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**AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC)  
Participant Advisory Committee (PAC)  
Northeast Pennsylvania PAC Minutes**

**Chair:** Lori Delmonaco  
**Co-Chair:** Maritza Padua  
**Scribe:** Kathleen Shiomos

**Date:** September 22, 2021  
**Location:** Virtual Only  
**Time:** 3:00-4:00pm

Agenda Item	Owner(s)	Discussion	Action Items
<b>Call To Order</b>	Lori Delmonaco, LTSS Manager	Lori Delmonaco called the meeting to order at 3:05 PM.	N/A
<b>Welcome and Introductions</b>	Lori Delmonaco	Lori Delmonaco welcomed the group to the AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) Participant Advisory Committee (PAC) meeting. Introduction of Nicole Ragab, new Community Relations Representative and Frank Santoro, new Director of Operations and Administration.	N/A
<b>New Business/Updates</b>			
<b>Financial Management Services (FMS) Presentation</b>	Frank Santoro, Director of Plan Operations & Administration	<p>Frank Santoro discussed the self-directed services program, the role of the financial management services (FMS) vendor that supports the self-directed services program, and the transition to a new FMS vendor, HHAx/Tempus, which is set to roll out <b>April 1, 2022</b>.</p> <p>As part of this transition, Participants, common law employers (CLEs) and direct care workers (DCWs) will be required to complete new enrollment paperwork, but there will be no changes to services. Participants who are signed up for self-directed services will receive information related to the transition, via mail, ahead of the transition.</p> <p>*full PowerPoint attached*</p>	N/A
<b>CAHPS Open Projects</b>	Jessica Grinderslev,	Jessica Grinderslev presented information related to the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey. SPH analytics, a third	

	<p>Manager Quality Management</p>	<p>party vendor, will be administering the survey on behalf of AmeriHealth Caritas PA CHC and Participants may be contacted to take the 30 minute survey.</p> <p>Jessica explained that the Quality Management department is working with Community Outreach department to create new CAHPS measures based on survey results.</p> <p>Jessica reminded members that the Center for Disease Control (CDC) recommends everyone receive an annual flu shot, which is covered by the plan. Lastly, Jessica reminded Participants to please contact their Service Coordinator following all hospitalizations and emergency room visits; Service Coordinators will set up time with Participants to review services and needs.</p> <p><b>Questions:</b>  <i>Provider PAC member: Is it possible to see a copy of the CAHPS survey questions because many PAS providers are interested in how they are being measured?</i></p> <p><i>Jenn Rogers will follow up (see action items) and invited the provider to continue the conversation with her offline.</i></p>	<p>Jenn Rogers will confirm if we are able to share a copy of the CAHPS survey and respond directly to the provider.</p>
<p><b>Community HealthChoices Resources and Tools – Aunt Bertha</b></p>	<p>Jennifer Rogers, Director of LTSS Program Management &amp; Quality</p>	<p>Jenn Rogers shared and reviewed the recent Community HealthChoices Resources and Tools presentation at the September Medical Assistance Advisory Subcommittee (SubMACC) meeting. The resources reviewed included:</p> <ul style="list-style-type: none"> <li>• Aunt Bertha or FindHelp.org - Participants and Service Coordinators can search Aunt Bertha for services and supports by their location.</li> <li>• QUIL – digital health and engagement solutions for caregivers, offers resources to the caregiver community.</li> <li>• Behavioral Health Resources</li> <li>• Housing Resources</li> <li>• Employment Resources</li> <li>• Community Resources tab on the AmeriHealth Caritas PA CHC website, which provides community information and access to Participant Advisory Committee (PAC) and Health Education Advisory Committee</li> </ul>	<p>N/A</p>



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		(HEAC) information.	
<b>Open Forum</b>	All	Nothing new discussed at this time.	N/A
<b>Next Meeting:</b>	Lori Delmonaco	Next meeting will be held on December 7, 2021. Meeting invitations will be sent out shortly.	N/A
<b>Adjourned</b>	Lori Delmonaco	Meeting was adjourned at 3:59 PM.	N/A

