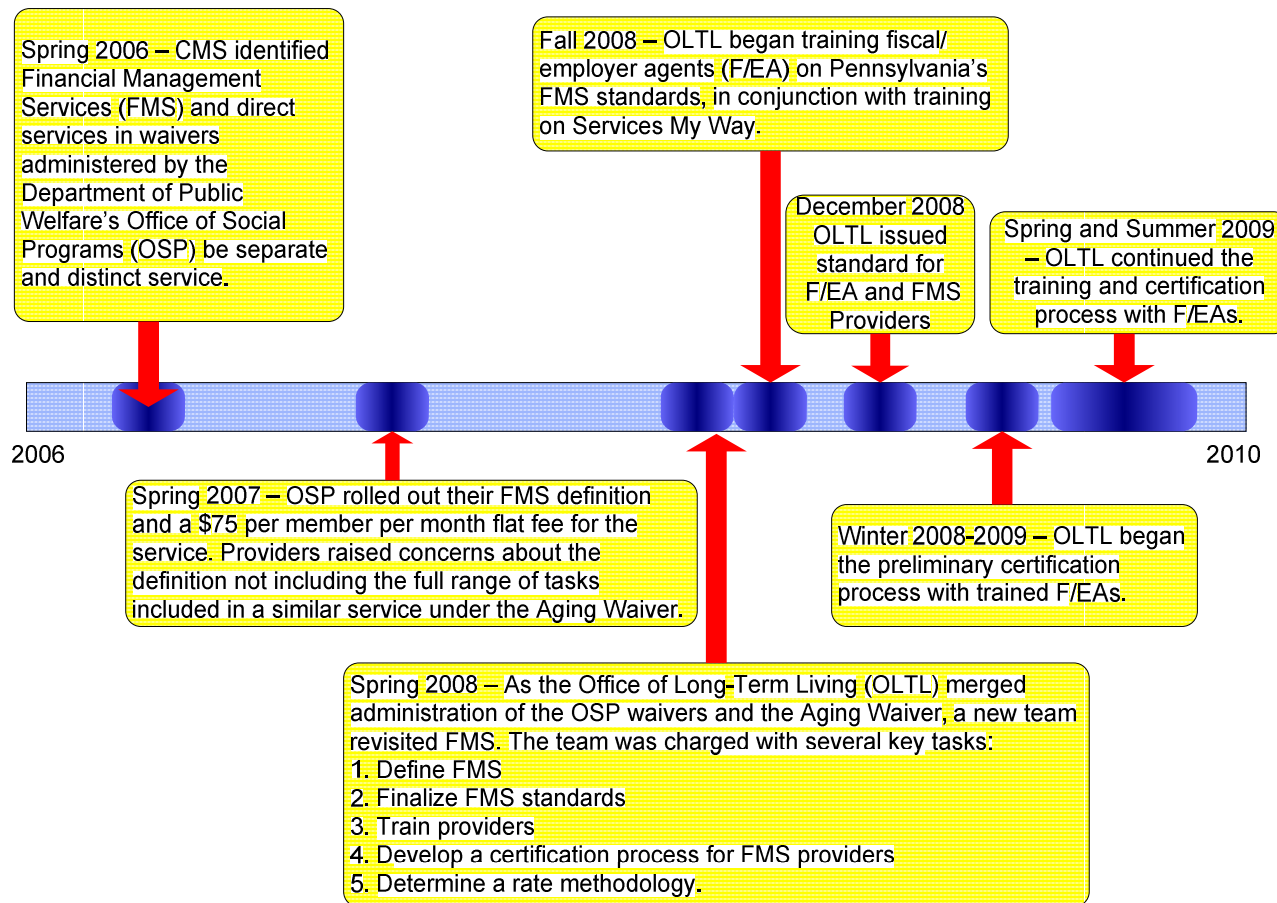
- The participant decides how best to meet their identified, unmet needs.
 - Empower participants
 - Respect participant's right to make decisions
 - Honor the participant's choices
- Optimize use of available resources to assure high quality services.



Financial Management Services (FMS)

- In the past few years, significant work has occurred to standardize Financial Management Services (FMS).
- Prior to this time, FMS operations and performance varied significantly.
- FMS performance had never been reviewed in a systematic comprehensive manner.

Timeline





Financial Employer Authority (F/EA) FMS Provider Standards

- Meetings were held with stakeholders from August 2008 to December 2008 to develop standards. Our stakeholder groups include providers, consumers and national experts.
 - Regional trainings were conducted over the past 12 months.
 - All F/EAs are required to implement standards and become certified.
 - Any agency currently providing F/EA but not certified will be required to send transition plans to BPS for evaluation and approval.
- Below is a link to the FMS F/EA standards:
- <http://www.dpw.state.pa.us/resources/documents/pdf/longtermcare/qmetinfo/feastandardsoltl%20.pdf>



Overview of the Pre-Certification Process

- Provider will attend the Pre-Certification course
- Provider will provide the completed self-assessment checklist and required documentation to the Bureau of Provider Supports (BPS)
- BPS will determine whether or not the provider meets the selected standards to move on to the certification process



Overview of Certification Process

□ Certification Process

- Provider will receive a notification letter and a request for information from the Quality Management Efficiency Team (QMET)
- The QMET will conduct an on-site monitoring review, measuring the provider's performance in each of the 18 standards
- The QMET will complete a monitoring review report
- Certified providers will be reviewed at least on an annual basis
- A list of fully certified F/EAs will be published and made available to Care Manger/Service Coordinators and participants.