# FMS Vendor Transition for Self-Directed Services

Presented by Frank Santoro

Director of LTSS Plan Operations and Administration  
September, 2021



## Agenda



- Self-Directed Services Program Overview**

- Description and Benefits
- Qualifications
- Participant Responsibilities
- CLE/DCW Responsibilities
- MCO Responsibilities
- Service Coordination Responsibilities
- FMS Responsibilities



- FMS Vendor Transition**  
Vendor transition and comparison  
HHAx/Tempus Organization
- Questions**

## What are Personal Assistance Services?



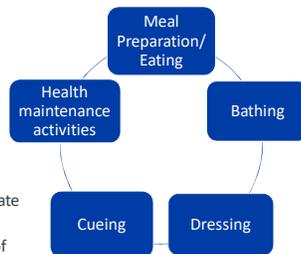
Personal Assistance Services (PAS) are aimed at assisting the individual to complete tasks of daily living that would be performed independently if the individual had no disability. These services include:

Assistance with activities of daily living activities (ADLs)

- eating, bathing, dressing, and personal hygiene*
- cueing to prompt the Participant to perform a task*
- supervision to assist a Participant who cannot be safely left alone.*

Health maintenance activities provided for the Participant, such as bowel and bladder routines, ostomy care, catheter, wound care and range of motion as indicated in the individual's service plan and permitted under applicable State requirements.

Routine support services, such as meal planning, keeping of medical appointments and other health regimens needed to support the Participant. Assistance and implementation of prescribed therapies.



Pennsylvania Office of Long-Term Living Home and Community-Based Services (HCBS) offer persons with disabilities and Pennsylvania seniors a choice on how services will be delivered.



Agency Provided

Participant Directed / Self-Directed

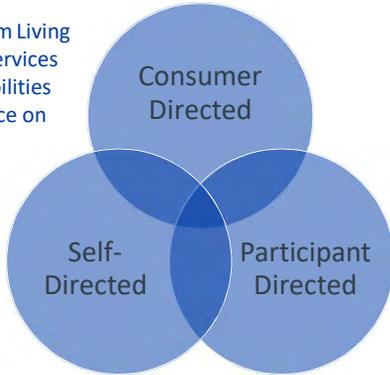


## Self-Directed Services Program Overview Description and Benefits



Pennsylvania Office of Long-Term Living Home and Community-Based Services (HCBS) offer persons with disabilities and Pennsylvania seniors a choice on how services will be delivered.

Self-Directed Services enable Participants to take more control of services giving them the power to manage their own workers as the Common Law Employer.



## Self-Directed Services Program Overview Description and Benefits



### What are Participant – Directed Services?

- Self-directed care services, often referred to in Pennsylvania as Participant Directed Services, is a philosophy and practice that assumes Participants:
  - have the right and ability to assess their own needs
  - determine how and by whom those needs are met
  - evaluate the quality of the services they receive.
- Participants have the ability to hire family, friends, or neighbors to provide some of the services they might need, such as meal preparation or personal care.
- As a CHC Participant, you employ the direct care worker instead of a caregiver agency. This will enable you to make decisions regarding who provides services and how services are provided. Participant can recruit, hire, train and supervise the individuals who furnish their services (PAS & Respite) with payroll and other support provided.
- Self-direction promotes personal choice and control and can include engaging family and other loved ones in providing care and support.
- Services My Way (available in Community HealthChoices Waiver only) is a model of service that gives Participants the option to manage a flexible budget (Individual Spending Plan).

## Self-Directed Services Program Overview Description and Benefits



### WHAT ARE THE BENEFITS OF SELF-DIRECTED CARE?

- Self-direction allows you greater access to care/support services in rural areas
- Self-direction enables you or your loved one to keep living in your own homes, communities, and local support systems as opposed to restrictive institutional care  
It might also be an option for individuals within residential facilities to move back home. The approach enables you to control and structure your own life.
- Self-direction is flexible and personal  
You work with a service coordinator to determine your eligibility for a set of services. Together you tailor your requirements by choosing what support and services are needed, when they are needed by whom, and where. Your needs can change over time, and self-directed programs allow for that future flexibility.
- Self-direction allows you to choose a care/support worker you know, trust and relate to  
This can include friends and may include family. You have the security of choosing and knowing who is coming into your home. You can hire workers that you feel most compatible with, including those that share your same interests and culture.

## Self-Directed Services Program Overview Direct Care Worker Responsibilities



A Direct Care Worker (DCW) is a person assigned by the Participant or Common Law Employer to provide care to the Participant. Here are their responsibilities:

- Complete DCW enrollment paperwork and required background checks for each Participant-employer
- Complete the required DCW Orientation and obtain a Unique ID
- Alert PPL to any address changes
- Complete a Live-In Exemption form if moving into or out of the home of the Participant to whom services are provided
- Provide services to Participant as described in Person Centered Service Plan (PCSP)
- Meet all qualification requirements and complete training as identified in the PCSP
- Be aware of guidelines related to their own withholdings



**Note:** A DCW can not be a spouse, Power of Attorney, person under 18 years of age

## Self-Directed Services Program Overview Participant Responsibilities



The Participant is a member of the Pennsylvania CHC program and qualifies to participate as a self-directed Participant. Here are their responsibilities:

- Recruit, hire, train, schedule, manage, and dismiss Direct Care Worker (DCW)
- Verify DCW and vendor qualifications
- Ensure that DCWs complete the enrollment requirements
- Train DCWs in providing services described in the ISP
- Decide how much to pay DCW, within state guidelines
- Monitor adherence to Service Plan and budget
- Develop and implement a backup plan –
  - The steps to be taken to meet the Participant's needs during an emergency. Emergency back-up plans address power outages, weather events, travel restrictions, and other events.
- Approve and submit all time worked
- Report suspicions of Medicaid fraud or financial abuse
- Designate a representative or alternate CLE to assist with employer duties, as necessary



## Self-Directed Services Program Overview Common Law Employer (CLE) Responsibilities



A common law employer is someone who is designated by the Participant to assist in their care. The responsibilities are:

- Understand personal assistance needs of the Participant
- Make decisions about care
- Understand how to recruit, hire, train, and supervise provide
- Understand the impact of decisions and assume responsibility for the results
- Approves all submitted Time
- Can not be the Direct Care Worker
- A CLE can not be a CLE for multiple Participant's
- Updates CLE address changes by submitting the CLE address change form
- Sign all Initial Onboarding Enrollment Forms



## Self-Directed Services Program Overview MCO Responsibilities



MCO responsibilities include:

- Manage the HHAx/Tempus vendor relationship
- Receive and review reports from HHAx/Tempus
- Train Service Coordinators on program requirements and MCO system entry and utilization
- Provide support to Service Coordinators in the management of the Participants' services
- Provide Service Coordination Supervision
- Provide authorizations for HHAx/Tempus for Participants in the program
- Approve Plan of Care submitted by Service Coordinators
- Mandatory Reporter – requires MCO to investigate critical incidents such as exploitation, serious injuries, neglect, elder abuse, child abuse in the home, etc.