Models of Service

- OLTL offers participants three models of service delivery.
- The models reflect varying degrees of choice and control a participant has in managing their services.

The three models are:

- Agency
- Employer Authority (Consumer-Employer/
Consumer Directed PAS)
- Budget Authority (Services My Way, SMW)

Example of Combination ISP

- Mrs. Smith has 40 hours per week on her service plan for Personal Assistance Services (PAS). She obtains 30 hours Monday-Friday from ABC Agency which employs their own workers. For 10 hours over the weekend, she employs her neighbor Mrs. Jones. Mrs. Smith is responsible for telling Mrs. Jones what she needs done in those 10 hours. Mrs. Smith has a Fiscal Employer Authority (F/EA) to help her send out the proper tax documents.

Mrs. Smith Weekly Service Plan schedule

Day	Service	Hours	Model
Monday	PAS	6	Agency
Tuesday	PAS	6	Agency
Wednesday	PAS	6	Agency
Thursday	PAS	6	Agency
Friday	PAS	6	Agency
Sat	PAS	5	Employer Authority
Sun	PAS	5	Employer Authority
Total		40	



Model of Service - Agency

- The participant selects the provider from an approved list of agencies.
- The participant and Care Manager/Service Coordinators coordinate services and work schedule based on the participant's identified needs.
- The provider agency manages the work of the personal assistance worker. The Care Manager assists the participant in communicating any concerns to the provider agency.



Model of Service –Employer Authority

- ❑ The participant recruits, hires, and trains their personal assistance worker.
- ❑ The participant manages the work of their personal assistance worker.
- ❑ The CM/SC advises and assists the participant in managing their services with the fiscal/employer agent.



Model of Service –Employer Authority

- The participant determines the work hours of their personal assistance worker.
- The participant is the employer of their personal assistance worker.
- An excellent resource for training is:
<http://www.pva.org/site/DocServer/PersAsst.pdf?docID=687>



Model of Service – Budget Authority

- Participants have an individual spending plan, based on their individual service plan, to determine how their needs will be met.
- The spending plan may include goods and services that are not typically available through the Aging Waiver or Attendant Care Waiver.



Models of Service – Budget Authority

- The participant is the employer and recruits, hires, and trains personal assistance worker.
- The participant manages the work of their personal assistance worker.
- The CM/SC advises and assists the participant in managing their services with the fiscal/employer agent.



Financial Management Services (FMS)

- Participants who use Employer and or Budget Authority models of service will require FMS in their service plan.
- FMS may only be provided by a Fiscal/Employer Agents (F/EAs).
- F/EAs:
 - prepare and distribute payroll and address federal, state and local employment tax, labor, and workers' compensation insurance rules;
 - make financial transactions on behalf of the individual;
 - generate reports for individuals and state program agencies
- The participant functions as the employer of their personal assistance workers.



Roles and Responsibilities

- Everyone plays an important role with the participant's service plan:
 - Participant
 - Fiscal/Employer Agent (F/EA)
 - Care Manager/SC



Roles and Responsibilities - Participant

- Participants are the employer of their workers.
- Makes decisions about their support staff, such as:
 - recruitment
 - hiring
 - training
 - firing
- File all employment related paperwork, including the required IRS paperwork for their employees
- Make decisions on how their budget will be spent (Budget Authority only).



Roles and Responsibilities – F/EA

- ❑ The primary role of the FE/A is to pay wages, taxes, etc. for the participant's support staff.
- ❑ Reduce employer- related burden for participants
- ❑ Process employee paperwork for participants.
- ❑ Process criminal history clearances for participants' employees.
- ❑ Make sure funds for services and supports are managed appropriately. (SMW only)



Roles and Responsibilities - CM

- ❑ Develop service plan with participant and develop a back-up plan in conjunction with the participant.
- ❑ Actively engage participants in making their own decisions and support the decisions that are made by the participant.
- ❑ Provide information and resources to allow participants to make informed decisions.
- ❑ Allow participant to choose an F/EA and make the referral to the F/EA
- ❑ Ensure communication is present between Care Manager, participants, F/EA and service providers.
- ❑ Discuss results of criminal background clearances with participants.

Wrap-up

- Review of what we covered





Next Steps

- Continue Certification Process for F/EA's
- Work with CM/SC's and F/EA's to promote consistency in their roles and responsibilities



- Questions about Next Steps