## Self-Directed Services Program Overview Service Coordinator Responsibilities



Service Coordinator responsibilities include:

- Introduce the choice for Participant Directed Services to Participants
- Assist with the designation of an alternate CLE where necessary and allowed
- Develop and update the Person Centered Service Plan (PCSP)
- Assist Participants to develop and implement a backup plan
- Monitor the delivery of services and support
- Provide HHAx/Tempus with any temporary gaps in service in a timely fashion

## Self-Directed Services Program Overview

### FMS Vendor Responsibilities:



Financial Management Services (FMS)—Effectively the Participant’s “HR Department”

- Manage Employee Onboarding
- Conducts background checks
- Manage Payroll & payroll verification processes
- Compiles and submits tax documents to State and Federal entities, as well as annual tax statement to the Direct Care Worker.
- Reporting and FWA compliance responsibilities

## FMS Vendor Transition



## FMS Vendor Transition PPL to HHAx/Tempus Transition



On June 28, 2021, PA Office of Long Term Living (OLTL) announced the transition from the current vendor, PCG Public Partnerships, to HHAx/Tempus. The go-live implementation date is **April 1, 2022**.

The following comparison shows the main reasons HHAx/Tempus was chosen:

Current structure	Future structure
<ul style="list-style-type: none"> <li>• DHS OLTL maintains FMS contract</li> <li>• MCOs have little ability to directly manage FMS contractor or address customer service, CHC Participant and DCW complaints</li> <li>• Significant resources are utilized now to address process issues, including multiple staff focused full-time on managing problems</li> <li>• Current arrangement presents operational hurdles that may discourage Participants from using self-directed services option</li> <li>• Lack of integration with existing MCO systems</li> </ul>	<ul style="list-style-type: none"> <li>• MCOs hold contract with single vendor to ensure statewide continuity</li> <li>• HHAx has proven track record with providing similar services in other states to other high-volume clients</li> <li>• MCOs can directly ensure Participant and DCW needs are met, and any concerns resolved</li> <li>• Clear accountability and transparency are being built into the new contract.</li> <li>• Protects Participant and their DCWs</li> <li>• Enhanced coordination and support with Service Coordination that allows SCs to focus on quality services</li> <li>• Streamlined authorization and time submission process.</li> </ul>

## FMS Vendor Transition HHAx/Tempus Organization



HHAxExchange has been a proven software vendor and partner to the CHC MCOs since 2016.

HHAxExchange engaged Tempus Unlimited to perform the Fiscal/Employer Agent services for the CHC-MCO self-directing Participants. Tempus will be performing the payroll administration for HHAx. Participants, DCWs and CLEs will use Tempus for their timesheet and payroll services.

- Non-profit organization
- One of the largest Fiscal/Employer Agents in the country
- Tempus board members and staff with disabilities bring live experience to Tempus services
- Performing payroll for 35,000 Participants and 60,000 DCWs
- Powered by self-direction software that has served over 250,000 Participants in self-direction
- Powered by software used in 40 states, over 80 programs and over 100 payers
- Providing Fiscal/Employer Agent FMS in Massachusetts since 1998 (23 years)

## FMS Vendor Transition Participant/DCW/CLE Next Steps



**Q. Will I be able to keep my current DCW?**

A. Yes. You will be able to keep your DCW.

**Q. What do I need to do because of this change?**

A. You and your DCW will need to fill out some paperwork. You will get more information about this when we get closer to the transition date. Tempus will also reach out to you about trainings.

**Q. Will the pay rate for my DCW change?**

A. No. The pay rate for your DCW will not change because of this switch.

**Q. Will the services I get change?**

A. No. The services you get will not change because of this switch.

## FMS Vendor Transition Participant/DCW/CLE Next Steps



**Q. Does Tempus have experience as an F/EA?**

A. Tempus has been providing F/EA services for more than 20 years. It has served over 20,000 members and has a 98 percent satisfaction score.

**Q. How can I contact Tempus?**

A. Tempus will be sharing contact information soon.

**Q. What if I need to contact PPL, the current F/EA company?**

A. You can still reach PPL with questions or concerns at 1-877-908-1750.

**Q. What can I do if I have more questions?**

A. You can call the AmeriHealth Caritas PA CHC Personal Care Connection team at **1-855-332-0116**. TTY users should call **711**. Help is available Monday through Friday from 8:30 a.m. to 5 p.m.

## Questions?

